

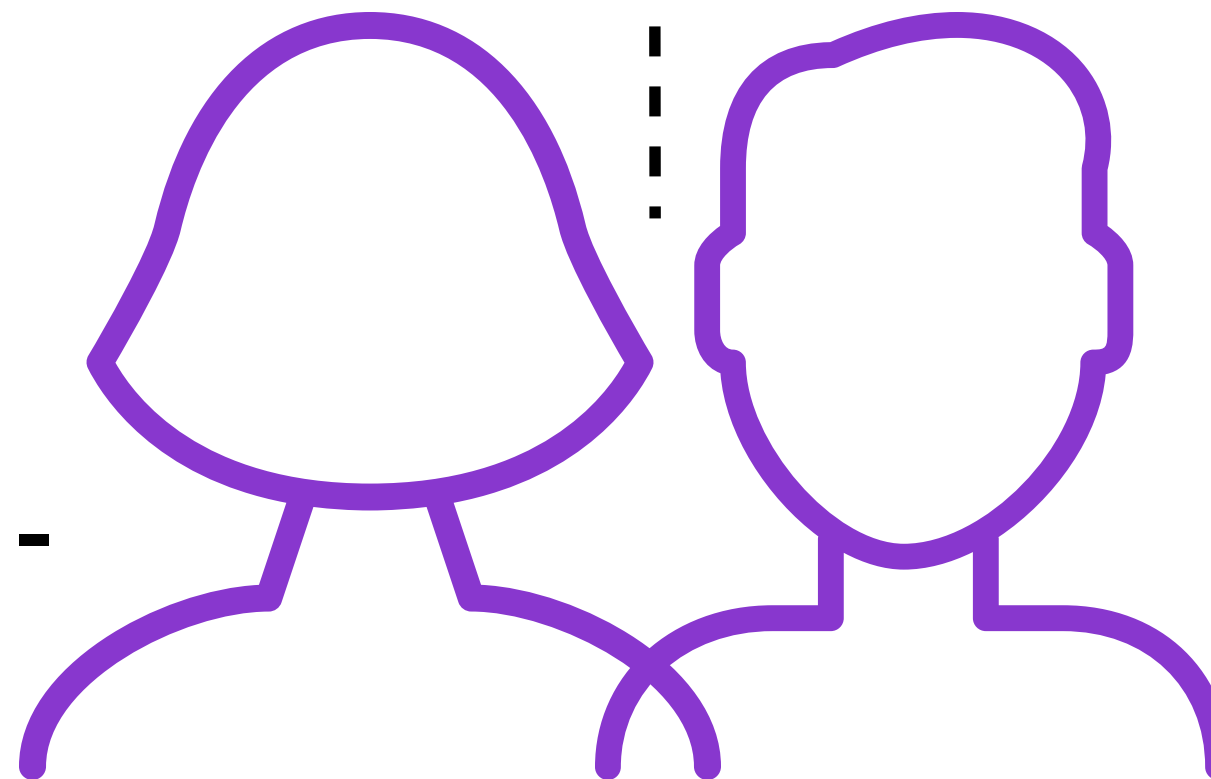
Empathy Mapping



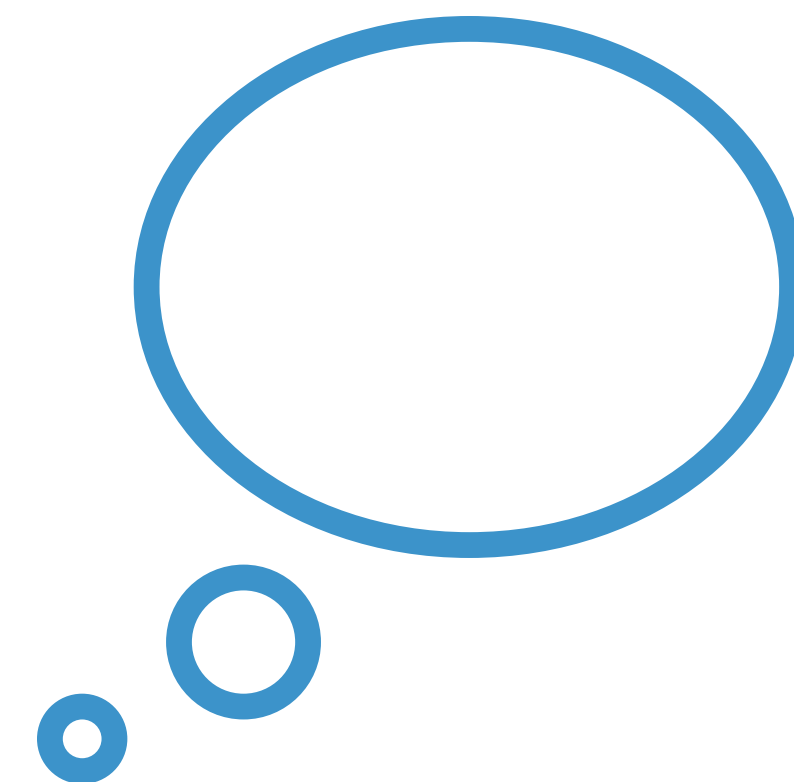
Felt



Said



Did



Thought



Empathy Toolkit



"When we cultivate empathy, we enlarge our capacity
to love, to forgive, to be accepting."

Paul Parkin



Activities

- <https://freshdesk.com/customer-service-skills/empathy-exercises-customer-support-blog/>
 - Empathy Bingo
 - Defending Ridiculous Requests
- https://greatergood.berkeley.edu/quizzes/take_quiz/empathy
 - Greater Good Science Center Empathy Quiz
- https://www.scout.org/sites/default/files/tutorial_files/empathy%20games.pdf
 - Common Ground
 - Exclusion Game
 - Pipe Cleaner Activity
- <https://www.uxbooth.com/articles/three-exercises-to-teach-your-team-empathy/>
 - Check In with Your Emotions
 - Curious George or Georgina
 - Highs and Lows
 - Polite Eavesdropping



Articles



- 5 Actionable Tips to Develop Empathy and Become A More Empathetic Person
<https://mindmaven.com/blog/5-tips-to-become-more-empathetic/>
- 8 Critical Steps to Developing Empathy in the Workplace
<https://www.atspoke.com/blog/support/workplace-empathy/>
- 2021 State of Workplace Empathy
<https://www.businessolver.com/resources/state-of-workplace-empathy>
- Developing Empathy: 8 Strategies and Worksheets for Becoming More Empathetic
<https://positivepsychology.com/empathy-worksheets/>
- Making Empathy Central to Your Company Culture
<https://hbr.org/2019/05/making-empathy-central-to-your-company-culture>



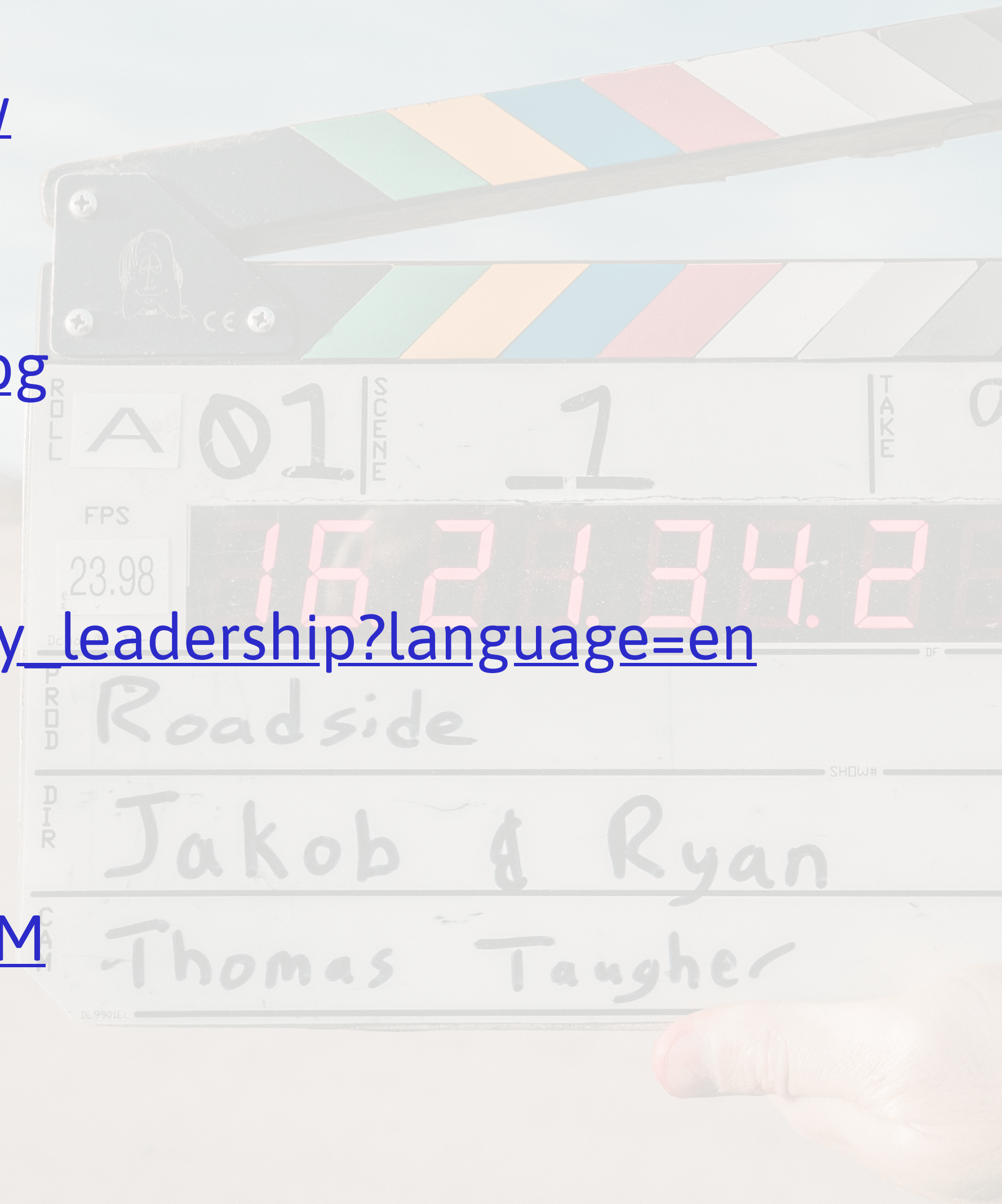


Books

- **Empathy: Why It Matters and How to Get It**
by Roman Krznaric
- **Leading with Kindness: How Good People Consistently Get Superior Results**
by Michael O' Malley and William F. Baker Jr.
- **The Empathy Effect: 7 Neuroscience-based Keys for Transforming the Way we LIVE, LOVE, WORK, and CONNECT Across Differences**
by Helen Riess, MD
- **The War for Kindness: Building Empathy in a Fractured World**
by Jamil Zaki
- **This is Day One: A Practical Guide to Leadership That Matters**
by Drew Dudley
- **Daring Greatly: How the Courage to Be Vulnerable Transforms the Way We Live, Love, Parent, and Lead**
by Brené Brown

Videos

- **Brene Brown on Empathy**
<https://www.youtube.com/watch?v=1Evwgu369Jw>
- **Empathy by Simon Sinek**
<https://www.youtube.com/watch?v=oUWMgHyf1bg>
- **Everyday Leadership by Drew Dudley**
https://www.ted.com/talks/drew_dudley_everyday_leadership?language=en
- **The Power of Empathy by Helen Reiss**
<https://www.youtube.com/watch?v=baHrcC8B4WM>
- **You are Contagious by Vanessa Van Edwards**
<https://www.youtube.com/watch?v=cef35Fk7YD8>



Stretch your empathy muscle!



Empathy
is a
muscle
that gets
stronger
with
every use

Empathize with Purpose

Created especially for you by:

Kathie Bohacek and Laura Van Buskirk

