

Self-reflection



Which of these activities do you implement at work?

TYPE OF EMPATHY	WHAT YOU DO	SIX WAYS YOU CAN SHOW EMPATHY
<p>Head/Thinking Cognitive empathy</p>	<p>You imagine how your colleague is feeling from their unique perspective.</p>	<ol style="list-style-type: none"> 1. Intentionally discuss employees’ feelings and then reflect on what they’ve just shared to make sure you understand correctly—without diverting the conversation to your own experiences. 2. Make it a priority to meet with and get to know employees at all levels as whole people, not as “just workers.”
<p>Heart/Feeling Emotional empathy</p>	<p>You feel concern and/or have similar emotions as your colleague.</p>	<ol style="list-style-type: none"> 3. If an employee or team shares an emotional experience or difficulty, give them the space to fully explain without interjecting or diverting the conversation. 4. Don’t assume your teams and employees know you care about them. Say it when you feel it: “I care about you; I’m concerned, and I understand how challenging this is.”
<p>Action/Doing Behavioral empathy</p>	<p>You demonstrate active listening and a desire to understand more about your colleague’s feelings, experiences, or reactions.</p>	<ol style="list-style-type: none"> 5. If someone pauses while speaking to you, count to five slowly in your head, giving them time to find the right words. 6. Pay attention to employees’ facial expressions and body language to recognise how they may be feeling.