

Be Empathetic Be Compassionate and Celebrate the life

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Outline of the Presentation

- What is Empathy? The basic understanding about Empathy
- How to differentiate *Empathy* from *Sympathy*
- What is the purpose of Empathy?
- Attributes of Empathy
- Basic Requirements for Empathy
 - The art of listening*
 - The art of communicating*
- Empathy : A important life skill to learn
- Relationship pf Empathy and Compassion

Let's start with the basic understanding of Empathy

- Empathy is basically the ability to understand others' emotions. It also requires the ability to recognise and understand another persons' perceptions and feelings and to accurately convey that understanding through an accepting response.
- The ability to sense other people's emotions coupled with the ability to imagine what someone else might be thinking or feeling.
- It involves sharing and understanding another's sentiments

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Empathy *vs* Sympathy

- Sympathy is a state when a person feels sorry *for* someone. (It is purely superficial and cognitive level)
- However, Empathy is a state when a person feel *with* someone. (It is a deeper emotional level)

Attributes of Empathy

- Able to see the world as others see it;
- Nonjudgemental or value-neutral
- Understanding Other People's Feelings
- Able to communicate the understanding

Purpose of Empathy

- To understand the other persons' perspectives
- Getting to know (both Cognitive and Emotional State) people around you.
- At Workplace- Understanding your colleagues and clients being successful at the workplace.
- In Personal Life- Excellent interpersonal relationships and meaningful quality life.
- Helps People heal. (Therapeutic Purpose)

Empathy : Nature Vs Nurture

- There is always a discourse that Empathy is a biological – (Natural trait of human beings)
- Empathy can be nurtured. It is learnt from social environment.
- It can be developed through proper training at various levels.
- Empathy can be attained by seeing, trying it and doing it.

Basic Requirements for Empathy

- One should be good in Rapport Building ((both emotional and cognitive level).
- One should be a patient listener.
- One should be a clever communicator.

Appropriate timing for talking and listening

When should we talk and listen to other person?

- Talk to other person when they are in mood to talk. Give some freedom to decide the appropriate time for talking - on week days or weekends; during or after the worktime, etc.
- It is important to note that when other person is free or engaged.
- When they usually have strong feelings or have a problem.

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Venue or Place of Conversation

Where to talk and listen other people ?

- Try to avoid the private space or private room. (Try to avoid your official room where you take meetings of your colleagues).
- With the consent of the (parents or Principal) gatekeepers you may ask any person to talk in private but make sure that it should be observed by others.
- Extra precautions should be taken in the age group of 14 and above and girl students.
- Make sure that the gatekeepers must know that you are talking with their young people.
- Place of conversation should be free and fair and other person should feel comfortable.
- Atmosphere should be calm where you can concentrate more in conversation in order to understand their views or experience.

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How to talk: Art of talking to students?

- When talking to other person, try to remember how it was when you were in the same situation and/or you place yourself in the same situation, then imagine how you would have felt.
- It is not necessary that everyone thinks or experience the same what you think in that situation, therefore, allow other person to express himself/herself in a free and independent manner.
- There are a lot of things they know and lot of things they don't know; and a lot of things they don't have the words to talk about. So agreeing with this, you should be more receptive or open to listen.
- Let the other person finish talking and then respond. When listening, try not to jump in, or put your words in other persons' mouth.

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Art of talking to young people

- There are two views in this context: Some Psychologists believe that it is not good to give your own words to other people when they are stuck in explaining an event or a situation or their feelings etc. The other view is that you may suggest one or two options to find out the appropriate word to express the feelings or to explain a situation in case other person is unable to do so.
- **Use language that young people will understand.**
- Sometimes we forget that other person don't 'get' everything. We should try to avoid to use jargons or big concepts which are beyond their reach or understanding
- Watch young people's facial expression and body language. Try to understand the young people's body language which informs you that whether other person is responding to your conversation.

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Art of talking & listening.....

- To let other person know you're listening, and make sure you've really understood, **repeat back what other person has said** and make lots of eye contact. (In this way you can revalidate the meaning what other person is attaching by repeating his words)
- Show your interest by saying such things as, 'Tell me more about ...', 'Really!' and 'Go on ...'. Ask young people what they feel about the things they're telling you about.
- **Avoid criticism and blame.** If the student is angry about something you should not blame or criticise, rather try and explore why he is angry. Appeal to their sense of empathy. Work together to solve problems and conflicts.

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Give focus on listening while talking

- Listening isn't just about hearing words, but also trying to understand what's behind those words.
- Hearing and listening to other people tell two separate and distinct activities. In my view, hearing is the process through which other people's views are recorded through everyday practices; such process is generally passive and automatic in some cases.
- Whereas listening, employs more active ways of actually taking into account other people's views and experiences, especially when it serve the purpose of healing.

Advantages of listening while talking.....

- **People are more likely to open up if they feel you're really listening to them.**
- **Take a break and listen to other person:** Specific actions – like making eye contact, kneeling down to persons' level and even tilting your head – show that you are listening. If you can't talk at that moment, you might say, 'Let's talk soon. I'm in the middle of something'.
- **Repeat what you heard:** It's often useful to restate what you heard and put other person's feelings into words.

Ask specific questions to gather more information

- You might say, ‘Can you tell me exactly what happened?’ If it makes sense to talk more, you might ask, ‘What upset you the most?’ Follow-up questions both acknowledge other person’s feelings and get him talking about them. And they help you gather more information, so you can better understand what actually happened and how other person is thinking about it.
- **Before you say what you think, ask a question**
If says, ‘That’s not fair’, instead of jumping in with an explanation you might ask, ‘What do you think would it be fair?’ Then, wait for the answer – and ask a follow-up question.

Major Caution while talking and listening

- Keep an open mind
- Take time before talking to formulate specific questions (especially “transition” questions) based on the information available related to the reasons for concern about the possibility of abuse or exploitation.
- Be alert to negative stereotyping. Be careful not to put a value judgment on what the other people says. Use objective language with other people.
- **Speak as simply as possible.** A one-sentence direct question might be much more effective than a long descriptive question.

Empathy and Compassion

Bhagwat Gita (Ch6.32):

You should treat others the way you would want to be treated.

Empathy and Compassion

“पर पीड़ा सम नहीं अधमाई।”
तुलसीदास

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Empathy and Compassion

जाके पांव न फटी बिवाई, वो क्या जाने पीर पराई

Mahatma Gandhi's famous prayer/bhajan says:

वैष्णव जन तो तेने कहिये,
जे पीड परायी जाणे रे ।
पर दुःखे उपकार करे तो ये,
मन अभिमान न आणे रे ॥

Thank You

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