21st Century Skills: Empathy
Lesson 2
Give, Take, Match
Primary Attributes ( Traits ) of Empathy:

1. Knows the difference between empathy ( putting yourself in someone else’s shoes ) versus sympathy ( feeling sorry for/ understanding what someone is going through ) and knows when to use one approach or the other.

2. Connects with others by being a good listener, asking questions to help understand what the other person is feeling, being honest, and mirroring positive nonverbal communication to build trust.

3. Develops good relationships with people from different backgrounds and cultures by showing they are respected and valued.

4. When working with clients or customers, makes decisions based on client or customer needs and points of view, and asks how satisfied they are with the outcome.
Professor Adam Grant: Givers, Takers, and Matchers

https://www.youtube.com/watch?v=hNIRsV9-p-8
Types of Interaction in the Workplace

Takers
- Take from others, often without reciprocating
- Look to advance their own interests/goals

Givers
- Empathetic & generous
- Givers are the worst performers & best performers
- Depends on how they manage their giving

Matchers
- Try to go for an even Give and Take
- If they ask for a favor, they plan to reciprocate
- If you ask for a favor, you should plan to reciprocate
According to Adam Grant, “Givers”:

- Can try and help too much and get burned out
- If well balanced, can assist others through “5 minute favors” while also meeting own goals
- Can be good listeners, responding to the “ask” of others within reasonable bounds

Questions:

- From your experience, what are some examples of “5 minute favors to help co-workers or peers? Clients or customers?
- When would a Giver need to practice being more of a Matcher?
21st Century Workplace

The positive results of Givers include:

- Increased profits for a business/organization
- Innovation
- Greater productivity, quality improvement
- Efficiency in teams, more collaboration
- Higher customer satisfaction ratings
- Lower employee turnover rates
According to Adam Grant, “Takers”:

- Often look to others to complete tasks
- Will ask others to do activities, even those that have been assigned to themselves

Questions:
- Either in a job or school setting, have you experienced working with a Taker? What effect did this have on others?
- Have you experienced working with a client or customer who was a Taker? How do you remain professional but set boundaries in a situation like this?
- Is there a time and place where being a Taker is helpful or necessary?
According to Adam Grant, “Matchers”:

- View workplace interactions as a mix of Give and Take
- Will offer assistance, but want to balance it with something in return
- When given help, have the ethic that help should be returned

Questions:
- To be a Matcher in a workplace setting, how would you adjust your behavior when interacting with a Giver? With a Taker?
- What does it mean to be a Matcher when working with customers?
- How do you balance your time: providing assistance vs. meeting deadlines?
Giver, Taker, and Matcher Handout

- From your experience in your academic or workplace interactions, give an example of a Taker, Giver and Matcher (provide an example of the scenario, you don’t need specific names of people involved)

- Are you a natural Giver, Taker or Matcher? Can you give an example from your academic or work experiences?

- Given what you have experienced and learned about workplace interactions, develop your own strategy for a balanced approach to showing empathy in the workplace while still managing your own time and tasks.
## Partners, Allies, and Advocates:

How to build empathetic relationships with peers, co-workers, clients, customers from different cultures and backgrounds

<table>
<thead>
<tr>
<th>Partner</th>
<th>Ally</th>
<th>Advocate</th>
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<tbody>
<tr>
<td>• When forming new partnerships, practice your skills of empathy: take in others’ perspectives, share your own, listen attentively</td>
<td>• If you are outside a particular ethnic, cultural, or gender group but want to show your support for that group</td>
<td>• Person who publicly supports or recommends causes or policies</td>
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<td>• Will allow you to establish common ground and set shared goals</td>
<td>• Being an ally means you may not have the same life experiences, but you try to put yourself in another’s shoes</td>
<td>• Outcomes: an advocate in your organization can help give a voice to others, help develop support &amp; positive change</td>
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<td>• Outcomes: increased ability to complete project/team tasks, meet client needs</td>
<td>• Outcomes: increased communication, evidence of mutual respect, expand your point of view (POV), promote equity</td>
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Empathy Assessment Video:

- **Playlist:**
  [www.youtube.com/playlist?list=PLWCjcrQpQiFzn9kWyXIKTnd-DOscOEs6A](www.youtube.com/playlist?list=PLWCjcrQpQiFzn9kWyXIKTnd-DOscOEs6A)

- What response seems the most like a Giver, Taker, and Matcher?
- How can you tell, what are the clues in the conversation & behavior?
Next Steps: Practice!

LinkedIn and New World of Work have partnered to provide suggested next steps after each of the 21st Century Skills lessons.

Go to: www.linkedin.com/learning

These videos will help you continue to explore Empathy. You can earn certificates of completion to post on your LinkedIn profiles along with any of your digital badges and skills verifications.

Courses:
- Building Trust
- Being a Good Mentor
- Customer Service Foundations
- Communicating with Empathy

Videos:
- How to empathize
- Building professional relationships
- Focusing on customer needs