

LEARNING AND REFLECTION

discover your GREATNESS within

What new awareness has emerged as it relates to practicing empathy? How might this concept enhance my professional or personal life?



Know My Triggers

- Which situations make it difficult for me to demonstrate empathy (eg: missed deadlines, errors, incomplete assignments, excuses, finger pointing etc.)
- How can I prepare for and anticipate situations that activate my triggers (eg: team meetings, one on one meetings, important deadlines etc.)

Breathe and Remind Yourself

- Everyone does the best they can
- Assume good intentions
- Everyone's life is as difficult as your own

Respond to Snap, Sulk or Skulk

- Watch for signs of snap, sulk or skulk
- Identify my/their needs and respond appropriately to ensure we feel:
 - Safe
 - Respected
 - Fairly treated
 - Confident in the ability to move forward
 - Our needs are being met
- Have a conversation to determine how to meet our needs
- Remind myself I don't need to offer sympathy or forgiveness when empathy will do
- The goal is to make the individual and myself feel safe so we can access our best thinking in order to create, contribute or collaborate