CULTIVATING EMPATHY

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YESTERDAY...

- Sit beside someone and work together (pair programming).
- Distributed teams: be explicit in communicating your feelings, especially in text.
- Trust is earned, not bought or given.
OUTCOMES

• Improve team cohesion.

• Engineer successful (human interaction) outcomes.

• Improve capacity for diverse thinking.

• Foster creative problem solving.
Actually, this talk is titled...

A primer on how I taught myself to be more empathetic.
THIS IS A TOUCHY FEELY WOO WOO TALK.

Sorry. Not Sorry.
Normal people have an incredible lack of empathy.
6 Understanding Strategies

<table>
<thead>
<tr>
<th></th>
<th>Analytical Thinking</th>
<th>Compassion</th>
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<tbody>
<tr>
<td>Scan</td>
<td>95</td>
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<tr>
<td>Structure</td>
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<tr>
<td>Clarify</td>
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<tr>
<td>Tune-in</td>
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<td>Empathize</td>
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<td>Express</td>
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DEFINE: EMPATHY

The ability to understand and share the feelings of another.
DEFINE: SYMPATHY
The feelings of pity and sorrow for someone else's misfortune.
PRACTICING EMPATHY

Level 1: Care just enough to learn more about a person’s life.

Level 2: Use thinking strategies to structure interactions.

Level 3: Engage with the world from another’s perspective.
LEVEL 1.
CARING JUST ENOUGH
Difficulty — Beginner
Compartmentalisation is way overrated.

Molly Ringwald
REWARDS & RISKS

Improve team cohesion.

Requires a time investment.
CARING JUST ENOUGH

COLLECT STORIES.

Learn about people by asking them questions.
Caring just enough

STFU AND LISTEN.

Listen until there is no more story. Respond.
CARING JUST ENOUGH
REFER BACK.
Follow-up on a previous story.
LEVEL 2.
THINKING STRATEGIES

Difficulty — Intermediate
The biggest mistake is believing there is only one way to have a connection.

Deborah Tannen
THINKING STRATEGIES
REWARDS & RISKS

Engineer successful outcomes.

Improve capacity for diverse thinking.

Perceived as manipulative.
THINKING STRATEGIES
UNCOVER MOTIVATORS.

Unpack why a person behaves the way they do.
THINKING STRATEGIES

Creativity
- challenge
- envision
- brainstorm
- reframe
- flash of insight
- flow

Understanding
- scan
- structure
- empathise
- express
- clarify
- tune-in

Decision-Making
- crux
- validate
- experience
- conclude
- trust your heart
- values-driven
The 4 Dimensions of Total Intelligence: A Portfolio of Essential Skills

3 Dimensions

Creativity
- Creative Thinking
- Creative Intuition

Understanding
- Analytical Thinking
- Compassion

Decision-Making
- Critical Thinking
- Beliefs Based
- Gut Intuition

7 Mindsets

1. Brainstorm Ideas
2. Challenge Ideas
3. Reframe Problems
4. Envision Possibilities

1. Get into the Flow
2. Flash of Insight

1. Scan the Situation
2. Structure Information
3. Clarify Understanding

1. Tune-in to Feelings
2. Empathize with Others
3. Express Feelings

1. Get to the Crux
2. Conclude
3. Validate the Conclusion
4. Rely on Experience

1. Values Driven Decision-Making
2. Trust Your Heart Decision-Making

18 Success Strategies
CREATIVE THINKING

- brainstorm
- envision
- challenge
- reframe
- flash of insight
- flow
RECOGNISE CREATIVE LANGUAGE

Can we try ...

I know we’re done, but what about ...

OMG! I just had this great idea ...

Why do you think ...

Is this the best we can do ...
UNDERSTANDING THINKING

- scan
- empathise
- structure
- express
- clarify
- tune-in
So what you’re saying is ...

Just to clarify ...

I think this is related to ...

So I made this spreadsheet ...

That must feel horrible!
DECISION THINKING

- crux
- validate
- experience
- conclude
- gut instinct
- values-driven
I’m ready to move on to ...

I don’t know *why* I think this, but ...

Last time we tried this ...

The real problem is ...

My gut tells me ...
THINKING STRATEGIES

CREATE OUTCOME-BASED INTERACTIONS. Help me help you.
Emma's

Your 18 Success Strategies and 3 Success Factors

[Bar chart with various strategies and factors]

- Creative Thinking
- Creative Intuition
- Analytical Thinking
- Compassion
- Critical Thinking
- Beliefs
- Gut
- Personal Spirit

[Bar heights indicate levels of preference]

- High Preference
- Average
- Low Preference
- Low

Strategies and Factors:

- Brainstorm
- Challenge
- Reframe
- Embody
- Flow
- Flash of Insight
- Scan
- Structure
- Clarity
- Tune-in
- Empathy
- Express
- Crux
- Conclude
- Validate
- Experience
- Values Driven
- Trust Your Heart
- Your Outlook
- Your Sense of Control
- Your Initiative

[Bar heights correspond to numerical values]
LEVEL 3.
IMAGINATION

Difficulty — Advanced
Foster creative problem solving.

Potentially overwhelming.

Can cause doubt for self-worth.
IMAGINATION

SEEK TO UNDERSTAND.

Complain about yourself from the other's perspective.
IMAGINATION
SEEK TO EXPERIENCE.
Live your day through the other's constraints.
The thinking process should be no more left to chance than the deliberate practice of a skill.

Bob Wiele
EMPATHY PRACTITIONERS
IN SUMMARY

• **Level 1:** Care just enough. Improve team cohesion.

• **Level 2:** Structure interactions. Engineer successful (human interaction) outcomes. Improve capacity for diverse thinking.

• **Level 3:** Use another’s perspective. Foster creative problem solving.
I think we all have empathy. We may not have enough courage to display it.

Maya Angelou
PRACTICE AND CULTIVATE

EMPATHY

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gitforteams.com/resources/cultivating-empathy.html