



# The road to Feedback Culture: Empathy

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for the **Personal Development Group**  
and **LearnStuff**

# What is empathy ?

empathy

*noun*

1. Action of understanding , of being conscious , to feel or to live the emotions , thoughts and experiences from the past and present of a person without them being directly communicated.
2. The feeling that you are understanding and sharing the same experiences and emotions with another person.

After reading a book about  
empathy, I realize how  
difficult it must be for you  
knowing I'm  
fabulous and  
you're not



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## What is empathy important?

1. Offers a better understand on the persons we interact with.
2. Offers a better understand of the needs other people have.
3. Offers a much better understanding of other people perceive us..
4. Offers a good way of understanding unspoken things in verbal communication.

## What is empathy important?

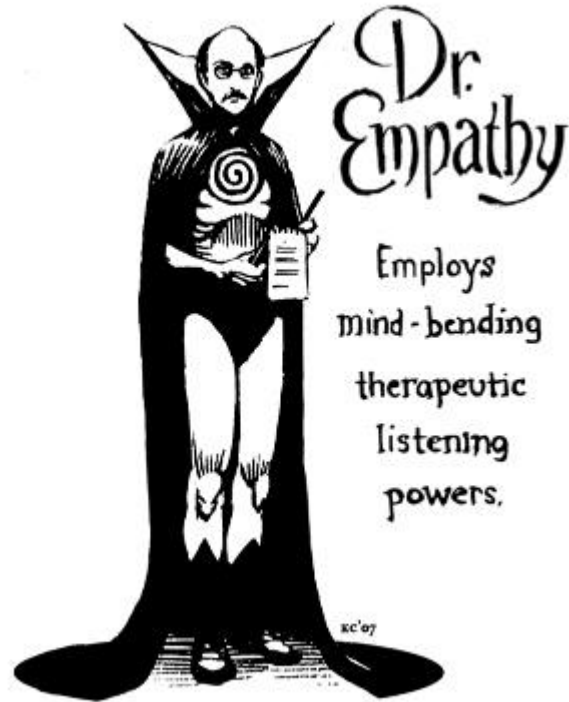
5. Offers an efficient way to solve interpersonal conflicts.
6. Offers a way to predict other peoples course of actions.
7. Offers a great way to motivate people.
8. Offers a good way to become more persuasive.
9. Offers an excellent way of understanding and providing feedback.

## How does it work ?

- Mirror neurons, help us understand other peoples reactions.
- Mirror neurons, help us understand other peoples facial expressions.
- Mirror neurons, activate neural pathways in our brains responsible for language when we see hand gestures.
- Some gestures or poses trigger in our mirror neurons the same behavior in ourselves.

[http://greatergood.berkeley.edu/article/item/do\\_mirror\\_neurons\\_give\\_empathy](http://greatergood.berkeley.edu/article/item/do_mirror_neurons_give_empathy)

## How to develop empathy?



## How to develop empathy?

- Use our imagination and try to put ourselves in the shoes of the person we are talking to.
- Try to identify common elements with our previous experiences.
- Try to listen, not just to hear.
- Estimate the situation and always adapt your speech.
- Try to differentiate between the expected reaction and the real reaction of a person.
- If we are not sure we just ask the person what he feels or thinks, if the situation allows it.



**THANK YOU!**

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