



HR Club

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Empathy

Empathy is the experience of understanding another person's condition from their perspective. You place yourself in their shoes and feel what they are feeling. Empathy is known to increase prosocial (helping) behaviors.

Being empathetic requires two basic components:

1. Effective communication
2. Strong imagination.

Empathy is a skill that can be developed and, as with most interpersonal skills, empathizing (at some level) comes naturally to most people. You can probably think of examples when you have felt empathy for others or when others have been empathetic towards you.

Effective Communication

Understanding is the desired outcome or goal in any communication process. Basic understanding is easily achieved but a deeper understanding is the result of effective communication.

Strong Imagination

Everybody sees the world differently, based on their experiences, their up-bringing, culture, religion, opinions and beliefs. In order to empathise with another person you need to see the world from their perspective and therefore need to use some imagination as to what their perspective is based on, how they see the world and why they see it differently from you. Many people find it easier to empathise with people who are closer to them and have more shared experiences and views.

Read More:

<http://www.skillsyouneed.com/ips/empathy.html>

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