The Power of a Story

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

UW Madison – Diversity Forum 2020
Tamie Klumpyan
Program Manager, Facilitator, Consultant
Building Inclusion @ UW
tklumpyan@wisc.edu

Sheridan Blanford
Director of Inclusion & Engagement
Wisconsin Athletics
snb@athletics.wisc.edu
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**

<table>
<thead>
<tr>
<th>GLAD</th>
<th>SAD</th>
<th>MAD</th>
<th>BAD</th>
<th>AFRAID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affectionate</td>
<td>Depressed</td>
<td>Annoyed</td>
<td>Ashamed</td>
<td>Anxious</td>
</tr>
<tr>
<td>Amazed</td>
<td>Disappointed</td>
<td>Frustrated</td>
<td>Bored</td>
<td>Concerned</td>
</tr>
<tr>
<td>Amused, Calm</td>
<td>Discouraged</td>
<td>Furious</td>
<td>Confused</td>
<td>Guarded</td>
</tr>
<tr>
<td>Comfortable</td>
<td>Hurt</td>
<td>Grumpy</td>
<td>Disgusted</td>
<td>Insecure</td>
</tr>
<tr>
<td>Content, Curious</td>
<td>Indifferent</td>
<td>Irritated</td>
<td>Embarrassed</td>
<td>Scared</td>
</tr>
<tr>
<td>Delighted</td>
<td>Lonely</td>
<td>Resentful</td>
<td>Envious</td>
<td>Shaky</td>
</tr>
<tr>
<td>Encouraged</td>
<td>Neutral</td>
<td>Stuck</td>
<td>Exhausted</td>
<td>Troubled</td>
</tr>
<tr>
<td>Energetic</td>
<td>Numb</td>
<td>Tense</td>
<td>Impatient</td>
<td>Uncomfortable</td>
</tr>
<tr>
<td>Enthusiastic</td>
<td>Puzzled</td>
<td>Upset</td>
<td>Lethargic</td>
<td>Vulnerable</td>
</tr>
<tr>
<td>Excited</td>
<td>Reluctant</td>
<td></td>
<td>Overwhelmed</td>
<td>Worried</td>
</tr>
<tr>
<td>Fulfilled, Grateful</td>
<td>Sad</td>
<td></td>
<td>Queasy</td>
<td></td>
</tr>
<tr>
<td>Happy, Hopeful</td>
<td>Torn</td>
<td></td>
<td>Shocked</td>
<td></td>
</tr>
<tr>
<td>Inspired</td>
<td>Unhappy</td>
<td></td>
<td>Stressed</td>
<td></td>
</tr>
<tr>
<td>Intrigued, Joyful</td>
<td></td>
<td></td>
<td>Surprised</td>
<td></td>
</tr>
<tr>
<td>Open, Optimistic</td>
<td></td>
<td></td>
<td>Tired</td>
<td></td>
</tr>
<tr>
<td>Peaceful, Pleased</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Relaxed, Relieved</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Satisfied, Tender</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Adapted from GROK Cards from GROK, Inc. (www.groktheworld.com) © 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
- Perspective-taking and getting
- Staying out of judgement
- Recognizing emotion in others and communicating that
- Feeling connection WITH people

Sympathy
- Drives disconnection
- Offer help that isn’t connected
- Trying to fix or make better
- “Silver-lining” it
Self Empathy
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!

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?
YOU CAN'T POUR FROM AN EMPTY CUP
Myths of Empathy

01. Pretending it's 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

Goleman, 2006
Perspective

Source: Anima Leadership
The ability to take on some

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

Perspective Taking

Being able to see and feel things from somebody else’s point of view
Invite Perspective Getting

Your View

Other View

Source: Anima Leadership
Climb Up Your Mountain!

What are your identities?
What are your values? What shape them?
What are your needs?
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?
The ability to take on some perspective is crucial. It involves taking the time to get to know an individual as a human being through their story, not through intuition or inference.
Deep Listening

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**

Source: Anima Leadership
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