

Practical Empathy

Unlocking the super power



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Accidentally destroyed production database on first day of a job, and was told to leave, on top of this i was told by the CTO that they need to get legal involved, how screwed am i? (self.cscareerquestions)

submitted 12 days ago * by cscareerthrowaway567  x8

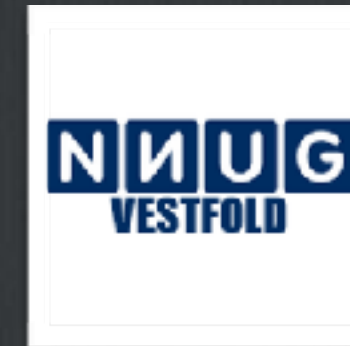
Today was my first day on the job as a Junior Software Developer and was my first non-internship position after university. Unfortunately i screwed up badly.



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Vestfold Developers
Slack

codingwithempathy.com

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Empathy as My Guiding Principle

Outline

- Journey
- Cultivating Empathy
- Takeaways

Definition

- See the world as others see it
- Understand another's current feelings
- Non-judgemental
- Communicate understanding

My Journey





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Cultivating Empathy

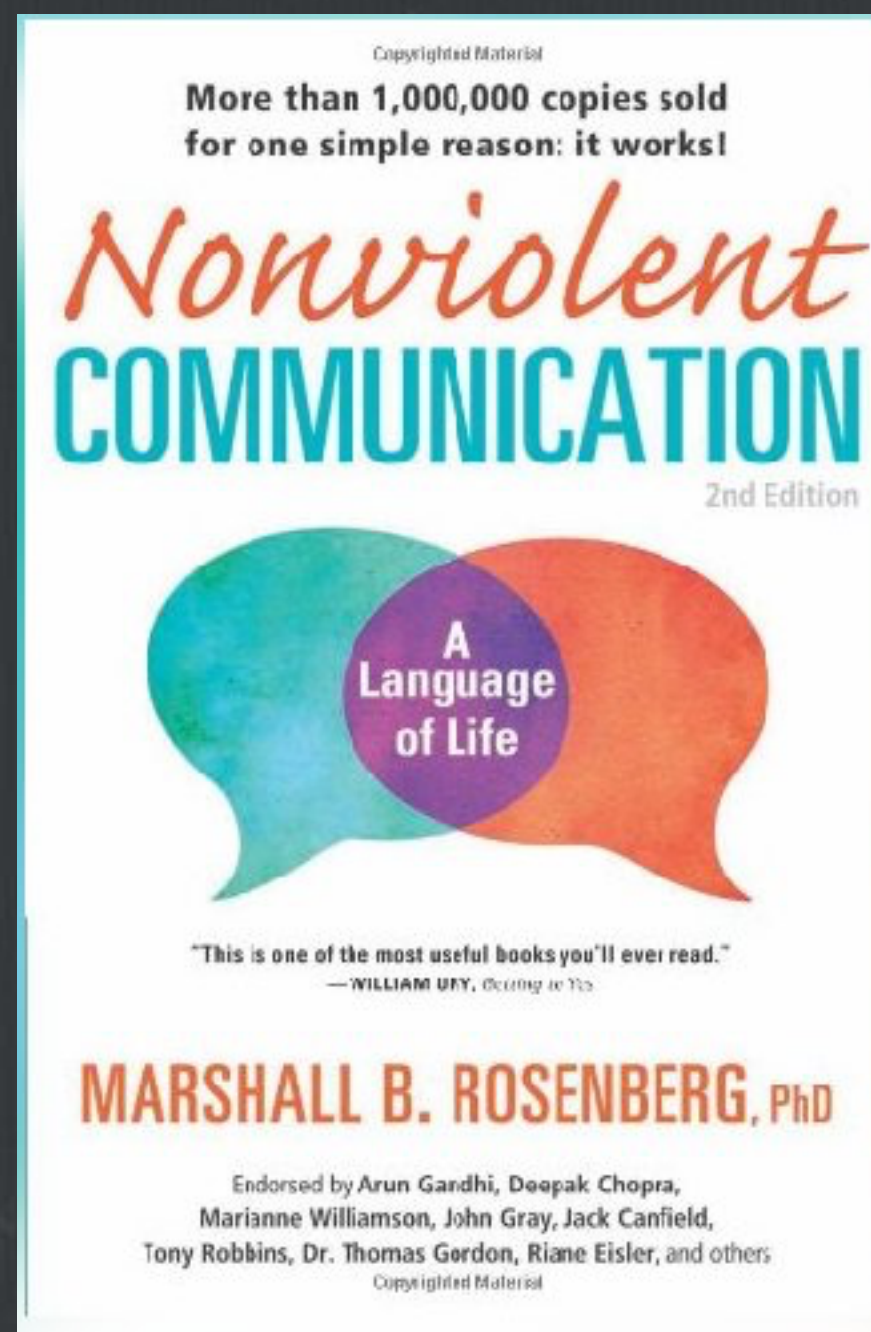
- Introspection
- Listening
- Gaining Perspective

Introspection



- Mindfulness
- Journaling

Introspection



“Self-empathy in NVC means checking in with your own feelings and needs.”

Mindfulness

“the non-judgemental awareness of experiences in the present moment”



Mindfulness

- Focus
- More engaged
- Keep calm



Journaling



Listening



- To understand
- Without judgement
- To connect

Listen to Understand

“Don’t just do something, Listen”



Listen Without Judgement

- Breathe
- Be Curious
- Assume good intent



Listen to Connect

- Connect with a feeling within you



Gaining Perspective



- Challenge Comfort Zones
- Walk a Mile In Their Shoes

Challenge Comfort Zones

- Seek out different perspectives



Walk a Mile in Their Shoes

- Sit with your users
- Pair with a tester
- Work in Customer Support



“Empathy is the key to understanding”

–Burnard P. (via Theresa Wiseman)

HUMAN CONNECTION





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“Empathy is a skill. You need to actively practice giving and receiving empathy”

–Dr. Brené Brown

Practice

- Introspect**
- Listen**
- Gain Perspective**

Empathy is Hard



Empathy is the hard part

The rest is mechanics. We're not wired to walk in someone else's shoes, it's not our first instinct.

Showing up with empathy is difficult, hard to outsource and will wear you out.

But it's precisely what we need from you.

Posted by [Seth Godin](#) on April 29, 2017

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Empathy is a choice

Empathy as Your Guiding Principle

Thank you!