

What is empathy?

According to Nursing Scholar, Professor Theresa Wiseman there are four key attributes:

1. Perspective-taking: Walk in their shoes.
2. Stay away from judgment: Active listening.
3. Recognize the emotion: Identify what they are feeling then recognize it in yourself.
4. Communication: Voice your understanding of their emotions and validate them.

There are three types of empathy:

1. Cognitive Empathy
2. Emotional Empathy
3. Compassionate Empathy

How do you practice empathy in the workplace?

1. After doing a survey and your consultant comes back with your results, see which of the three types of empathy; if not all types your organization needs. Remember, you must understand your organization's culture and values first.
2. Practice "A day in the life."
3. Have safe roundtable conversations. Work with HR and your ERG to ensure all representation is present and no repercussions occur.

Watch this short video about empathy:

<https://www.theresa.org/video/shorts/2013/12/brene-brown-on-empathy>

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