

## RESPONDING WITH EMPATHY

### Directions

Look at the situations below, and then match each situation to the correct feeling and response. Record your answers in the answer box

| Situation | Feeling | Response |
|-----------|---------|----------|
|-----------|---------|----------|

|              |       |       |
|--------------|-------|-------|
| Situation #1 | _____ | _____ |
| Situation #2 | _____ | _____ |
| Situation #3 | _____ | _____ |
| Situation #4 | _____ | _____ |
| Situation #5 | _____ | _____ |
| Situation #6 | _____ | _____ |
| Situation #7 | _____ | _____ |
| Situation #8 | _____ | _____ |

### Situations

1. There is a new team member in your team, and it is her first day.
2. Your colleague worked really hard to complete his work, but it turned out she made by accident a mistake
3. Your colleague has to solve a an urgent problem, but can't figure out the right solution
4. Your colleague lost her wallet at the office
5. You forgot to invite your colleague for an important meeting
6. A new colleague joins for the first time the Friday afternoon drinks at the office
7. You are coming 10 minutes to late for an appointment with your colleague without notifying
8. You colleague worked hard on a challenging task and was able to finish it just before the deadline

### How does this person feel?

- A. Nervous
- B. Embarrassed
- C. Mad
- D. Frustrated
- E. Disappointed
- F. Lonely
- G. Sad
- H. Proud

### What can you do

1. Talk to hear to make her feel comfortable
2. Show empathy to her and offer your help to solve it
3. Offer your colleague help to solve the problem
4. Help her find it
5. Make your sincerely apologies
6. Talk to her to make her feel comfortable
7. Make your apologies
8. Tell her that you are proud of her