



The Power of a Story



Bridging Our Differences
Through Empathy,
Perspective Taking, and
Perspective Getting

UW Madison – Diversity Forum 2020



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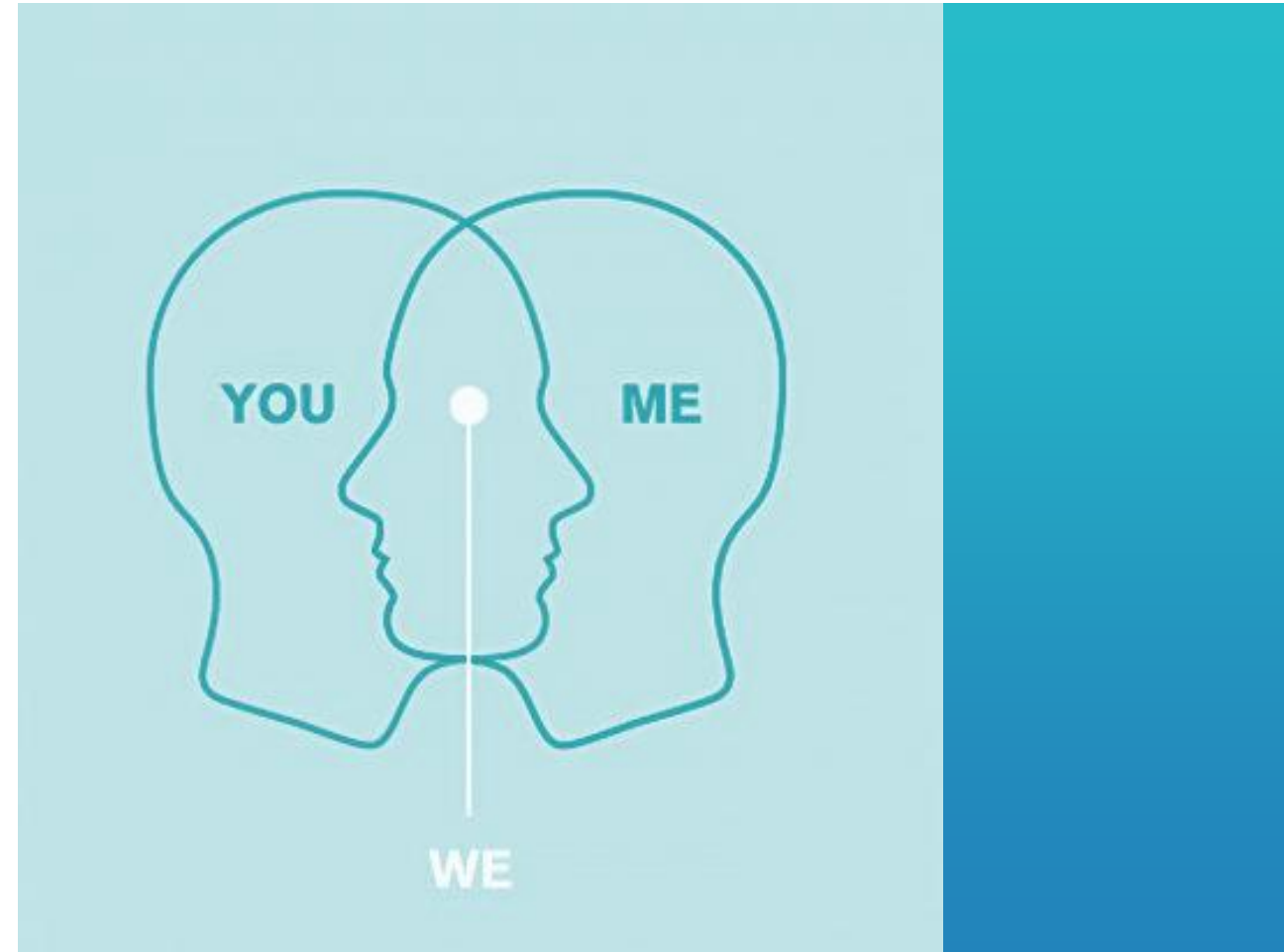
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Community Intentions

- 01 What this is, and what this is not
- 02 Invitation to be present
- 03 Notice thoughts, feelings
- 04 Be curious, and then more curious
- 05 Non-closure, the work continues

⋮

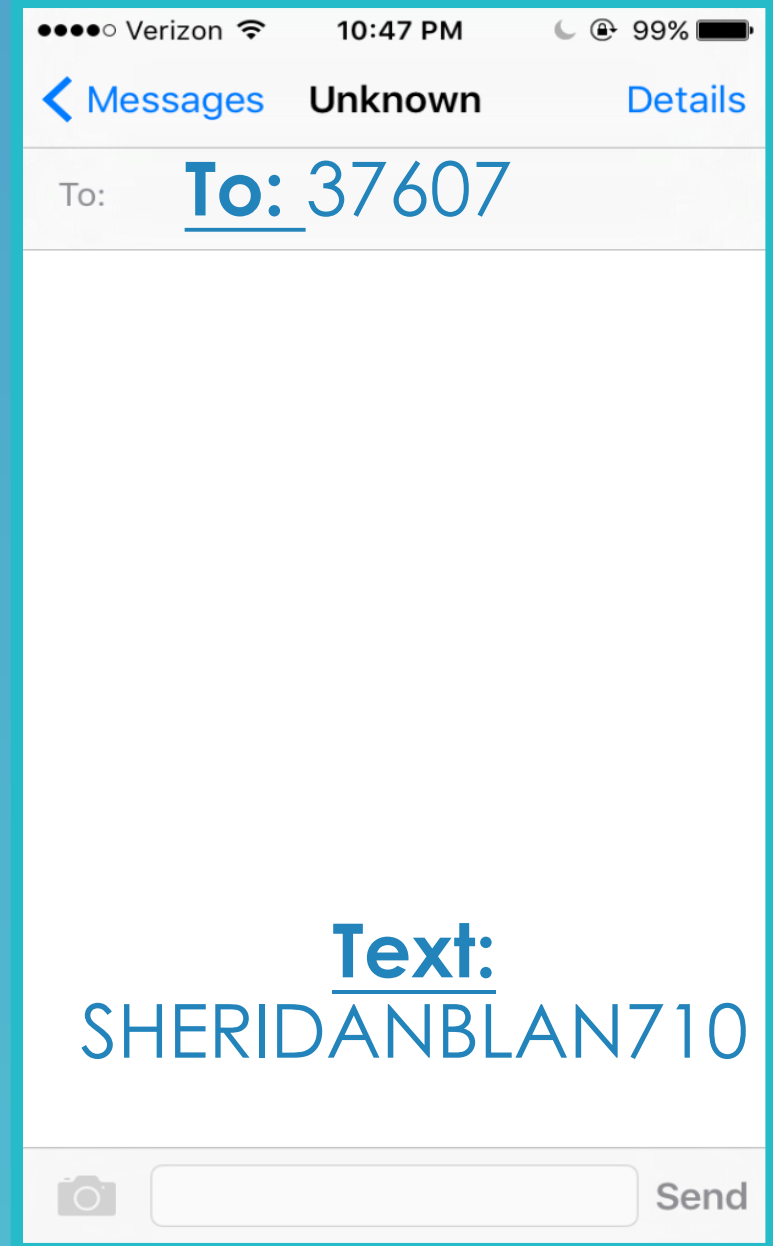


Today's Focus

- Understanding and growing Empathy
- Bridging differences through Perspective Taking and Perspective Getting
- Deep Listening as a strategy to cultivate authentic relationships
- Processing time

Let's Check-In!

Pull out your
phone!



List of Feelings

FEELINGS TELL US IF OUR NEEDS ARE MET OR NOT



Think of a
Time...can you
name/notice
feelings

GLAD

Affectionate
Amazed
Amused, Calm
Comfortable
Content, Curious
Delighted
Encouraged
Energetic
Enthusiastic
Excited
Fulfilled, Grateful
Happy, Hopeful
Inspired
Intrigued, Joyful
Open, Optimistic
Peaceful, Pleased
Relaxed, Relieved
Satisfied, Tender

SAD

Depressed
Disappointed
Discouraged
Hurt
Indifferent
Lonely
Neutral
Numb
Puzzled
Reluctant
Sad
Torn
Unhappy

MAD

Annoyed
Frustrated
Furious
Grumpy
Irritated
Resentful
Stuck
Tense
Upset

BAD

Ashamed
Bored
Confused
Disgusted
Embarrassed
Envious
Exhausted
Impatient
Lethargic
Overwhelmed
Queasy
Shocked
Stressed
Surprised
Tired

AFRAID

Anxious
Concerned
Guarded
Insecure
Scared
Shaky
Troubled
Uncomfortable
Vulnerable
Worried

Adapted from GROK
Cards from GROK, Inc.
([www\[http://.grokthe
world.com\]%20M\].grok
theworld.com](http://www.groktheworld.com))
More comprehensive
list from © 2005 by
Center for Nonviolent
Communication
(www.cnvc.org)

“

- 1) Perspective Taking
- 2) Staying Out of Judgement
- 3) Recognizing Emotion in Others
- 4) Communicating that you recognize those emotions

- Brene Brown

”

Empathy

[Brene Brown - Empathy](#)

Empathy

=

Fuels Connection

- Perspective-taking and getting
- Staying out of judgement
- Recognizing emotion in others and communicating that
- Feeling connection WITH people

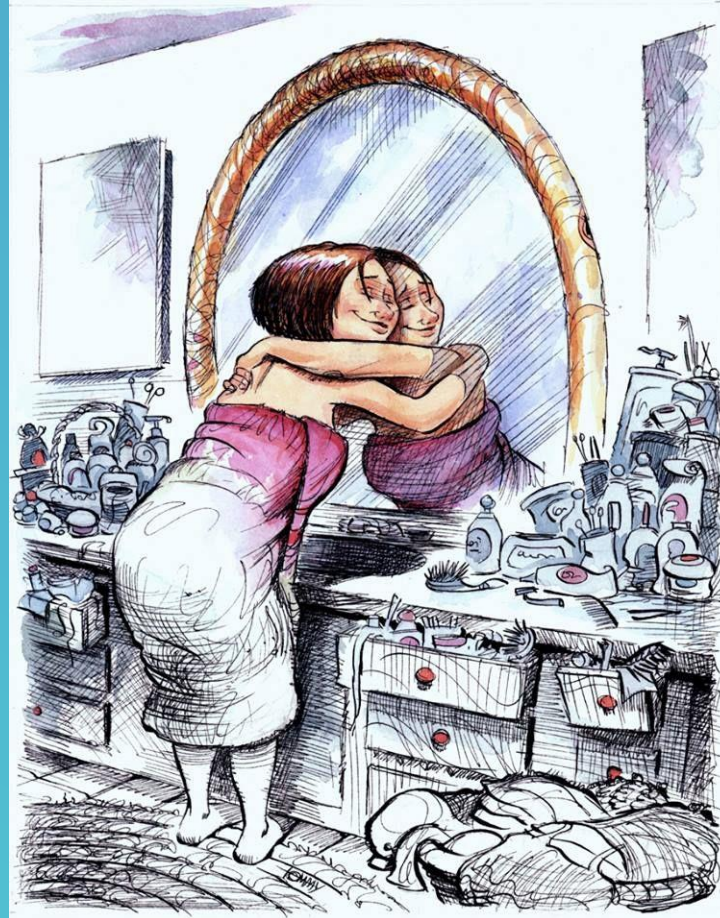
Sympathy

=

Drives Disconnection

- Drives disconnection
- Offer help that isn't connected
- Trying to fix or make better
- "Silver-lining" it

Self Empathy




Self Empathy – Self Reflection

**What is one way
that you exercised
self-empathy
during this time?**

What have you noticed
about yourself when you
do that?

What have you noticed
about yourself when you
don't do that?

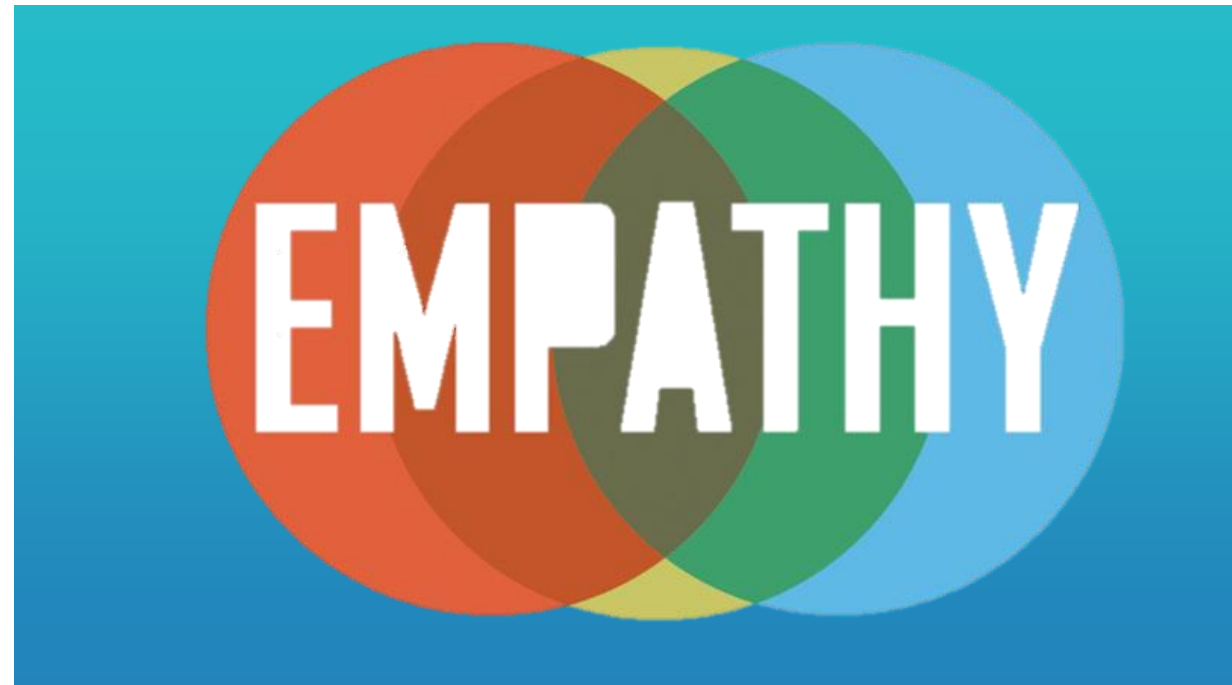
Self-awareness can not only increase our understanding of how we treat and interact with others, but first and foremost allow us to stop and check in with ourselves and consider how we are showing up!

A top-down photograph of a white ceramic cup and saucer. A hand with red-painted fingernails is holding the handle of the cup. The interior of the cup is inscribed with the text "YOU CAN'T POUR FROM AN EMPTY CUP" in a simple, black, sans-serif font. The cup is empty. The background is a plain, light-colored surface. The entire image is framed by a solid teal border.

YOU
CAN'T POUR
FROM AN
EMPTY
CUP

Myths of Empathy

- 01 Pretending its not existent will cause less pain
- 02 There is always the need to respond
- 03 I have to have the same identities as someone to empathize
- 04 If I have a different lived experienced than another, I have to ask a lot of questions before I can empathize
- •
•
05 Empathy can be passive



HOME

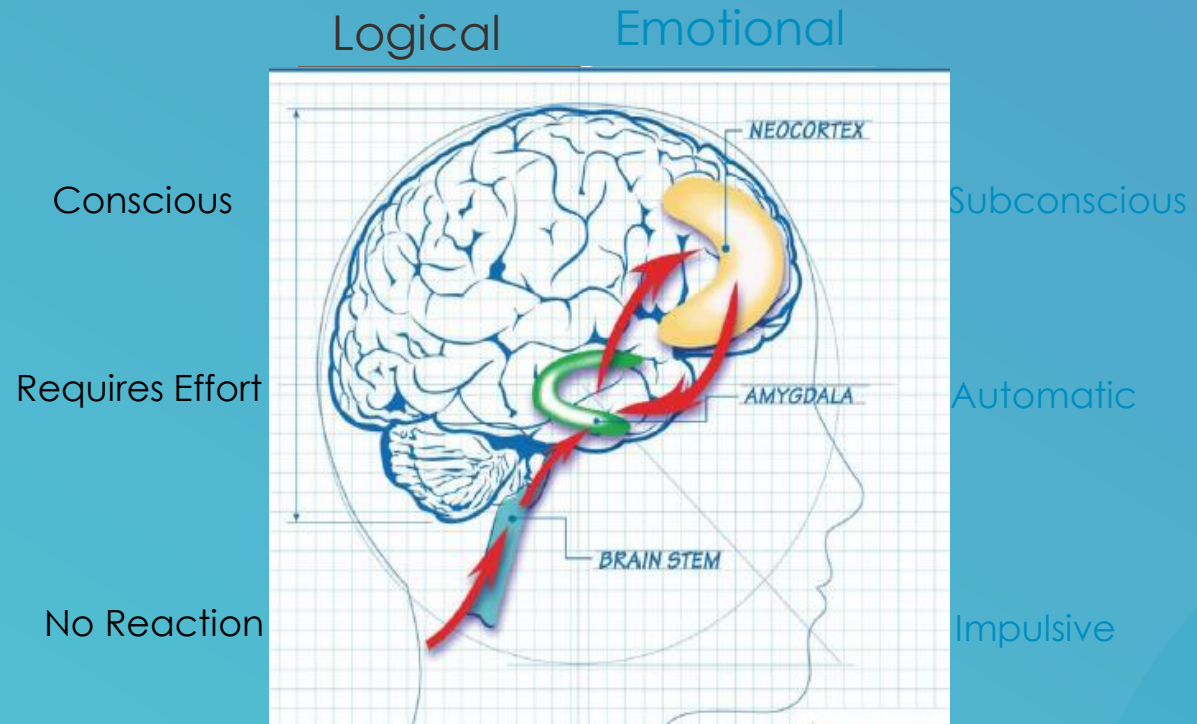
We often hear...

“Put yourself in another person's shoes”

BUT, we often do not know what it is like to be in, fit in, or walk in another person's shoes until we **ACTIVELY** and **INTENTIONALLY** put ourselves in a position to know what that is like.



The Anatomy of an Emotion





Perspective



Source: Anima Leadership



Perspective Taking

*Being able to see and
feel things from
somebody else's point
of view*

Invite Perspective Getting



Source: Anima Leadership

Climb Up Your Mountain!



How are you showing up? What are you feeling?

What are your needs?

What are your values? What shape them?

What are your identities?

Climb Down Your Mountain!

What is a story/perspective that you heard over the last two days (or something over the last few months), that is different from your own?

How are they showing up? What are they feeling?

What are their needs?

What are their values and experiences? What shape them?

What are their identities? What identities are not visible?





Perspective Getting

Taking the time to get to know an individual as a human being through their story, not through intuition or inference.

Deep Listening



Source: Anima Leadership

Deep Listening is paying attention to the emotional resonance of an interaction.

- *Listening for perspective - identity/history*
- *Listening for values and needs*
- *Listening for emotion*
- *Listening below the surface of words and actions*
- *Listening with empathy*

Practice Perspective Getting



- Acknowledge that *all you know is not all there is to know*
- Approach with *curiosity*
- Seek to know individual as human beings, not as a spokesperson for others
- Deeply listen and *follow with questions*
- Intentionally seek out *stories* from different perspectives

How to leave the door open...



How to leave the door open...



How to leave the door open...

- Pay attention - what are you feeling, noticing, hearing
- Show gratitude – thank the person for trusting you with their perspective/story
 - *“Thank you, what I heard you say was...?”*
- Notice intention – who is benefiting from your invitation to share perspective and story
- Invite, without expecting – offer space for continued sharing through humble inquiry



Takeaways

01

Recognize and Name Emotions

Take time to reflect on how you are showing up

02

All that I know is not all there is to know

Be intentional about figuring out what it is like to be in the other person's shoes

03

Perspective Taking

"Seek to understand, then to be understood." – Steve Covey

04

Don't just take the perspective

Take the extra step to get the perspective through deep listening.
Climb down your mountain.

05

If you have heard one story, you have heard one story





“

When you know better,
do better.

Maya Angelou

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