Empathy Training – YOUR most powerful tool as leaders in the dioceses!

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Conflict in the Diocese Video

- Discussion
  - What do you see?
  - Do you see conflict between the people?
  - What does this conflict feel like?
  - What are the risks within this conflict?

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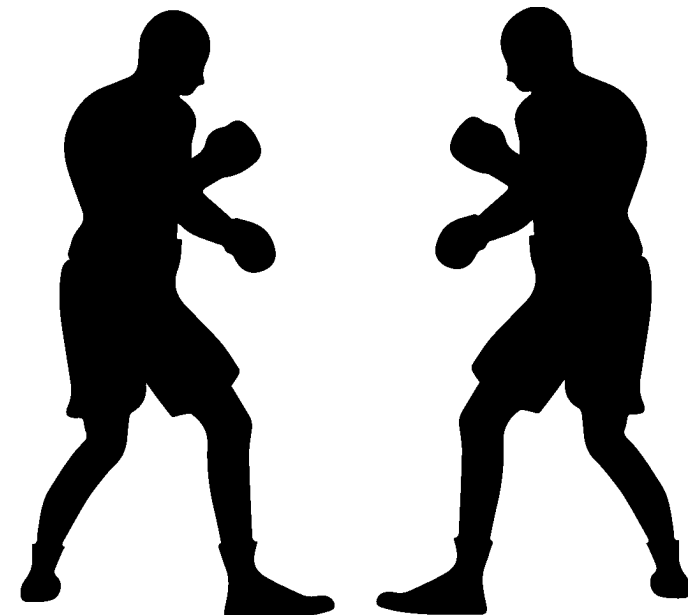
Examples of Failed Empathy

- Cardiologist Office
- Woman in elevator
- Student with messy locker at school

What is empathy?

- Understanding a person from his or her frame of reference rather than one's own, OR vicariously experiencing someone else's feelings, perceptions, and thoughts (APA)
  - Other-centric focus

Summary of CERT perspective

- People are born with the capacity for empathy
- Brain does not like to think
- Binocular Perspective of Empathy
- Empathy is a process, not a destination
- Role of roadblocks to empathy
- Curiosity is one of our best tools

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5 Skills of Empathy

- Cues
- Pulling the Curtain
- Shifting
- Boundaries
- Feelings

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Roadblocks to Empathy

- What prevents or hinders empathy?
  - Misperceptions bypass the brain
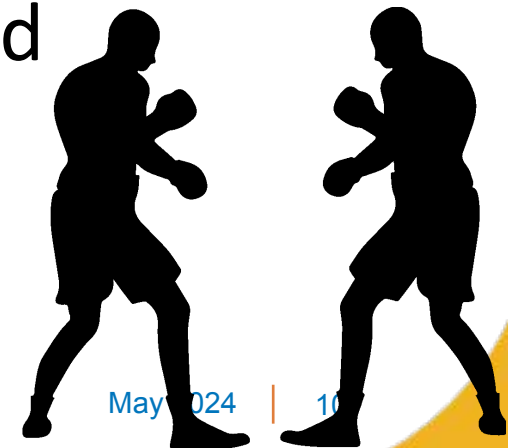 - Environmental Triggers
  - Rule-based behavior

Role Play Scenario

- Steve is the group leader on a team and Ben is a member of that team. Steve and Ben have each been disappointed and frustrated working together recently and are stressed about each interaction they have together. Steve has grown frustrated with Ben as email responses are often slow, and sometimes emails are not returned at all. In addition, Ben has recently been late to meetings, is delayed getting work submitted to the team, and his work has uncharacteristic errors. The deadline for an upcoming project is quickly approaching and Steve is worried that the project will not meet his expectations. Ben is frustrated with Steve as Ben feels like Steve is scapegoating him him for all the challenges on the project, even those that are not his direct responsibility. Also, Ben is working on many projects for the company, and he believes that Steve expects responses and assistance as though the project they are working on together should take priority over all others. They decide to meet to address the issues.

Role Play Discussion

- Did you feel the tension?
- What risks exist in this interaction?
  - How could these risks be mitigated?
- What roadblocks were encountered?
- What could be done/said to reduce the tension and subsequent risks?

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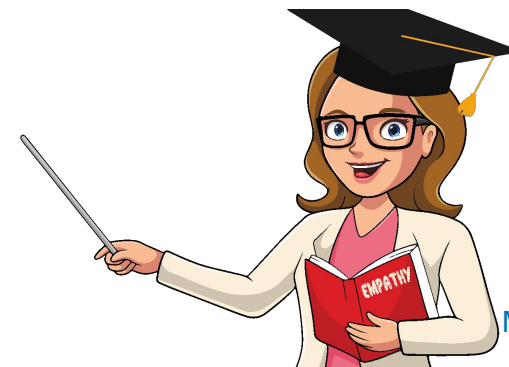**Convocation**
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Role Play Discussion

- What was different about this interaction compared to the earlier role play?
- What specific behaviors/statements in the interaction reduced the tension and provided opportunities for connection/relationship development?
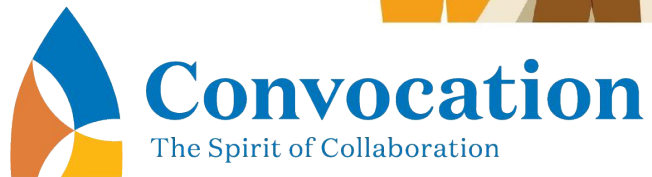- How are the risks reduced in this 2nd role play?
- Were roadblocks encountered?

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Wrap-up

- CERT's training teaches attendees to assess their environment to identify the needs, wants, and feelings of others and yourself to foster meaningful interactions and relationships that engage with and resolve conflict.

- Society and culture introduces challenges to consistently behave with empathy.

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Testimonials

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Wrap-up

- CERT offerings:
  - Empathy Training
    - focus an organization's community on a consistent language and culture of empathy
  - Empathy Train-the-Trainer Training
    - develop trainers within an organization to develop a sustainable model of empathy.
  - Risky Business for children and adolescents
  - Harassment Training

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Thank you for your attention

- Are there any questions, reactions, or comments?

- You can contact us:
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  - Steve Dranoff at: s.dranoff@fdu.edu

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Thank you.

Contact Information

Presenter 1 Name	Presenter 2 Name	Presenter 3 Name
Presenter 1 Company	Presenter 2 Company	Presenter 3 Company
Presenter 1 Title	Presenter 2 Title	Presenter 3 Title
Presenter 1 Email	Presenter 2 Email	Presenter 3 Email

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