

Sample Only
Success Dynamics International



EIQ-2:
Empathy Principle
Individual Report

Empathy Principle

Understanding Empathy

Empathy—an appreciation for another's situation and point of view.

1. An understanding of what others are experiencing.
2. Judging others by their own standards.
3. Sensing others' feelings and perspective, and taking an active interest in their concerns.
4. Sharing another's perspective and specific distress.
5. The capacity to think and feel oneself into the inner life of another person.
6. Having a similar emotional state to another as a result of the accurate perception of the other's situation or predicament.

Empathy depends not only on one's ability to identify someone else's emotions but also on one's capacity to put oneself in the other person's place and to experience an appropriate emotional response.

~Charles G. Morris~

Forms of Empathy

Empathy can be experienced in a variety of forms, such as:

- Cognitive empathy—we recognize what another person is feeling,
- Emotional empathy—we actually feel what the person is feeling,
- Compassionate empathy—we want to help the person deal with their situation and emotions.

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Effective engagement is inspired by the empathy that develops simply by being human.



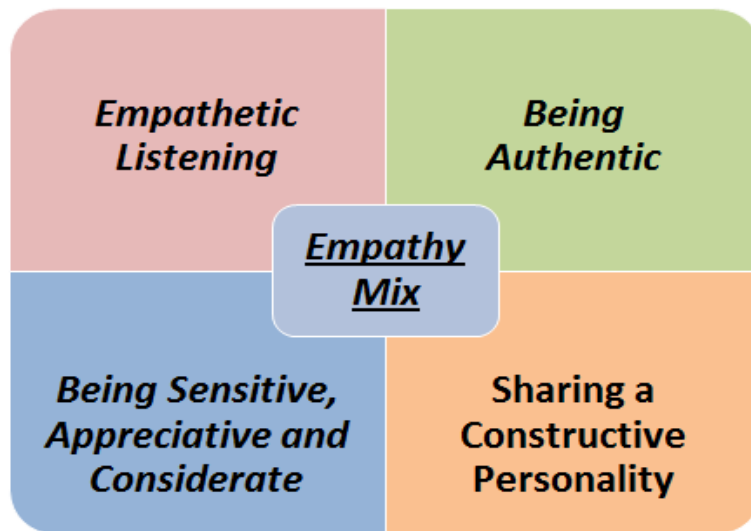
BRIAN SOLIS
PRINCIPAL, ALTIMETER GROUP
AUTHOR OF *ENGAGE!*

Related Terms

Sympathy, rapport, caring, compassion, and concern are similar, but not identical to empathy. Apathy and egocentricity are opposites of empathy. Apathy describes not caring. Egocentricity describes caring only about yourself.

The Empathy Principle

The Empathy Principle, through which people develop understanding, connection and relationships, begins with self-awareness and understanding. This sets the core of empathy skills. From the self, a genuine desire to understand and communicate with others serves as motivation. The third tier is in developing a skill set for recognizing feelings in others and relating effectively.



If you can learn a simple trick, Scout, you'll get along a lot better with all kinds of folks. You never really understand a person until you consider things from his point of view, until you climb inside of his skin and walk around in it.

~Atticus Finch in *To Kill a Mockingbird* (Harper Lee)~



Feeling Words

| WHEN NEEDS ARE NOT BEING MET | WHEN NEEDS ARE BEING MET |
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| Hostile Animosity, Antagonistic, Appalled, Aversion, Cold, Contemptuous, Disgusted, Dislike, Distain, Hate, Horrified, Repulsed, Scorn, Surly, Vengeful, Vindictive | Exhilarated Ecstatic, Elated, Enthralled, Exuberant, Giddy, Silly, Slap-happy |
| Angry Enraged, Furious, Incensed, Indignant, Irate, Livid, Mad, Outraged, Resentful, Ticked off | Excited Alive, Amazed, Animated, Eager, Enthusiastic, Invigorated, Lively, Passionate |
| Annoyed Aggravated, Bitter, Cranky, Cross, Dismayed, Disgruntled, Displeased, Exasperated, Frustrated, Grouchy, Impatient, Irked, Irritated, Miffed, Peeved, Resentful, Sullen, Uptight | Inspired Amazed, Astonished, Awed, Dazzled, Enthused, Radiant, Rapturous, Thrilled, Uplifted, Wonder |
| Upset Agitated, Alarmed, Discombobulated, Disconcerted, Disturbed, Disquieted, Perturbed, Rattled, Restless, Troubled, Turbulent, Turmoil, Uncomfortable, Uneasy, Unnerved, Unsettled | Joyful Amused, Buoyant, Delighted, Elated, Ecstatic, Glad, Gleeful, Happy, Jubilant, Merry, Mirthful, Overjoyed, Pleased, Radiant, Tickled |
| Tense Antsy, Anxious, Bitter, Distressed, Distraught, Edgy, Fidgety, Frazzled, Irritable, Jittery, Nervous, Overwhelmed, Pressured, Restless, Stressed, Uneasy | Relaxed At ease, Carefree, Comfortable, Open |
| Afraid Apprehensive, Concerned, Dread, Fearful, Foreboding, Frightened, Hesitant, Mistrustful, Panicked, Petrified, Scared, Suspicious, Terrified, Timid, Trepidation, Unnerved, Wary, Worried, Reserved, Sensitive, Shaky, Unsteady | Curious Adventurous, Alert, Interested, Intrigued, Inquisitive, Fascinated, Spellbound, Stimulated |
| Vulnerable Cautious, Fragile, Guarded, Helpless, Insecure, Leery, Nervous, Reluctant, Timorous | Confident Empowered, Proud, Resolute, Safe, Secure, Self-assured |
| Confused Ambivalent, Baffled, Bewildered, Dazed, Flustered, Hesitant, Lost, Mystified, Perplexed, Puzzled, Skeptical, Torn | Engaged Absorbed, Alert, Ardent, Curious, Engrossed, Enchanted, Entranced, Involved |
| Embarrassed Ashamed, Chagrined, Contrite, Guilty, Disgraced, Humiliated, Mortified, Remorseful, Regretful, Self-conscious | Hopeful Expectant, Encouraged, Optimistic, Positive |
| Longing Envious, Jealous, Nostalgic, Pining, Wistful, Yearning | Grateful Appreciative, Moved, Thankful, Touched |
| Tired Beat, Burned out, Depleted, Exhausted, Fatigued, Lethargic, Listless, Sleepy, Weary, Worn out | Refreshed Energetic, Enlivened, Enthusiastic, Reinvigorated, Rejuvenated, Renewed, Rested, Restored, Revived, |
| Disconnected Alienated, Aloof, Apathetic, Bored, Cold, Detached, Disengaged, Disinterested, Distant, Distracted, Indifferent, Isolated, Lethargic, Listless, Lonely, Numb, Removed, Uninterested, Withdrawn | Affectionate Close, Compassionate, Connected, Friendly, Loving, Openhearted, Passionate, Sympathetic, Tender, Trusting, Warm |
| Sad Blue, Depressed, Dejected, Despair, Despondent, Disappointed, Discouraged, Disheartened, Downcast, Downhearted, Forlorn, Gloomy, Grieving, Heavy hearted, Hopeless, Melancholy, Sorrowful, Unhappy | Peaceful Blissful, Calm, Centered, Clear headed, Mellow, Quiet, Serene, Tranquil |
| Shocked Appalled, Disbelief, Dismay, Horrified, Mystified, Startled, Surprised | Relieved Complacent, Composed, Cool, Trusting |
| Pained Agony, Anguished, Bereaved, Devastated, Desolate, Heartbroken, Hurt, Miserable, Wretched | Contented Glad, Cheerful, Fulfilled, Satisfied |

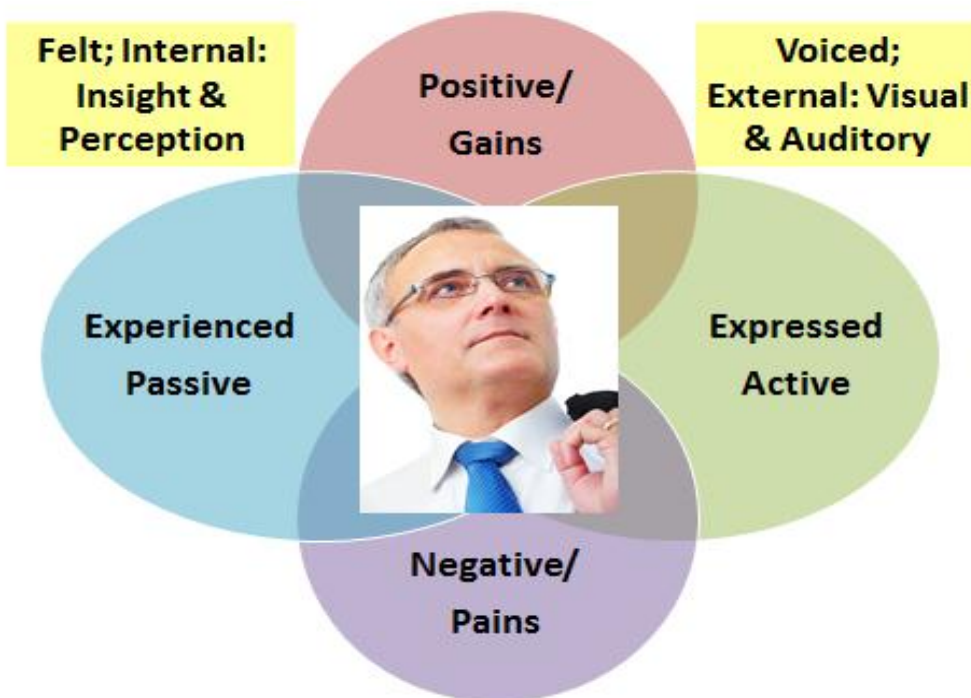
Objectives

- Develop greater awareness of empathetic communication
- Recognize feelings and emotions in one's self
- Understand others
- Powerfully connect through feelings and moods
- Empower development and superior performance
- Create superior relationships
- Generate more effective, better accepted decisions
- Gain broader perspective
- Become an active listener



Leadership is about empathy. It is about having the ability to relate to and connect with people for the purpose of inspiring and empowering their lives.

~Oprah Winfrey ~



Empathy Principle Workbook

Empathetic communication allows for connecting conversations both socially and professionally. It is the foundation of developing long-term, satisfying relationships.



Empathetic Listening:

Empathy comes from understanding others, having a real interest in relationships, and communicating that interest. The keys to this listening are:

1. Provide the speaker with undivided attention.
2. Overcome obstacles and barriers to listening.
3. Keep any judgments positive and supportive.
4. Interject but do not interrupt.
5. Send nonverbal signals to show interest and provide feedback.
6. Reflect thoughts and feelings.
7. Capture information, clarify statements and confirm understanding.
8. Make the speaker feel validated, appreciated and valued.
9. Respect alternative perspectives and points of view.
10. Listen to verbal, nonverbal and auditory cues.

What do others do that makes you feel heard and valued? How do you listen to communicate care?

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Empathetic Listening



Scores:

- 15 or more:** Excellent listening. Patient enough to take into account verbal, auditory and visual cues to understand both head and heart messages.
- 12 to 14:** Quality listening. Good connection and rapport but may not capture the complete message. May miss significant nuances of the message.
- 9 to 11:** Average, superficial listening. Gets the fundamental message right but does not connect with the speaker. Limited connection.
- 8 or less:** Poor listening. Easily distracted or off task. Tends to make hasty judgments, miss critical points, or lose focus.

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Being Authentic:

Authentic communication is genuine and honest. It avoids pretense and masquerades. Not everything needs to be shared. There is no demand for unlimited candor and transparency, however, exchanges should avoid subterfuge and deception.

1. Know yourself... your thoughts and feelings.
2. Be safe... avoid premature intimacy or undue self-disclosure. Build trust.
3. Consider the consequences of communication and make appropriate choices.
4. Manage assumptions, predispositions, perceptions and expectations.
5. Keep good intentions, respect, and a positive regard.
6. Separate questions from statements. Do not assume meaning.
7. Honor confidences and privileged information.
8. Be centered and focused in conversations.
9. Commit to long-term availability and exchange.
10. Allow failures... forgive.

How do you determine appropriate disclosure? Are their methods to use for appropriateness and pacing?

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Are you aware of your feelings? How do others impact your emotions and moods? Are you aware of their impact?

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Being Authentic



Scores:

13 or more: Outstanding authenticity. Aware of personal strengths and flaws in oneself and others to make genuine, long-term relationships.

10 to 12: Reasonable transparency. Paces self-understanding and authenticity both internally and externally. Still can be surprised by self and others.

8 to 9: Limits genuineness. Masks true feelings and emotions. Avoids deep, candid connection.

7 or less: Confused presentation. Fails to connect in an honest way. Does not form lasting, valuable relationships. Manages only transient connections.

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Being Sensitive, Appreciative and Considerate:

Sensitivity develops an awareness and consciousness of thoughts and feelings (In one's self and others). Appreciation acknowledges details, understands, and has a positive interpretation of information. Consideration acts appropriately with respect to interpersonal connections.

1. Notice communication and personality patterns.
2. Take in information from all senses.
3. Use appropriate patterns to relate and connect effectively.
4. Act with understanding and care.
5. Listen to stories.... hear feelings and thoughts.
6. Take cause and effect into account when trying to understand and when communicating.
7. Respond instead of reacting.
8. Act with awareness to display thoughts and emotions.
9. Separate feelings... empathy is not sympathy.
10. Account for the relationship in manners, etiquette and courtesy.



When have you been aware of others paying special attention to your thoughts and feelings? How have they shown their attention?

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Being Sensitive, Considerate, Appreciative



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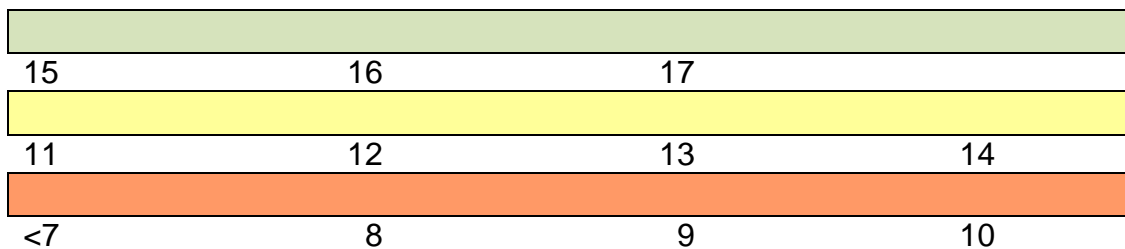
15 or more: Exceptional consideration and appreciation of others' feelings.

Highly sensitive to the feelings and sensibilities of others.

11 to 14: Average awareness and appreciation. Thinks of others when conscious of social situations or when interpersonal care is made a concern.

8 to 10: Preoccupied with self and tasks. Minimally cares for or pays attention to others.

7 or less: Self-centered. Has a lack of courtesy and respect for others in personal and professional settings.



Communicating a Constructive Personality: Being Positive, Approachable, Warm, Good Humored, Optimistic and Ready to Help

While some people rob energy, others ignite it. Constructive people know and support. They are facilitators and empowers. These are the people whose positive, up-beat nature brings out the best in others.

1. Be committed to being positive and supportive.
2. See possibilities and potential in a realistic way.
3. Let others know that you genuinely care.
4. Maintain confidence and positive self-esteem... personal negativity demands a focus on one's self.
5. Maintain an interest in others... allow them to grow and dream.
6. Be available and attentive... be centered, focused and involved.
7. Be respectful of fears and limitations... share tolerance.
8. Create expectations of growth and change... allow improvement and growth.
9. Dialogue safely... listen in both good times and bad.
10. Provide honest, useful feedback... let empathy serve as the foundation for the exchange of feelings and thoughts.

Empathy is a principle that benefits everyone in communication. What are the most powerful advantages that this connection offers?

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How are warmth, approachability and good humor communicated through verbal, auditory and non-verbal signals?

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Being Positive & Constructive



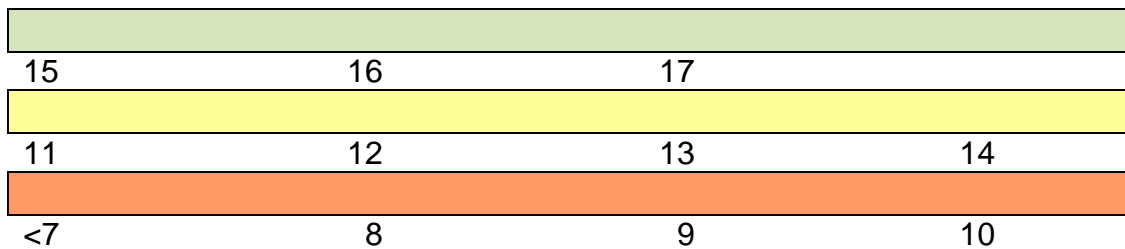
Scores:

15 or more: Supportive and constructive. Focused on building up people and generating positive relationships.

11 to 14: Generally constructive but in a transient, passive way. Will be more effective if constructive attitude becomes more intentional.

8 to 10: Random and passive. Will be supportive if there is tangible gain in doing so. Preoccupied with self and tasks. Minimally cares for or pays attention to others.

7 or less: An emotional vampire. Tends to drain energy and inject negative attitudes. Usually pessimistic.



Voicing and Experiencing Empathy

What is communicated may not be a complete or accurate picture. Emotions are first felt/experienced. This is a passive, internal process. It comes through perception and personal integration. Voiced empathy comes as connection is communicated. This is the active, external part of the loop that shares with others.

1. Be aware of personal feelings and emotional patterns.
2. Recognize that not all feelings need to be shared or expressed.
3. Allow for inconsistencies and individualization of feelings.
4. Learn to take in visual, auditory and verbal cues to understand others.
5. Develop a strong personal repertoire in communicating feelings to others.
6. Notice how other people experience your feelings and the impact they have.
7. Recognize the feelings you connect with and relate to. Be aware of personal strengths and weaknesses.
8. Have sensitivity and appreciation for the various ways others choose to express emotions.
9. Be safe: accepting, available and tolerant when others share feelings.
10. Capture, clarify and confirm the feelings others share.

How does the face convey the most communication? Consider both verbal and nonverbal signals.

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Watch co-workers and clients for a day and keep a log of feelings you see. Which are the most prevalent? Why?

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Voiced/Expressed/Active versus Experienced/Passive



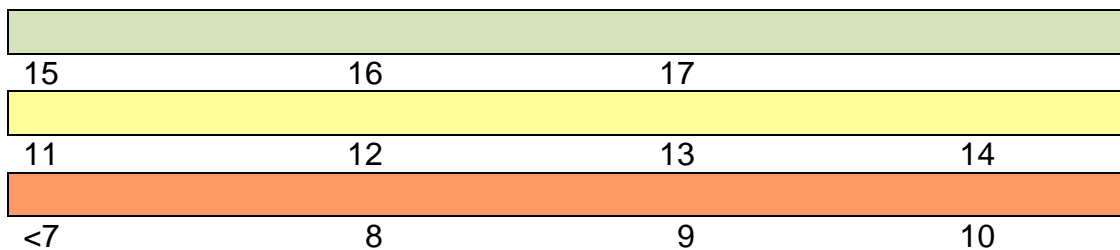
Scores:

15 or more: Effectively experiences empathy and actively shares emotion. Builds strong connection through verbal and nonverbal cues. Confirms understanding.

11 to 14: Manages emotional connection. Limits emotional signals and will feel awkward about premature emotional displays.

8 to 10: Lacks balance between felt and voiced connection. Serious concerns balancing trust and disclosure. May have limited emotional 'vocabulary.'

8 or less: Not actively aware of emotional content as either a sender or receiver. Passive connector who missed much message content.



Positive and Negative Connection

Positive emotions are constructive, useful, and goal congruent. Negative emotions are the opposite. They tend to be destructive and hurtful. People have a variety of both. Typically, the positive should be cultivated while the negative need to be minimized. Dealing with these in one's self and in others provides diverse experience.

1. Recognize different feelings and be able to verbally name them.
2. Determine whether these feelings are positive or negative and what the most effective response is.
3. Make an active choice to promote positive emotions.
4. Recognize the cause and effects of various feelings in yourself and others.
5. Be aware of personal feelings and emotional patterns.
6. Recognize that not all feelings need to be shared or expressed.
7. Connect with people emotionally but choose appropriate boundaries.
8. Actively cultivate positive emotions in yourself and others.
9. Mitigate negative emotions where possible.
10. Be considerate and sensitive to others but choose to manage long-term relationships with negative people.



What positive emotions are most characteristic of your disposition? How do you share these?

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Positive versus Negative



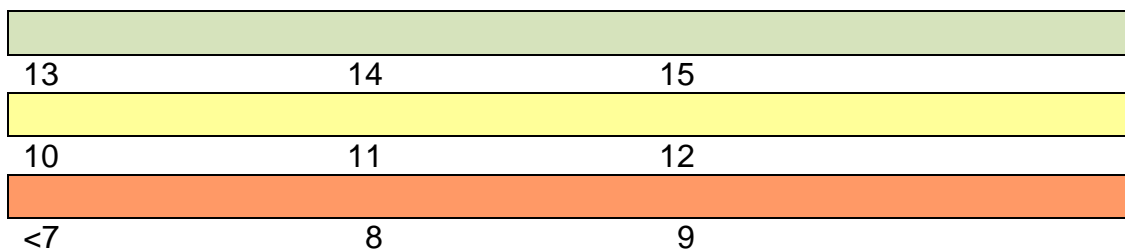
Scores:

13 or more: Comfortable with both positive and negative feelings. Focuses on success and feelings commensurate with high performance. Taps the power of emotion in performance and relationships.

10 to 12: May struggle with connecting to a full array of emotions. Uncomfortable with some personal feelings or with emotional expression from others.

8 to 9: Struggles to integrate emotional intelligence. Distant from the emotions of others. May not understand personal or interpersonal feelings.

7 or less: Emotionally distant. Does not connect well with feelings. Maintains only distant relationships.





Key Tips:

1. Pay attention to how you feel. Note how situations and people impact your feelings and moods. Think in terms of cause and effect. Use this information to better understand others and their feelings.
2. Pay attention to a wide variety of people. Make an effort to understand them and how they react. Develop caring and concern.
3. Emphasize common things rather than differences. Seek to dialogue and discuss rather than debate. Appreciate perspectives and points of view.
4. Think of things from alternative perspectives. Mentally put yourself in other people's shoes to determine how they feel and why.
5. Respect the dignity of others, especially when you disagree. Allow differences of opinion as alternatives.
6. Read and interact. Networking and developing personal connections expands experience.
7. Be positive, encouraging and supportive.

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The Top 10 Reasons to Work with EIQ-2™:

- 1. A high return on investment in terms of motivation, performance, improvement, and tangible results.**

EIQ-2 focuses design and delivery on targeted, sustained results. Through a continuing dedication to excellence, *EIQ-2* systems facilitate adult learning and high transfer. These programs are maintained in state-of-the-art form and continuously updated to assure optimum impact.

- 2. Value in terms of immediate application and ready-to-use tools.**

EIQ-2 has been developed for immediate, practical application and continuing reference. The modules each offer change for individuals from novices to experts. Using these systems generates fast, effective solutions. *EIQ-2* tools serve as a foundation for continuous learning and improvement.

- 3. High energy programs that emphasize involvement and interaction; experience; development; and fun.**

All *EIQ-2* systems demand a high degree of learner interaction. They are designed to create experiences that will set the tone for long-term quality. Through integrating content and entertainment, both feelings and thoughts are continuously engaged. *EIQ-2* makes involvement fun and result oriented.

- 4. Memorable training with sustained long term growth.**

People learn through visual, auditory and kinesthetic techniques. Touching all of these paths and synthesizing the experience creates memorable learning. *EIQ-2* utilizes systems designed to maximize recall and retention.

- 5. Customization to resonate with your team and needs.**

With an extensive repertoire of materials, *EIQ-2* training is readily tailored to customized programs for specific audiences and objectives. *EIQ-2* has been developed to cover an extensive array of emotional intelligence topics offering depth and/or breadth as specifically needed. Programs can be delivered on site, anywhere in the world. The comprehensive systems approach extends from personal coaching through team training and organizational development.

- 6. Multidisciplinary design and methodology relate to diverse audiences.**

EIQ-2 translates expertise in social psychology, business, communication and adult learning; and experience with thousands of people into performance in whatever context is needed. *EIQ-2* programs have the expertise, experience and educational credentials to deliver.

7. A unique blend of research, expertise, education and humor.

Surprisingly, many consultants dabbling in emotional intelligence lack the training or education to support their programs. With *EIQ-2*, there is a unique synthesis to generate the highest quality in learning and results. This system fully integrates various aspects of emotional intelligence to create powerful growth at all levels. Recognized by Fortune 500 corporations, the U.S. Government, major Universities and elite trainers, emotional intelligence has a track record of success.

8. Guaranteed professionalism and quality.

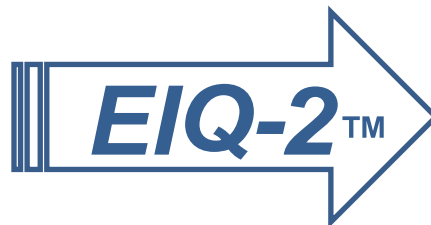
As a partner in performance, the *EIQ-2* system provides for continuing coaching, training and speaking programs to support continued growth. Through personalization and coaching, individual, team, and organizational success are assured.

9. An comprehensive, integrated system designed for improvement at all levels.

All *EIQ-2* modules contain a robust assortment of quotations, PowerPoint slides, activities, reflective experiences, bibliographies and comprehensive assessments. The modules offer a comprehensive rubric for organizational growth from individual performance through team development all the way to empowering the organizational culture.

10. A learning model designed for achievement: Assess; Develop; Perform; Excel.

The *EIQ-2* system begins with clear definitions and diagnostics. It creates customized training for targeted results. It partners for performance via coaching and consulting. Finally, it assures excellence in results.



- **THE EMPATHY PRINCIPLE™**
- **EIQ: EMOTIONAL INTELLIGENCE**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: LEADERSHIP**
- **EIQ-2™ SECOND STAGE EMOTIONAL INTELLIGENCE: INFLUENCE/PERSUASION**
- **TmEIQ-10 TEAM EMOTIONAL INTELLIGENCE**
- **EMOTIONALLY SMART ORGANIZATIONS ESO™**
- **CLIENT CENTERED SERVICE EIQ-2CRM™**