

UABLEARNDEVWHISPER

A Weekly Publication of Learning

Consider Empathy

During these unprecedented times, we are all under stress trying to adapt to our new reality. As UAB begins its re-entry phase, remember to have empathy. Showing empathy at work can reduce stress, foster resilience, build trust, and lead to personal growth. These benefit you, your manager, and colleagues.

Empathy can be described as “walking in another person’s shoes” – sensing their emotions and imagining what they may be feeling at the time.

It’s possible to learn how to be more empathetic even if you’re not a natural at the skill. To learn empathy, try the tips below.

CALL TO ACTION:

- Put yourself in the person’s shoes. How would you feel if you were going through their situation?
- Show care and concern by using active listening skills. Listening and reflecting are important, especially when you don’t know what to say.
- Ask questions that show you understand what the other person is saying and feeling.
- Acknowledge the other person’s feelings by reflecting (I can’t imagine what you are going through, but I can understand how you can feel/think that way).
- Don’t judge.

KEEP ON LEARNING*

- ▶ Check out the article from Psychology Today – [Learn Empathy in Just Five Steps](#).
- ▶ Watch the LinkedIn Learning video, [Empathy Starts With You](#). (3m 32s)
- ▶ Here’s another LinkedIn Learning video, [Communicating Empathy](#). (3m 6s)

**Benefits-eligible UAB, VIVA Health, Callahan, UABHS and HSF employees have free access to LinkedIn Learning platform. If you have questions, please email campuslearning@uab.edu.*

Please Note: When watching a LinkedIn Learning course/video, read the sign-in dialogue boxes carefully.



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