



Acknowledge

How you can truly develop and demonstrate empathy, using it to manage emotional situations through to resolution

EXERCISE ONE

DEVELOP YOUR ABILITY TO READ EMOTIONS

- ~ This exercise is designed to develop your ability to read emotions. You need a willing volunteer. It might help if you already have some rapport with this person so that you can explain the purpose of the exercise and have them play along. It might also help if you ask someone who is quite emotionally expressive and not someone more stoic.
- ~ The first part of the exercise is where you explain the rules to the volunteer. You will ask him to imagine someone that he really enjoys being around, someone who brings joy to his life. He mustn't tell you who it is. As he does this, ask him to hold the thought for 10 seconds and ask him not to deliberately show any emotions. Study his face for 10 seconds and bank it in your memory.
- ~ Part two of the exercise is to ask him to think of a person he really dislikes. Get him to repeat this for 10 seconds and memorise the differences.
- ~ Part three of the exercise is to ask your volunteer to randomly think of the person he likes or the person he dislikes for 10 seconds, but he is not allowed to tell you which he is thinking about until after you guess.
- ~ See how many you can get right in a row.

EXERCISE TWO

WALK A MILE IN ANOTHER PERSON'S SHOES

- ~ Pick someone at random, someone who you know pretty well. I want you to imagine what it is like to be her. What are the challenges in this person's life? What are the joys? How does this person regard herself relative to others around her?
- ~ Spend about a minute really getting into the mindset of someone else, and remember to look through her eyes and not label her with your own judgements.

