

The Art of Empathy in Positive Youth Development

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Communication Skills Development Series

Conversation Boot Camp

- Part One: Let's Talk!
- Part Two: Tough Conversations

Facilitator Training

- Part Three: Community Conversations



Empathy Skill Development

- Youth experience it
- Define it for themselves
- Learn about perspective taking
- Learn how it is connected to intercultural knowledge and competence
- Apply it: Leadership Communication



AAC&U

Intercultural Knowledge and Competence

- Cultural Self-Awareness
- Knowledge of Cultural Worldview Frameworks
- Empathy
- Verbal and Non-Verbal Body Language
- Curiosity
- Openness



Kansas Leadership Center

- Leadership is an activity, not a position.
- Anyone can lead, anytime, anywhere.
- Accept that there is more than one truth.
- It's risky.



PART 1: Let's Talk!



Part One: Let's Talk!

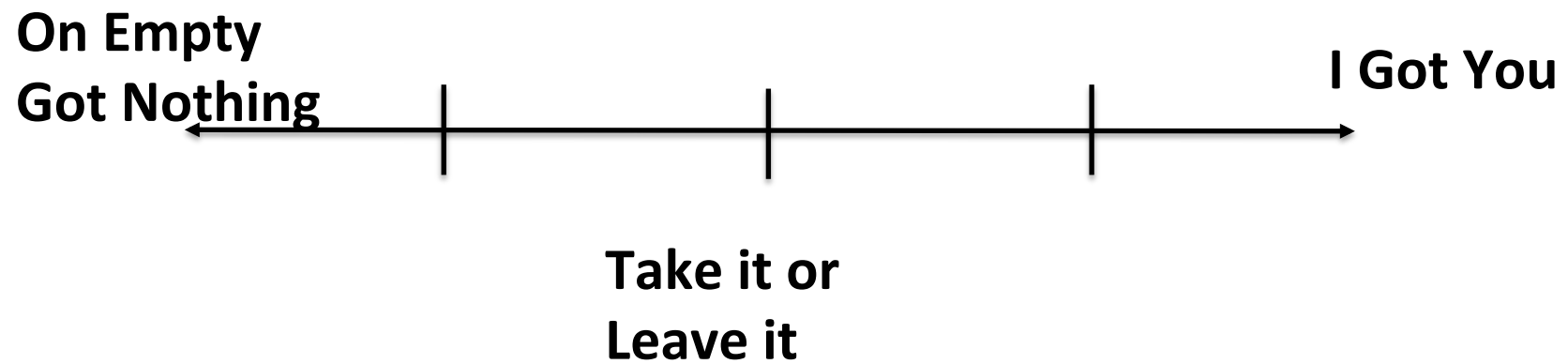
Empathy

Empathy Blockers

Active Listening

Communication Style Differences

Got Empathy?



The homesick



The Eye Roller



The Picky Eater



PeopleImages via Getty Images

The Awkward



The “Meh”





Debriefing Pair Share

- Did you have different responses? Why or why not?
- Describe the feeling associated with being
 1. Half Way
 2. Far to the Right
 3. Far to the Left



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Barriers to Empathy

#1 – Sympathy vs. Empathy

“Oh, you poor thing.”

#2 – The Gasp and Awe

“Oh my word! I’d die.”

#3- The Mighty Fall

“I never expected that from you...”

#4- The Block and Tackle

“How did you let this happen?”

“Who is that guy? I’ll go give him a piece of my mind!”

#5- The Boots and Shovel

“You know, it’s not that bad.”

#6 – If You Think That’s Bad...

“That’s nothing. Let me tell you about...”

Brene Brown, Dare to Lead (2018)

HANDS ON LEARNING!





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Active Listening for Different Purposes

Active Listening

1. To gain information
- 2. To give affirmation**
3. To respond to inflammation



Active Listening – Do's

- **Put the focus completely on the speaker**
 - **Allow for silence**
 - **Be attentive to non-verbal content**
- **Use Reflections by summarizing meaning tentatively**
 - **Try again if needed**



Active Listening – Don't's

- Avoid talking about yourself
- Eliminate your reactions or well intentioned comments
 - Avoid advising and reassuring
- Avoid fixing, changing or improving what the speaker has said
 - Don't change topics



Part One: Let's Talk!

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The seal of the State of Kansas is partially visible on the left side of the slide. It features a circular design with the words "KANSAS STATE" at the top and "FEBRUARY 21 1862" at the bottom. In the center, there is a shield with a plow and a sheaf of wheat, with the words "RULE BY OBSERVANCE" above it.

Communication Styles

- **Turn Takers**
- **Pausers**
- **Over-lappers**



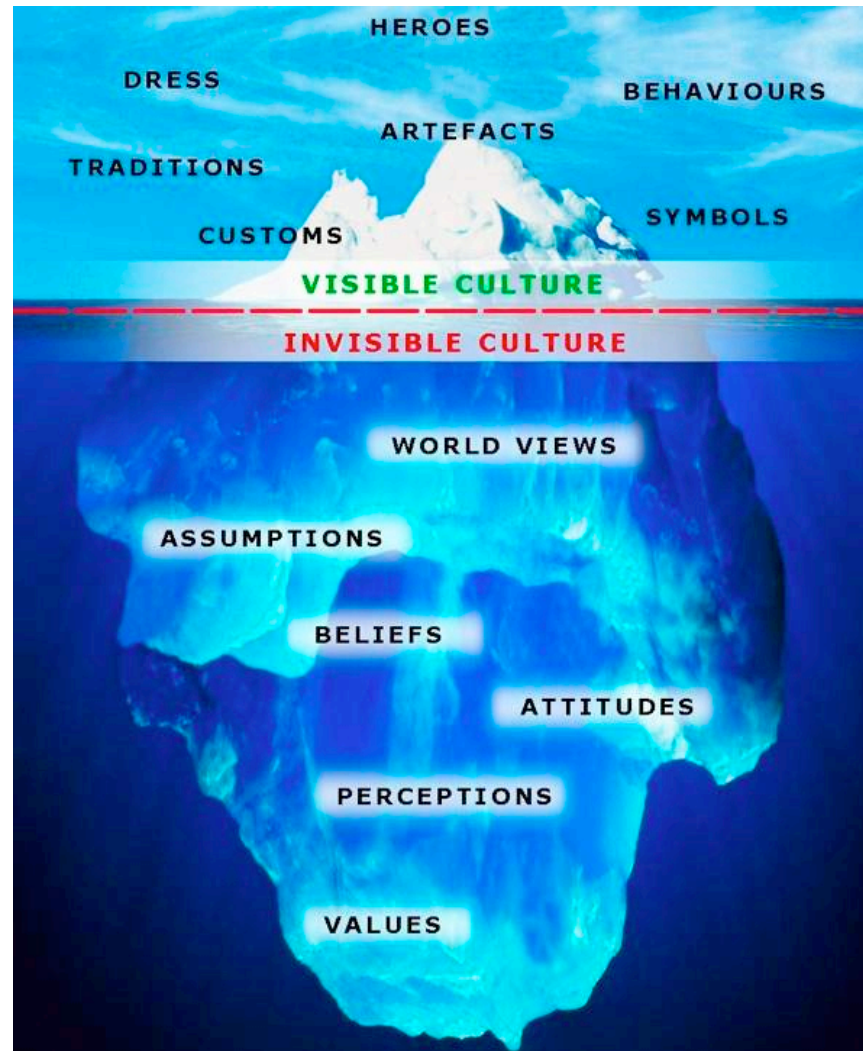
So what happened?

- How did you feel during this exercise?
- What was most comfortable to you?
- What communication style was the hardest to adapt to? Why?
- What are some negatives about the different styles?
- What are some positives about the different styles?
- How can you make sure all voices are heard in a conversation?



Part 2: Tough Conversations

Cultural Iceberg

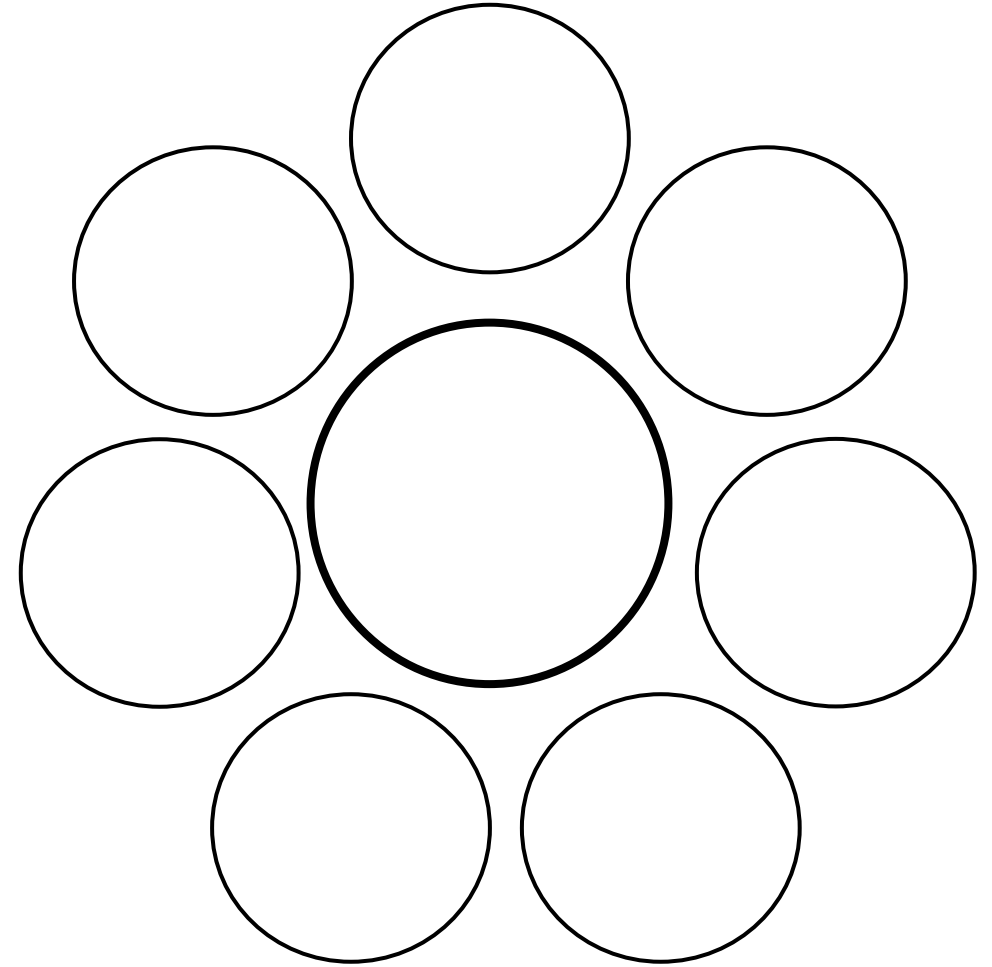


When you have two people in a room...



7-circles Activity

Write your name in the center, larger circle. In the seven smaller circles write the names of seven groups with which you identify (examples: gender, nationality/ethnicity, religion, political stance, geographic ties, family role(s), etc.) Share with a partner one of the circles that makes you the most proud of who you are and the circle with which you have experienced the most challenges and why.



Introduction to Intercultural Conflict Styles





MATCH the Proverbs to the Quadrant

“Say what you mean and mean what you say.”

American Proverb

“It’s good to know the truth, but it is better to speak of palm trees.”

Arab Proverb

“After a storm, fair weather, after sorrow, joy.”

Russian Proverb

“Hear one and understand ten.”

Japanese Proverb



So how about those other styles?!

What style is the hardest to understand?

What style is the easiest to understand?

*What assumptions do we make about other styles
that are different than ours?*



PART 3: Community Conversations

Welcome to our partnership!



K-STATE
Research and Extension





Community Conversations

What is it?

Why is it important?

The theme of common ground.



Principles of Civic Discourse

- Seek understanding and common ground
- Expect and explore conflicting viewpoints
- Give everyone an opportunity to speak
- Listen respectfully and thoughtfully
- Offer and examine support for claims
- Appreciate communication differences
- Stay focused on issues
- Respect time limits

**Institute for Civic Discourse and Democracy*



National Issues Forums Roadmap for Facilitators

1. Introductions
2. Ground rules
3. Option 1 – Reflect
4. Option 2 – Reflect
5. Option 3 – Reflect
6. Summary and Take-aways

Community Conversations

- Community Structure Issues
- Safety Issues
- Substance Use, Abuse and Mental Health
- The Future of Public Education

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Facilitator Fast Five

- Neutral
- Friendly
- Inclusive
- Helpful
- Respectful



Best Practices for Recorders

- Label the sheets (for example “OPTION 1”)
- Use two colors of pen, alternating colors so people can find what they said.
- Create a bulleted list.
- Capture the person’s basic idea in a phrase, not a sentence.
- Ask the person who spoke if you got it right.
- Don’t name who said it.
- Write clearly and large, so people can read it from where they sit
- Number the pages when you are done.

The Common Ground Challenge





Call to Action Statement

What is the change that you want to create in your community?

Where do you want to start? Host a training on empathy? Communication styles? Navigating tough conversations? Hosting a Community Conversation?

What's your “next story”? What is your call to action for your local community going forward?