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Free Public Spaces

Free Public Spaces

> " The state of empathy, or being empathy is, is to perceive the internal frame of reference of another with accuracy and with the emotional components and meanings which pertain thereto as if one were the person
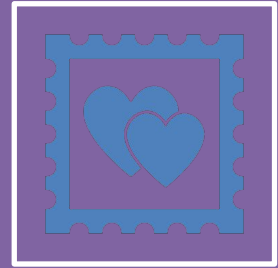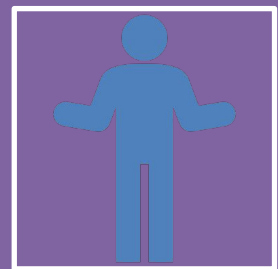
Carl Roger

01

Introduction

Definition of Empathy

Empathy

There are more definitions of empathy, but we will start with the simplest one:

Empathy is the ability to understand and share the feelings of others. It means putting yourself in someone else's shoes and feeling what they might be feeling.

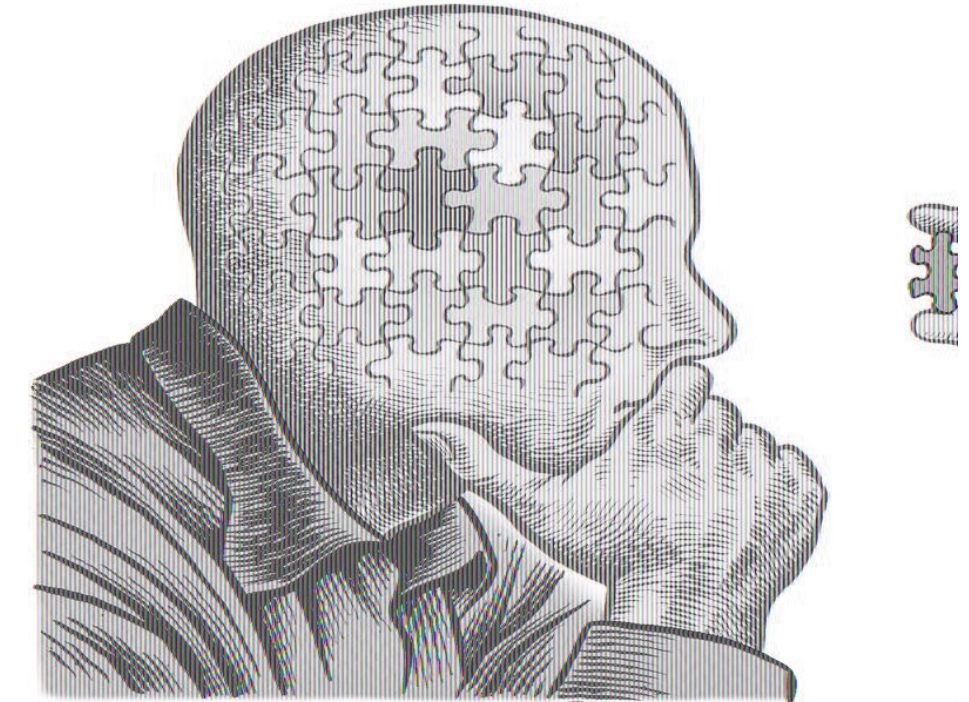# There are three components of empathy

Thoughts ❯ Feelings ❯ Actions

Thoughts

Cognitive empathy

Cognitive empathy is the ability to understand someone else's perspective and what they might be thinking and feeling. It's the thinking part of empathy, and as the name suggests, it happens on a cognitive level.

You make an educated guess based on your own knowledge and past experiences. You put yourself in the other person's shoes, as the saying goes. This is a crucial first step of engaging with empathy.

Feelings

Emotive empathy

Emotive empathy is feeling with someone – "your pain in my heart." It goes beyond just the cognitive and is not above or apart from them, but together with them. You stand shoulder-to-shoulder with that other person and feel with them. We're biologically wired for this, with mirror neurons that fire both when we experience an emotion and similarly when we see others experiencing an emotion

When we see someone being sad, for example, our mirror neurons fire and that allows us to experience the same sadness and to feel empathy. We don't need to "think" about the other person being sad – we actually experience it first-hand.

This both happens automatically and it's a choice we make to let ourselves experience that feeling with them, especially since we're socialized to not let ourselves feel uncomfortable feelings. More on this socialization below.

Actions

Empathic action

Empathic action is the doing part of empathy. It goes beyond simply understanding others and sharing their feelings: it actually moves us to take action, to help however we can.

That comes in many forms, depending on the situation, ranging from direct help, to asking how you can help, to just sitting in silence with them and not "doing" anything, which is often exactly what that person needs us to "do."

Go!!
Go!!
Go!!

Girls!!

02

Presentation

Perspective taking in the management process

Perspectives taking in the management process

Engage

Understand needs, emotions, viewpoints, problems, goals, context.

Anchor, adjust

Start abstract to align the team on fundamental problems.

Insightful solutions

Critically examine the motives and broader contextual factors

Use empathy

Never forget that behind any decisions there is a human being.

Free Public Spaces

Engage


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                    By
                 understanding
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stakeholder's needs

emotions

viewpoints

problems

goals

beliefs

and context
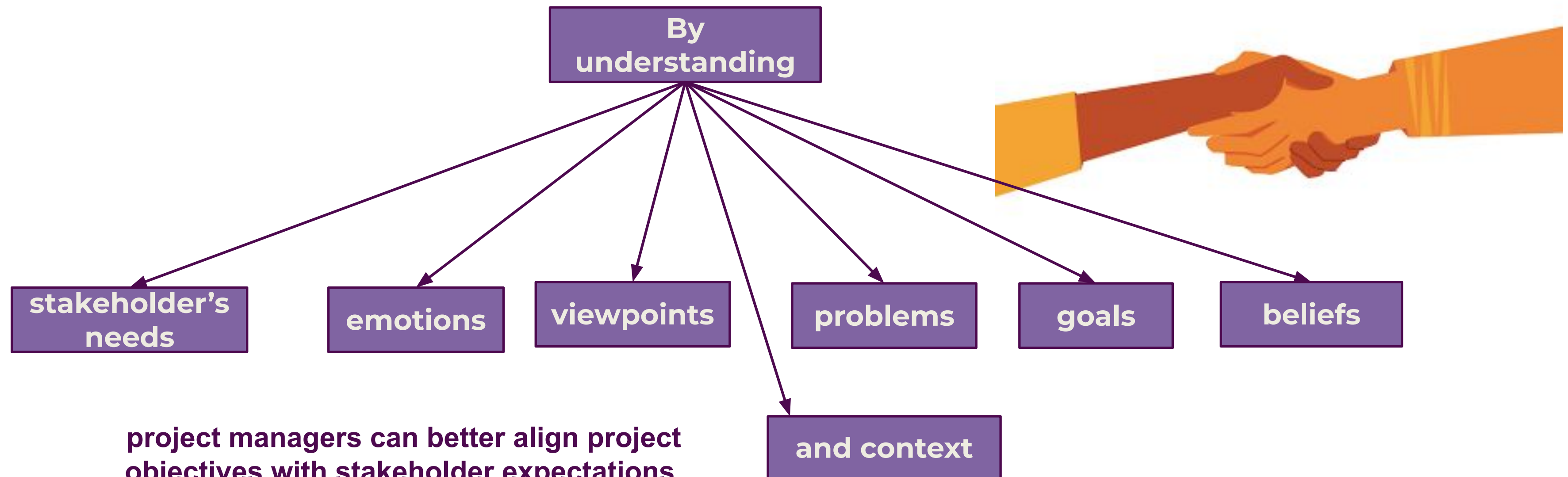
project managers can better align project objectives with stakeholder expectations, leading to more effective communication and collaboration. This deep dive into stakeholders' perspectives is crucial for project success, as it ensures that solutions are developed with the stakeholders' best interests in mind.

Anchor, adjust

The anchoring and adjustement heuristic, as introduced by the Tversky and Kahneman (1974), can be effectivly applied in projects contexts to ensure that discussions are rooted in a clear understanding of the core issues before exploring solutions.

Starting discussions at an abstract level helps to align the team on the fundamental problems, fostering a more collaborative and innovative approach to solutions development.

The emphasis on an end-to-end approach and flexibility for ongoing adjustment aligns with agile project management principles, where iterative planning and feedback loops are crusial to adapting to changes and refering solutions over time.

Insightful solution

Encouranging not to settle for superficial explanations, this step calls for critically examining stakeholder motives and broader contexual factors.

Such depth of understanding fosters the development of sustainable, insightful solutions by considering multiple problem facets and perspectives.

Use Empathy

The use of empathy in the perspective taking process for managers includes listening activly, putting yourself in someone lese's shoes, having reflective questions, pay attention to non-verbal communication and body language.

03

Analysis

How to integrate Empathy at the workplace?

By distinguishing between empathy and taking sides, managers can adopt a balanced approach to supporting victims and combating sexual harassment in the workplace.

Empathy allows managers to understand the experiences and needs of individuals affected by harassment, while avoiding the pitfalls of bias and polarization associated with taking sides.

Through empathy, managers can create inclusive and supportive environments where all employees feel respected and empowered to speak out against harassment.

Empathy integration at the workplace

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Workshops and Seminars:
Organize workshops and seminars focused on empathy, respect, and GBV prevention, involving all employees from various levels of the organization.

Support Systems:
Strengthen support systems within the company, such as peer support groups or access to external resources.

Take Appropriate Disciplinary Action:
Zero-Tolerance (a warning, suspension, or termination);
Legal Compliance (the actions comply with local laws and regulations regarding workplace)

Lead by Example:
As a manager, model respectful and empathetic behavior, demonstrating a commitment to a harassment-free workplace.

Policy Review:
Review and update the company's harassment policies if necessary. Ensure they are clear, comprehensive, and effectively communicated to all employees.

Empathy at the workplace involves understanding and sharing the feelings of others, particularly in the context of sensitive issues like sexual harassment. On the other hand, taking sides can be counterproductive, as it may lead to bias and the effectiveness of address in undermineg such issues.

Awareness: Empathy involves being aware of and understanding the emotions and experiences of others, including victims of sexual harassment. It requires actively listening to their perspectives, acknowledging their feelings, and validating their experiences.

Regulation: Empathy also involves regulating one's own emotions and responses to effectively support victims without judgment or bias. This includes managing any personal biases or preconceptions that may influence perceptions of the situation.

Awareness: Taking sides often involves aligning with one party over another in a conflict, potentially overlooking or dismissing the perspectives and experiences of one group, such as victims or perpetrators of sexual harassment.

Regulation: Taking sides may lead to biased decision-making and actions that prioritize the interests of one group over another, rather than impartially addressing the issue of sexual harassment.
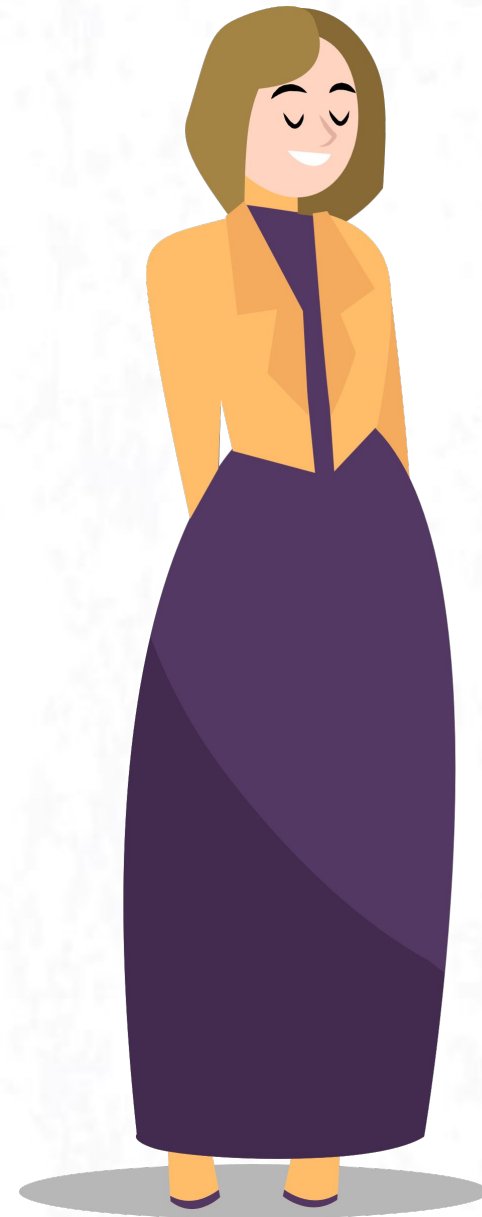
04 Conclusion

Empathy is a key component in preventing gender-based violence in the workplace. By fostering a culture of respect, open communication, and proactive support, organizations can create a safe and inclusive environment.

Empathy-driven policies, training, and leadership can lead to a more understanding and supportive workplace, ultimately contributing to the prevention of gender-based violence. This approach not only supports victims but also encourages accountability and collaboration, ultimately contributing to a safer and more inclusive workplace environment.

Organizations can cultivate environments where empathy guides decision-making and actions, leading to greater trust, respect, and dignity for all employees.

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