

# UAB LEARNDEV WHISPER

*A Weekly Publication of Learning*

## The Resilient Self: Using Empathy in Challenging Times

Why is empathy important?

Empathy is a valuable skill everyone needs to use. It is essential to extend empathy, both personally and professionally. You never know what another person is going through in these challenging times as experiences will differ from person to person. However, the results of those feelings can improve relationships. By empathizing, you can put yourself in the other person's shoes to understand their feelings and behavior. When you are willing to feel and recognize their emotions, you will be in the frame of mind to understand their perspective.

### CALL TO ACTION:

Put these 4 simple tips into action:

1. Be clear in understanding the emotion and significance of the situation. Place yourself in a position to listen, reflect, and support.
2. Be engaged in the conversation. Put away the distractions so you can focus on what the individual is saying.
3. Don't discount what the individual is saying - even if you do not agree with their perspective.
4. Show vulnerability with one another. Reveal your human side.

### KEEP ON LEARNING\*

- ▶ Please join us for the virtual session, "[The Resilient Self: Using Empathy in Challenging Times](#)" on Thursday, May 7, 2020 at 10am.

Read [Cultivating Empathy at Work](#) to continue developing the skill of empathy.

Watch [Extending Empathy](#) (3m 58s) from the LinkedIn Learning course, Leading with Emotional Intelligence.

If you have any questions, please contact Alison Kniseley at [alisonk@uab.edu](mailto:alisonk@uab.edu) or Amber Anderson at [amber819@uab.edu](mailto:amber819@uab.edu).

*\*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](mailto:campuslearning@uab.edu).*

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



LEARNING  
& DEVELOPMENT

The University of Alabama at Birmingham

[\*\*go.uab.edu/learndevwhispers\*\*](https://go.uab.edu/learndevwhispers)