



**EMPATHY AND
WORKING TOGETHER IN
THE WORKPLACE**

EMPATHY

Relationship Between Empathy and Vulnerability

➤ Relationship between Empathy & Vulnerability:

- Vulnerability is not weakness
- Vulnerability is the birthplace of innovation, creativity and change
- Empathy and stress management



Vulnerability is not Weakness

- Vulnerability is not about winning or losing.
- Vulnerability is not about areas of weakness
- It is the capacity of showing up and being seen by ourselves and others as we really are
- It is an act of extreme courage
- The courage of showing your weaknesses and taking the risk to be rejected
- The strength to do what we believe we have to do when we are terrified about what people might see or think



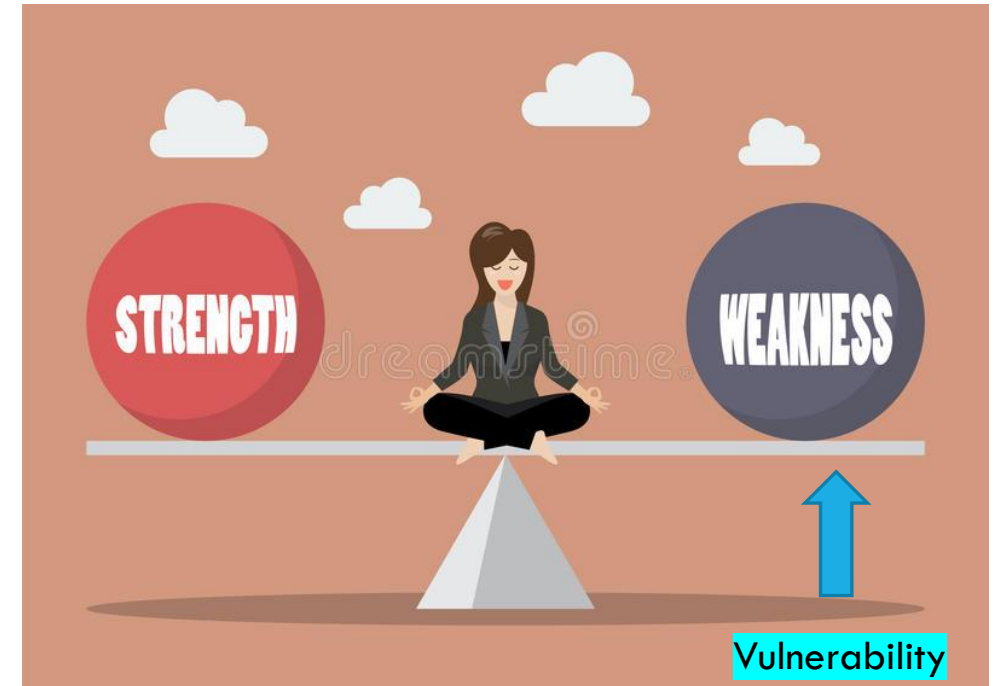
Vulnerability is not Weakness

- Weakness:
 - The fact or state of not being strong or powerful
 - A particular part or quality of someone that is not good or effective
 - In SWOT, weaknesses are those characteristics of a business that gives disadvantage in relation to others.



Benefits of Vulnerability

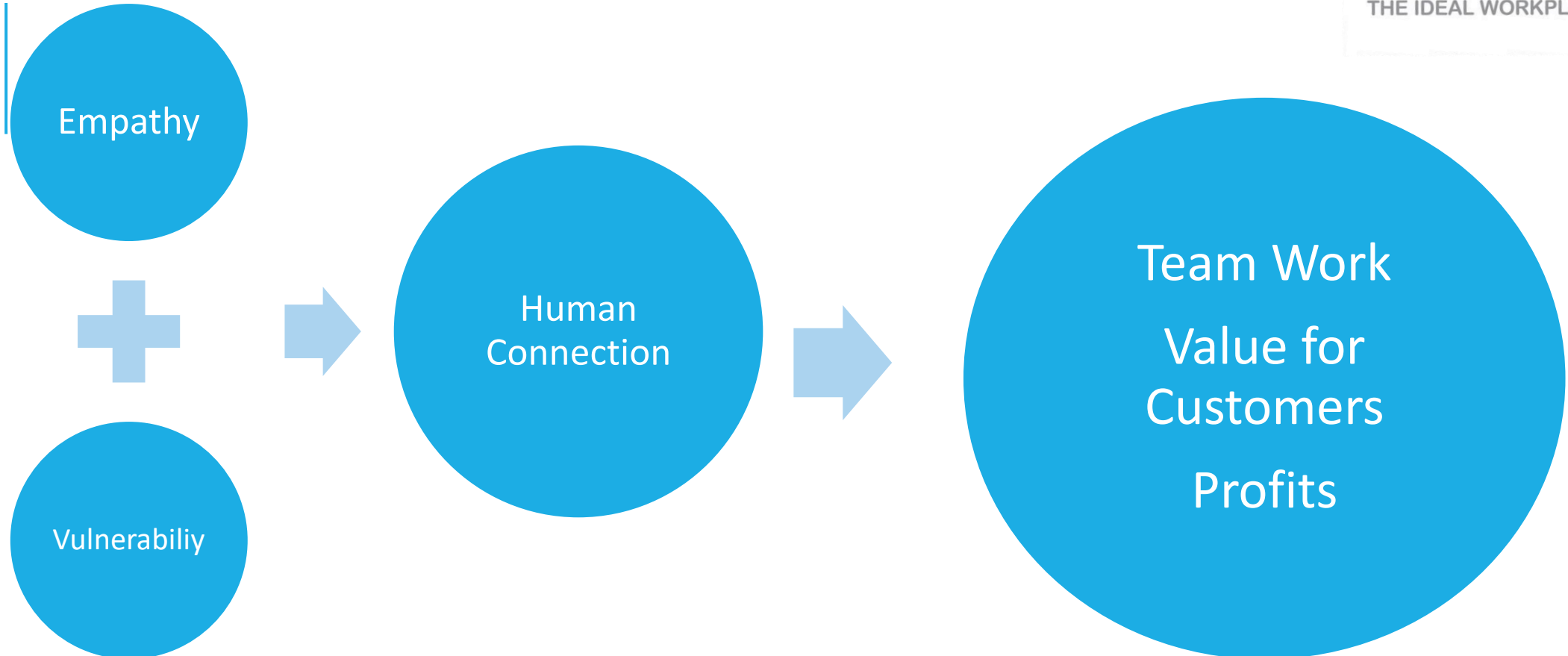
Accepting vulnerability as part of the culture of an organisation, helps to to develop empathy and from this standpoint overcome weaknesses and grow.



What is empathy?

- The capacity to understand or feel your colleague's thoughts, feelings or experiences **form their frame of reference.**
- That is, the capacity to place yourself in another's position.





Ingredients for Innovation

- True collaboration
- Admitting that you might be wrong sometimes
- Changing your point of view
- Humility
- Multifaceted team



Ingredients for Creativity

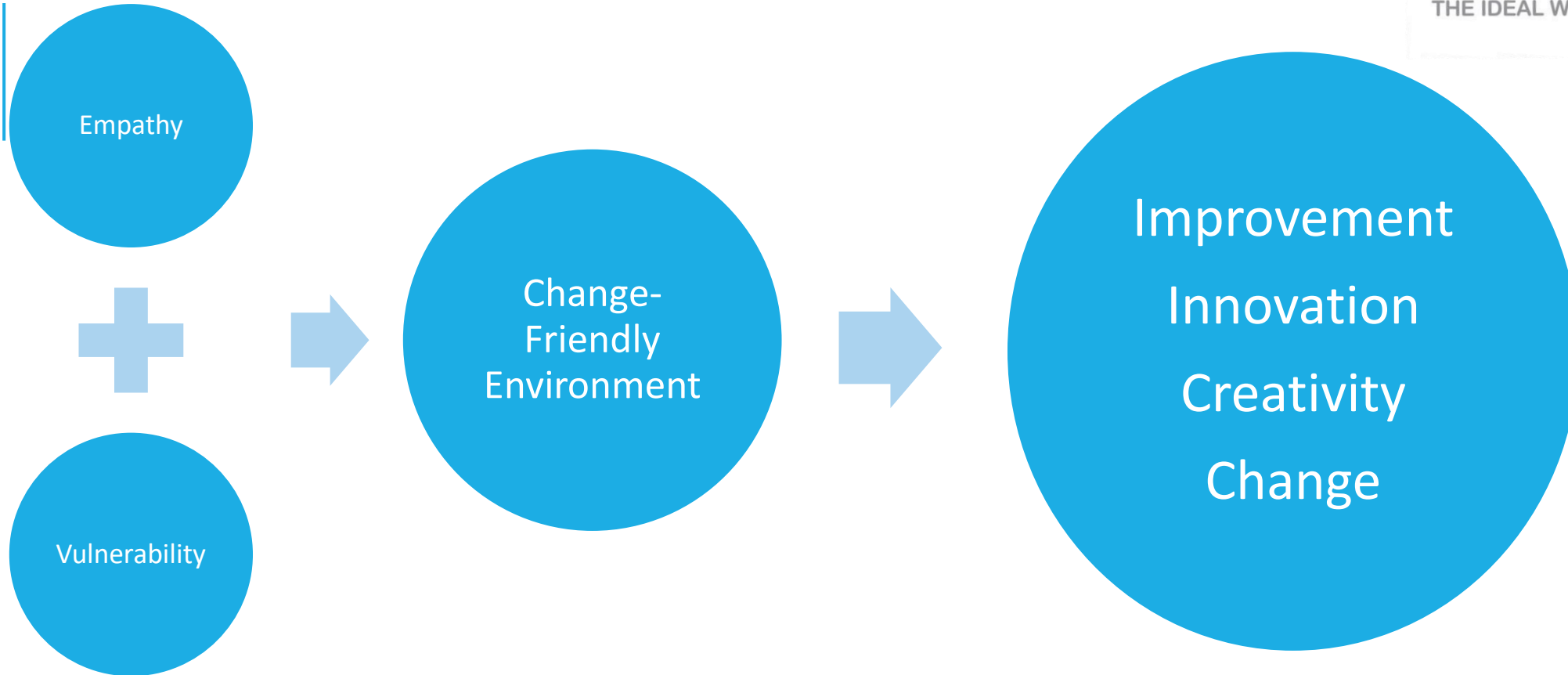
- Space
- Time
- Trust
- Trial and error
- Cope with uncertainty



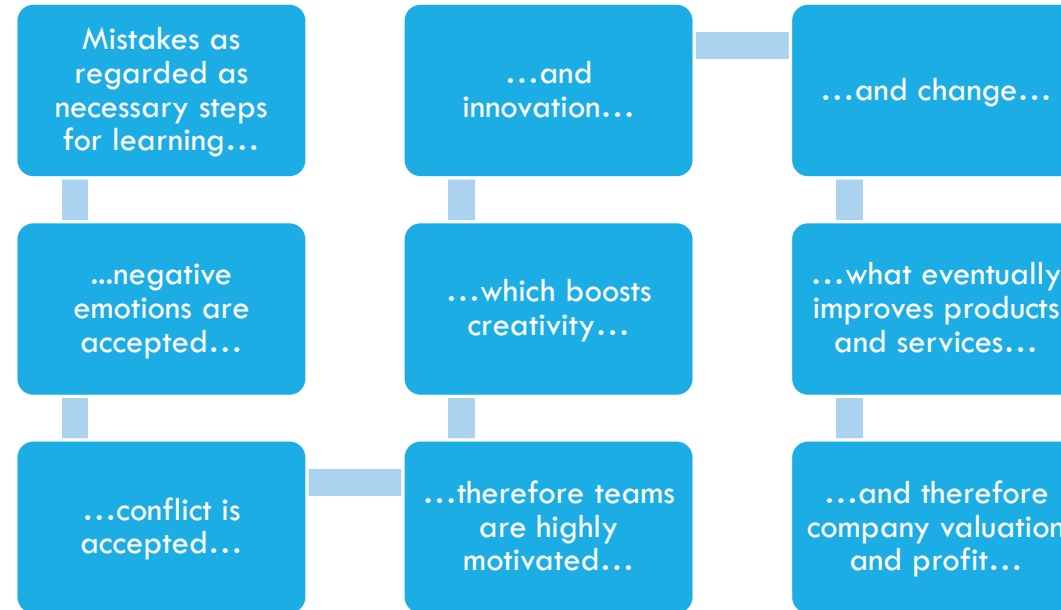
Vulnerability Present in All Phases of Change

-  Confusion
-  Anxiety
-  Resistance
-  Frustration
-  False Start
-  Change





Characteristics of Vulnerability-Friendly Organisations.



Stress Management Techniques

- The nature effect
- Exercise
- Mindful movement
- Daily expectations journal
- Breathing



Empathy and Stress Management

- Main causes of stress at work identified by TIWA's focus groups
 - Poor management
 - Overwhelming responsibilities
 - Internal conflicts
 - Cruel deadlines
 - Unnecessary pressure



Empathy and Stress Management

- Empathy helps to:
 - Identify of the causes of stress
 - Listening, understanding and feeling
 - Uncover and discriminate anxiety not related to the issue
 - Hearing out all parties involved with a problem-solving attitude
 - Focus on the problem first and the solution afterwards



Recommendations Empathy and Stress Management

- Anxiety and stress increases egocentrism while keeping the focus on emotions doesn't.
- Therefore we highly recommend:
 - Practice active listening within the team
 - Practice work related feeling sharing sessions
 - If possible, make sure your employees know the responsibilities and difficulties all jobs in the organisation.

The Empathy Distress Cycle



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Exercises to Develop Empathy

- Active listening sessions
- Experiencing with empathetic language
- Playing empathy bingo
- Debating the dress
- Sharing about yourselves



References

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