

EMPATHY

LOYALTY ONBOARDING

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.

SYMPATHY VS. EMPATHY

Rogue understands there is a time for sympathy and empathy. When dealing with our members, empathy can be the ideal response. Displaying empathy allows us to connect with others and helps them feel heard.

**click on the boxes below to learn the definitions of sympathy and empathy.

SYMPATHY

EMPATHY

THE 3 TYPES OF EMPATHY

CLICK ON EACH CIRCLE TO LEARN MORE

COMPASSIONATE
EMPATHY

Having compassion for
another person and
their circumstances

COGNITIVE
EMPATHY

Understanding someone
else's perspective

EMOTIONAL
EMPATHY

Physically feeling what
someone else is feeling

THE 4 ELEMENTS OF EMPATHY

The following are ways that you can affect your empathy towards others:

1

Consider how you perceive a situation; look at it from a different perspective.

2

Self-regulate your own thoughts, behaviors, and emotions. Track where they come from so you can regulate your response to them.

3

Respond and react sensibly to other people's emotions.

4

Appropriately share your emotions with others.

EMPATHY TECHNIQUES

The following are ways you can practice or strengthen your empathy skills.

READ FICTION

CLICK ON EACH SHAPE TO LEARN MORE

QUESTION YOUR INTERPRETATION OF A SITUATION

TAKE ACTING LESSONS

MIRROR & MIMIC MOVEMENTS

TAKE ON THEIR PERSPECTIVE

RECOGNIZE FACIAL EXPRESSIONS

REPHRASE & ACKNOWLEDGE

IDENTIFY INTENTION

MANIPULATE WORDS

PRACTICE ROTATING OBJECTS

TALK KINDLY TO EVERYTHING!

EMPATHY TECHNIQUES

The following are ways you can practice or strengthen your empathy skills.

Reading can figuratively put you in someone else's shoes

READ FICTION

REPHRASE & ACKNOWLEDGE

PRACTICE ROTATING OBJECTS

QUESTION YOUR INTERPRETATION OF A SITUATION

IDENTIFY INTENTION

TALK KINDLY TO EVERYTHING!

TAKE ACTING LESSONS

RECOGNIZE FACIAL EXPRESSIONS

MIRROR & MIMIC MOVEMENTS

MANIPULATE WORDS

EMPATHY TECHNIQUES

The following are ways you can practice or strengthen your empathy skills.

Become a better listener, acknowledge the speaker's words

REPHRASE & ACKNOWLEDGE

CLICK ON EACH SHAPE TO LEARN MORE

QUESTION YOUR INTERPRETATION OF A SITUATION

TAKE ACTING LESSONS

MIRROR & MIMIC MOVEMENTS

RECOGNIZE FACIAL EXPRESSIONS

IDENTIFY INTENTION

MANIPULATE WORDS

TALK KINDLY TO EVERYTHING!

EMPATHY = ACTIVE LISTENING

We all know this. It isn't new information. But how do we do it, even when we are tired or busy? Let's discover how empathetic phrases can make all the difference...

SELECTING AN EMPATHETIC PHRASE

CLICK ON EACH HEADING TO LEARN MORE

FOR FRUSTRATED
MEMBERS

FOR TEAM MEMBERS IN
SUPPORT TO FRONTLINE

FOR MEMBER-FOCUSED
SOLUTIONS

FOR MEMBERS/TEAM
MEMBERS WHO ARE
HAVING A DIFFICULT TIME

FOR ADAPTING TO
CHANGE

FOR FRONTLINE TEAM
MEMBERS TO SUPPORT

SELECTING AN EMPATHETIC PHRASE

CLICK ON EACH HEADING TO LEARN MORE

"That sounds frustrating."

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.

SELECTING AN EMPATHETIC PHRASE

CLICK ON EACH HEADING TO LEARN MORE

"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.

CLICK ON THE DIFFERENT SCENARIOS TO SEE EMPATHETIC PHRASES IN ACTION

MEMBER SCENARIO



TEAM MEMBER SCENARIO



PHONE SCENARIO



CONTINUE →

Team Member Scenario

SELECT THE EMPATHETIC PHRASE THAT WORKS THE BEST FOR THE GIVEN SCENARIO



You encounter Brian in the hallway. Brian says that he just learned he made a procedural error. He says he is frustrated and confused because he didn't realize what he was missing, and it created more work for others.

Phrase 1

Man, that sucks. Not as bad as procedures though, am I right?

Phrase 2

Wow. That's awful. Lesson learned though. I bet you'll never do that again.

Phrase 3

Oh, Brian. I apologize that happened to you. I know that can be frustrating when something is overlooked. I know you work hard for our members.

Phrase 4

Brian, sorry to hear that. It's pretty lame.

SELECT THE EMPATHETIC PHRASE THAT WORKS THE BEST FOR THE GIVEN SCENARIO

Team Member Scenario



Sorry!

Brian needed a little more support than just telling him that his situation sucks.

Continue



SELECT THE EMPATHETIC PHRASE THAT WORKS THE BEST FOR THE GIVEN SCENARIO

Team Member Scenario



Good Job!

Brian needed to feel validated that this situation is difficult, and that he is not alone in feeling the way that he does.

Continue





**THANK YOU FOR
CHAMPIONING LOYALTY!**

EXIT COURSE