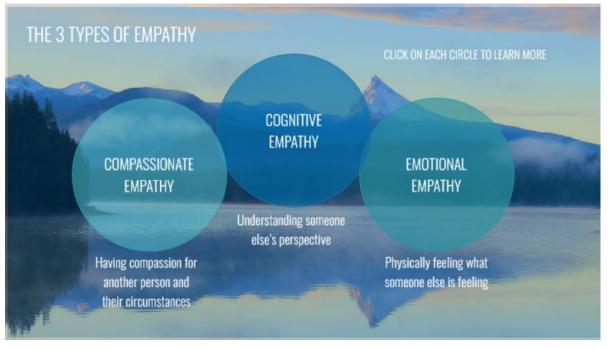
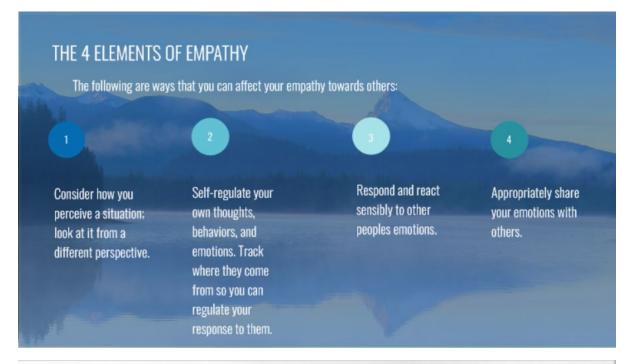




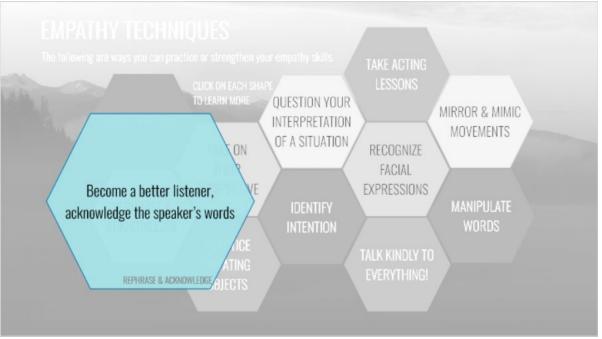
## WHAT IS EMPATHY? Emotion researchers at the University of California, Berkeley, generally define empathy as the ability to sense other people's emotions, coupled with the ability to imagine what someone else might be thinking or feeling. Empathy is integral to Rogue's Service Promises we provide our members, whether internal or external.







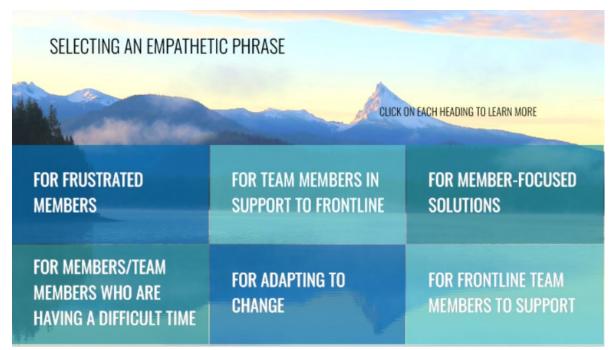








Validating the member/team members feelings is important. By stating that their experience sounds frustrating, we are partnering with them and sharing the load. This sharing may lighten the burden on them and can help.





"I know it isn't easy to deal with stuff like this, but you are handling it so well."

When a team member is dealing with something difficult, reassurance is sometimes an excellent way to acknowledge how they might be feeling. Whether it's a member situation or an internal member situation, showing you understand how they feel is a great way to extend empathy.







