



## EXPLORING AND EXPRESSING EMPATHY

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# CONFLICTS OF INTEREST

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None

## LEARNING OBJECTIVES

1. Understand how empathy relates to essential personal and interpersonal knowledge and skills, especially those of relationship management.
2. Experiment with applications of empathy, especially communication.
3. Adapt essential empathy skills in their own environments.

# EMPATHY

Studied at multiple levels

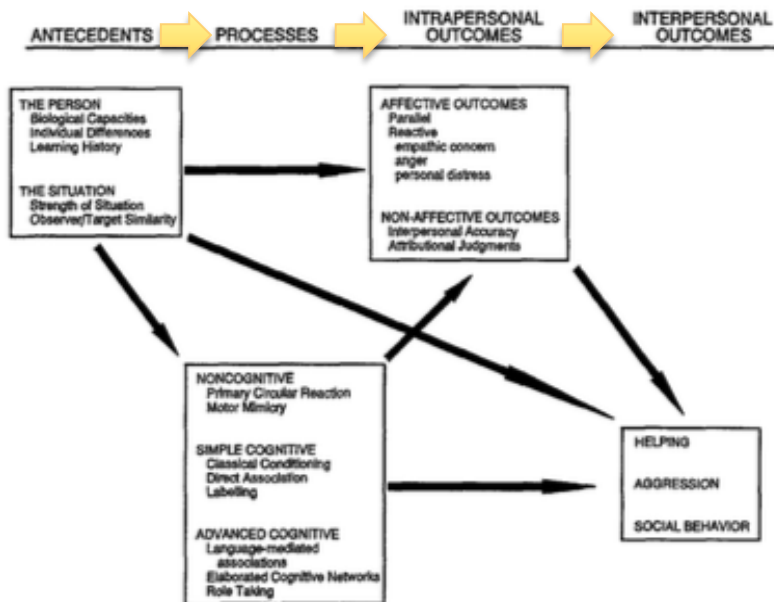
- Biological
- Cognitive
- Social

About how other's  
thoughts and feelings  
affect our own

Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.



# EMPATHY ORGANIZATIONAL MODEL



Antecedents

Processes

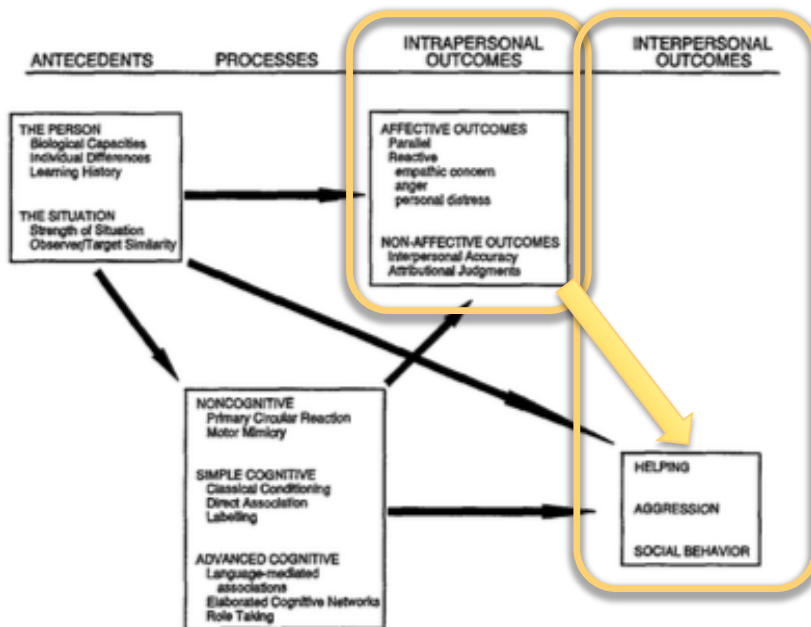
Intrapersonal Outcomes

Interpersonal Outcomes

**FIGURE 1.1**  
The organizational model

Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.

## EMPATHY ORGANIZATIONAL MODEL

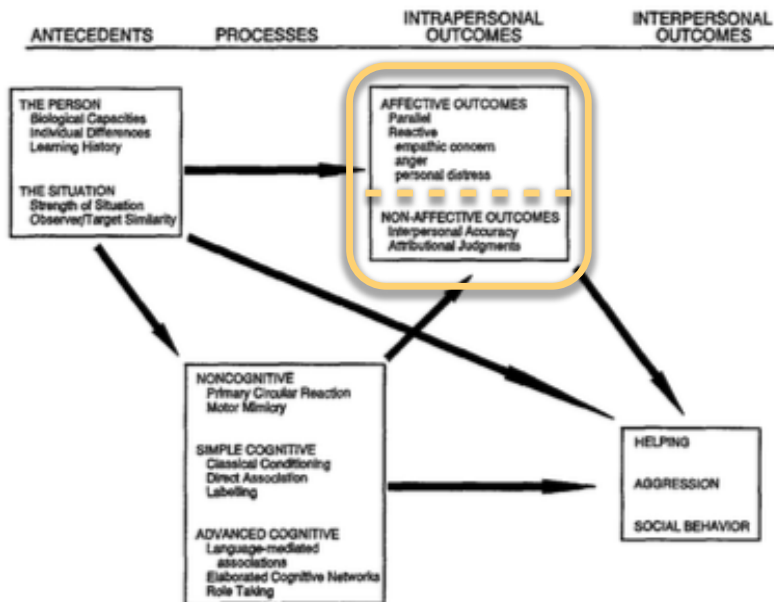


- Interpersonal outcomes come
- Most directly from cognitive and affective intrapersonal outcomes,
  - Less directly by various empathy-related processes and antecedent conditions.

**FIGURE 1.1**  
 The organizational model

Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.

# EMPATHY ORGANIZATIONAL MODEL



Plan A: be more open to affective outcomes we experience

- Requires emotional self-awareness

Plan B: be more cognitive by estimating others' thoughts, feelings, role-taking

**FIGURE 1.1** Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.  
 The organizational model

## FUNCTIONAL ARCHITECTURE OF HUMAN EMPATHY

Empathy accounts for the naturally occurring subjective experience of similarity between the feelings expressed by self and others without losing sight of whose feelings belong to whom.

Empathy involves not only the affective experience of the other person's actual or inferred emotional state but also some minimal recognition and understanding of another's emotional state.

Decety, J., & Jackson, P. L. (2004). The functional architecture of human empathy. *Behavioral and cognitive neuroscience reviews*, 3(2), 71-100.



## EMPATHY FUNCTIONAL MODEL

Basic macrocomponents of empathy, underpinned by specific neural systems

- Shared neural representations
- Self-awareness
- Mental flexibility
- Emotion regulation

Decety, J., & Jackson, P. L. (2004). The functional architecture of human empathy. *Behavioral and cognitive neuroscience reviews*, 3(2), 71-100.

The Essential Six



1. Emotional Self-Awareness
2. Accurate Self-Assessment
3. Self-Confidence
4. Emotional Self-Control
5. Empathy
6. Influencing

## CONCEPT ANALYSIS OF EMPATHY

Researched the attributes of empathy

- Determined that empathy is both a trait (naturally empathic) and a state (act of being empathic)
- Rejected empathy because depends upon the situation
- Rejected self-awareness as (required) antecedent also

Wiseman, T. (1996). A concept analysis of empathy. *Journal of advanced nursing*, 23(6), 1162-1167.

Empirical referents include the abilities to

- Listen
- Take on another's term of reference
- Understand and not judge
- Communicate that understanding

## EMPATHY FUELS CONNECTION

“Connection is the energy created between people when they feel seen, heard, and valued; when they can give and receive without judgment.”

Sympathy drives disconnection

Video: [www.theRSA.org](http://www.theRSA.org) talk 2013 Short: Brené Brown on Empathy.



<https://youtu.be/1Ewgu369Jw>  
(11, 906, 636 views)

## EMPATHY FUELS CONNECTION

### Skill

- Strengthens with practice
- Encourages people to both give and receive it often

Requires putting your own  
“stuff” aside

### Receiving empathy

- Feeling good to be heard & accepted
- Better understand strength and courage to be vulnerable and share that need for empathy

Video: [www.theRSA.org](http://www.theRSA.org) talk 2013 Short: Brené Brown on Empathy .

## SAY

"I hate that."

"I've been there."

"There's nothing worse [having same experience]."

"I've been in that hole."

"I'm here for you."

Nothing, lean into conversation

Video: [www.theRSA.org](http://www.theRSA.org) talk 2013 Short: Brené Brown on Empathy .

## DON'T SAY

"At least..."

"Poor you."

"It could be worse."

"Uh huh."

"It's bad."

"Bless your heart."

"Uh, do you want a sandwich?"