

Can We Teach and Assess Empathy?

Presented by:

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**PROCEDE Conference 2018
EMPATHY in EDUCATION**

Outline

What is empathy?

Leadership and Empathy: What's the Connection?

Can we teach empathy?

Can we assess empathy?

Each of us has stories.

We are better when we are able to tell them.

We are better when we are able to hear them.

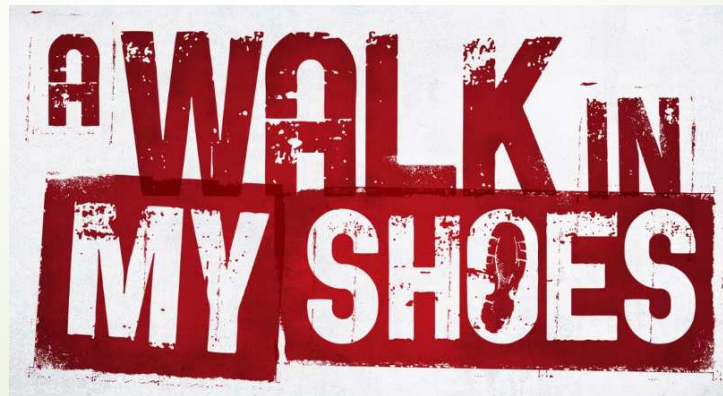
2 min essay

Define empathy



Definition of Empathy

Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, i.e., the capacity to place oneself in another's position. - Wikipedia



Definition of Empathy

Empathy is the skill of reflecting back to another person the emotions he or she is expressing so that he or she feels heard and understood. Empathy involves listening to others, understanding them and communicating this understanding to them.



Empathy

There is no greater
intelligence than
kindness and empathy

Bryant H. McGill

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“When you show deep
empathy toward
others, their defensive
energy goes down,
and positive energy
replaces it. That's when
you can get more creative
in solving problems.”

Stephen Covey

EMPATHY IS A
QUALITY OF
CHARACTER THAT CAN
CHANGE THE WORLD

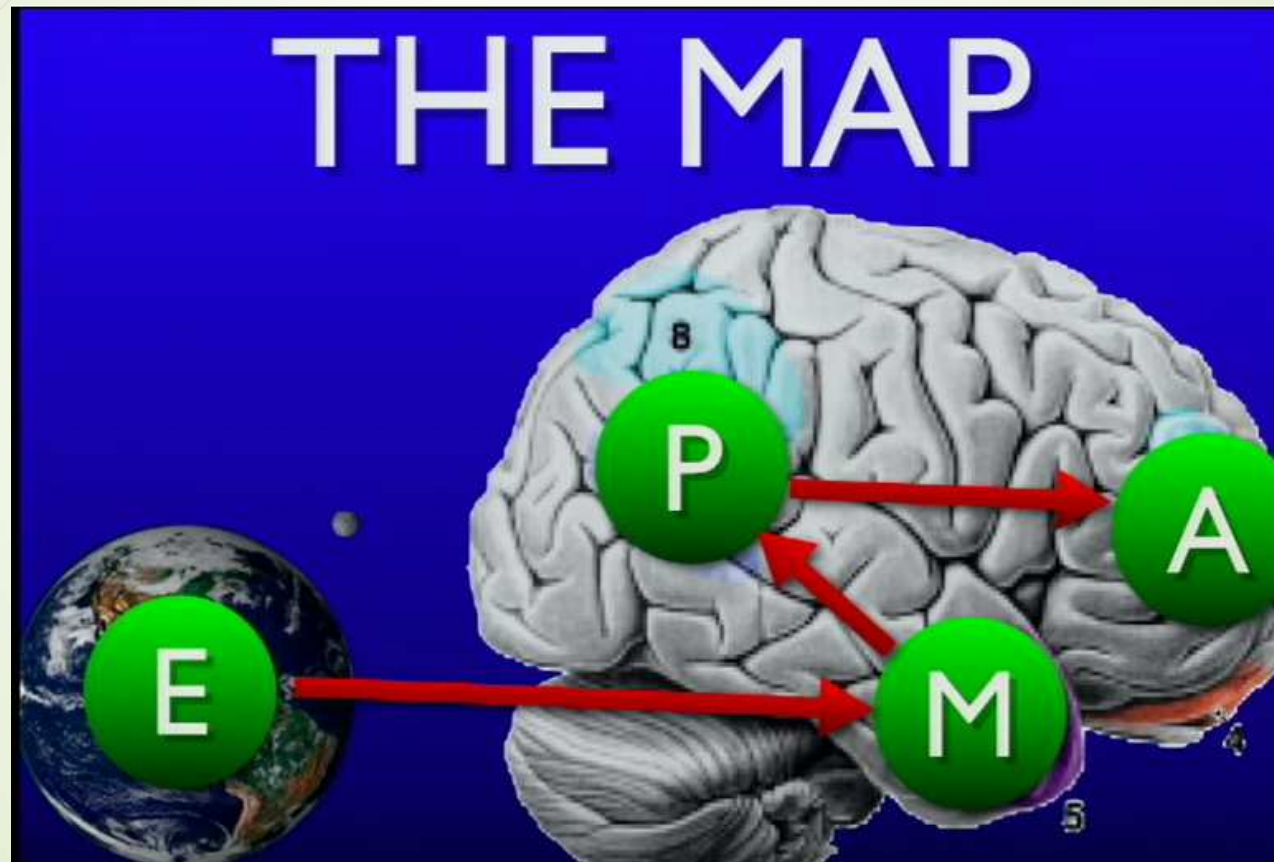
BARACK OBAMA

“Being a leader is more than just
wanting to lead. Leaders have empathy
for others and a keen ability to find the
best in people ... not the worst ... by truly
caring for others.”

Henry Gruland

“Empathy will be like literacy was in the 1300s. Without it, one
will be marginalized and unable to function professionally.”
Bill Drayton, Social Entrepreneur

The Neuroscience of Empathy



Modeling



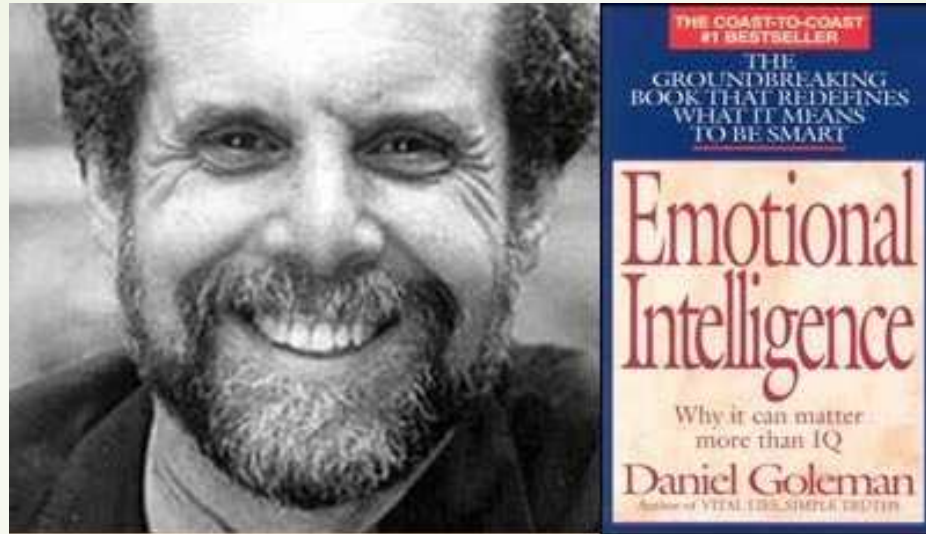
Projections



Adjusting the Balance



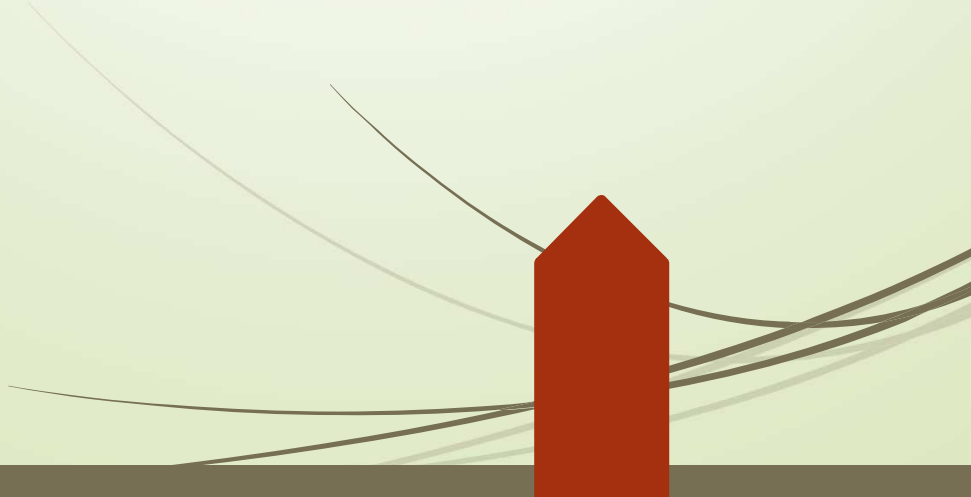
Emotional Intelligence

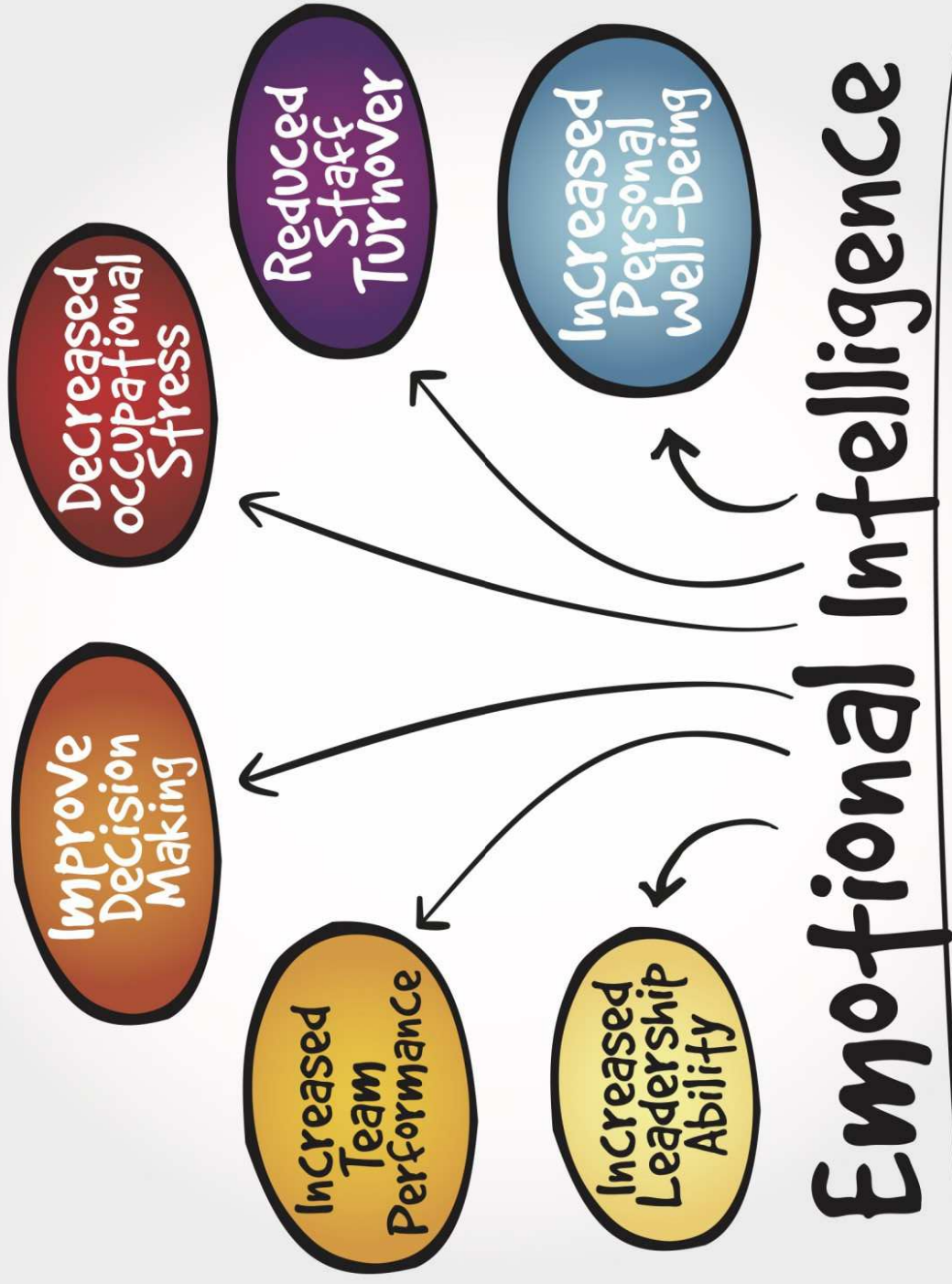


**"Empathy represents the foundation skill for all the social competencies important for work."
Daniel Goleman**

Personal Competence (How We Handle Ourselves)	Social Competence (How We Handle Relationships)
<p>Self-awareness: knowing our internal states, preferences, resources, and intuitions. Includes:</p> <ul style="list-style-type: none"> • emotional awareness • accurate assessment of our strengths and limits • self-confidence 	<p>Empathy: having awareness of others' feelings, needs, and concerns. Includes:</p> <ul style="list-style-type: none"> • understanding others • developing others • anticipating and meeting others' needs • leveraging diversity • reading a group's emotional currents and power relationships
<p>Self-regulation: managing our internal states, impulses, and resources. Includes:</p> <ul style="list-style-type: none"> • self-control of disruptive impulses • trustworthiness • conscientiousness • adaptability to change • comfort with new ideas and approaches 	<p>Social skills: adeptness at inducing desirable responses in others. Includes:</p> <ul style="list-style-type: none"> • ability to influence others • clear communication • conflict management • leadership • ability to catalyze change • building bonds • collaboration and cooperation • ability to create group synergy
<p>Motivation: moving toward achievement of goals. Includes:</p> <ul style="list-style-type: none"> • drive • commitment to a group's or organization's goals • initiative • optimism in spite of obstacles or setbacks 	<p><i>Adapted from Daniel Goleman, Working with Emotional Intelligence, pp. 26–27.</i></p>

Activity 1





Leadership and Empathy



Leadership is about empathy. It is about having the ability to relate to and connect with people for the purpose of inspiring and empowering their lives.

Oprah Winfrey

quotezancy

Can we teach empathy?

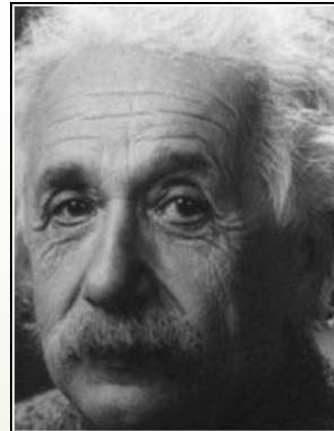
Educating
the mind
without
educating the
heart is no
education
at all.
—Aristotle



Education leads to enlightenment.
Enlightenment opens the way to
empathy. Empathy foreshadows
reform.

— Derrick Bell —

AZ QUOTES




Empathy is patiently and sincerely
seeing the world through the other
person's eyes. It is not learned in
school; it is cultivated over a
lifetime.

— Albert Einstein —

AZ QUOTES


A Rationale for Empathy

A student's emotions coming into the class affect the way, and how much they learn. Educators must be able to connect to, and understand their students in order to best serve those students' needs "focused on nurturing learning rather than judging performance" (Hinton, 2008, p. 91).



"Expressing care for another is not an innate ability present more naturally in some people than others, but rather a skill that can be taught and nurtured through a supportive educational environment" (McLennan, 2008, p. 454).

A Rationale for Empathy



Students learn best when they have positive relationships with those around them. Developing positive relationships requires empathy skills like listening to others, understanding verbal and nonverbal cues, and learning to understand, and appreciate the differences in others. Students bring their lives into the classroom; they do not leave their problems and feelings at the door, and when classmates do not have the skills to understand and work with their diverse classmates problems can arise.

How do we develop empathy?

There are a number of ways:

- Learning to **listen**
- Tuning into **non-verbal communication**
- Being fully **present** to another
- Putting yourself '**in the shoes**' of the other person
- Understanding the relationship between **needs** and **emotions**
- Learning to take on different **perspectives**
- Understanding the **equality** of self and other

Empathetic Listening

Ear = What you use to listen (hear)

King = Pay attention as if the other person were king (obey)

Ten and Eye = Be observant as if you had ten eyes (heed)

One = Listen with individual attention (attend to)

Heart = Listen also with your heart (in addition to ear and eye)

聽心

In Their Shoes

*Empathy is
exhausting because
you have to feel
in both directions.*

Activity 2





a) Playful

b) Irritated

c) Comforting

d) Bored



a) Jealous

b) Arrogant

c) Panicked

d) Hateful



a) Terrified

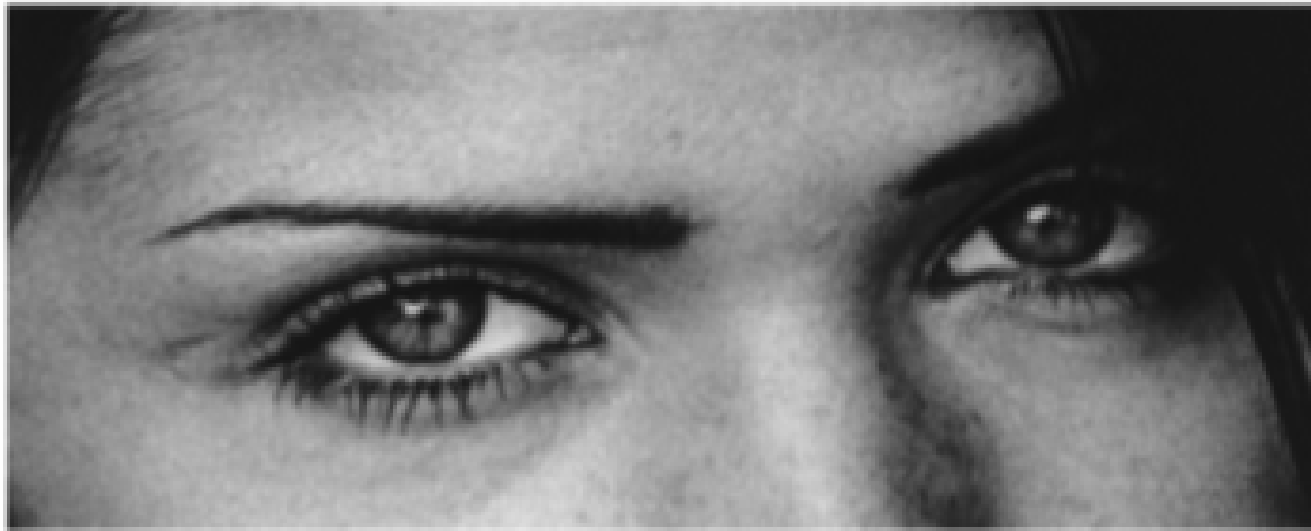
b) Upset

c) Arrogant

d) Annoyed



- a) Irritated
- b) Sarcastic
- c) Worried
- d) Friendly



a) Joking

b) Flustered

c) Desire

d) Convinced



a) Despondent

b) Relieved

c) Excited

d) Shy



a) Cautious

b) Insisting

c) Bored

d) Aghast



a) Relaxed

b) Joking

c) Amused

d) Insisting



a) Annoyed

b) Hostile

c) Horrified

d) Preoccupied



- a) Terrified
- b) Amused
- c) Regretful
- d) Flirtatious

“Could a greater miracle take place
than for us to look through each other’s eyes
for an instant?”

– Henry David Thoreau



Can we assess empathy?



A word cloud of various personal qualities and traits, arranged in a roughly circular pattern. The words are in different colors and fonts, with some being bold and others in all caps. A red arrow points to the word 'empathy'.

Resilience Passion Strength
wit Faith
Compassion
a sense of humor Intuition
Kindness self-esteem
INTELLIGENCE MOTIVATION FORTITUDE
Morals
Courage Work Ethic
empathy Determination
Personality manners
Diligence common sense
Grit Ingenuity
Character
Physical Fitness a love of learning
creativity Effort LIFE SKILLS