MOOC DIGITAL WORKPLACE

MODULE 2: COMMUNICATION
VIDEO: MOD2_5: Empathy

Script: details of what the course presenter will say.

On screen text: ideas, images etc. to appear on screen as and when prompted.

Editing notes:

SCRIPT	ON SCREEN TEXT	EDITING NOTES
Having empathy is commonly referred to the ability to "put yourself in the other person's shoes", and that is essentially what it is all about. Have you ever thought about what was behind what that person said to you or how he/she behaved? How was he/she feeling? What was he/she thinking about? Who or what could have influenced him/her to say that or act that way at that time? Asking ourselves these questions will help us to understand better why they acted in a certain way, how to interpret what they meant and to avoid making any assumptions which could lead to any misunderstandings or conflicts. This is what is called "cognitive" empathy or "affective" empathy. It's the ability some people have to actually feel the other person's emotions, they feel what the other person is feeling at that moment, both in terms of positive emotions (for example, joy) and negative emotions (fear). Affective empathy is thought to be biological, but cognitive empathy is not. It is possible to learn and develop cognitive empathy skills. Someone can be taught cognitive empathy skills and continually practice and improve it.	Poster with definition of Empathy: Put yourself in other people's shoes Poster with: • Emotional Empathy • Cognitive Empathy Poster with: YOU CAN LEARN COGNITIVE EMPATHY SKILLS!	Close-up of the trainer for a few seconds holding a sign showing his/her full name.
What can we do to have more empathy with others? • Try to understand the other person from their perspective and not from your own perspective. Put the focus on the other person. • Start your conversations by focusing on the other person, avoiding making it about you. Show real interest in them! • Pay attention to the other person's nonverbal and paralinguistic language; this will help you understand the full message they want to	Poster with summary points: • Focus on the other	

convey.

- Understand the differences we have with other people and accept them. You have to be willing to learn, to enrich yourself from the experience that the situation can bring to you.
- Play around with your perceptions from different positions, put yourself in the different situations of that person to understand what may have happened, how you may feel, what you may see, and how the other person may feel and see.
- Try to think about a person who made you feel good, listened to and understood. How did they behave in that situation ... what did they do? Then try to copy their behavior.

Empathy is a key element for us to be good communicators and to be able to connect with others.

When teleworking there are several barriers to us being able to empathize with others compared to face to face communication.

It is therefore important for you look for opportunities to empathize with others. It is possible!

If you can't, then analyze the level of connection and empathy you have with someone which you have not had the chance to meet in person, for example someone you know through social networks.

The low level of empathy are hardly surprising, is it?

the other person. • Avoid it being about you. • Pay attention to non-verbal and paralinguistic language. • Accept differences and learn from others. • Try to see things from other points of view. • Think about role model behaviors.	Close-up of the instructor with the text on one side of the screen (bullet points gradually appearing as they are mentioned).