



BRIDGING THE GAP 2025:

Empathy:

Anyone Can Learn It!

*Lisa Pinto, SPHR, SHRM-SCP
Senior Director of Human Resources
Archdiocese of Miami*



WELCOME & INTRODUCTIONS

Why this session?

What makes you think you're not empathetic or empathetic enough?

What happened?



DEFINING EMPATHY

Empathy is the ability to share someone else's feelings or experiences by imagining what it would be like to be in that person's situation.

-- Cambridge online dictionary

Gospel Accounts of Jesus' Empathy



OCCASIONS REQUIRING EMPATHY

SERVICE CHALLENGE WHEN MINISTERING TO THOSE WHOM WE SERVE:

† When caller, visitor, student, patient is angry or upset

† “Heal the Wounded” – hypersensitivity of person above due to woundedness, pain

† When the visitor, caller, student or patient has a request that cannot be accommodated

†

†

The image shows the coat of arms of the Anglican Diocese of the South. It features a golden crown at the top with a cross on a shield. A hand holding a golden scepter is positioned to the left. The main shield is light blue with a golden cross and a palm tree. Below the shield are golden and blue wavy lines representing water.

OCCASIONS REQUIRING EMPATHY

WHY IS THIS A CHALLENGE?

- † Situation, request or response catches us off guard
- † The request cannot be accommodated
- † Our trigger mechanisms elicit responses formed by habit that can leave the recipient with the impression that the service provider / minister does not want to assist the person.

†

†

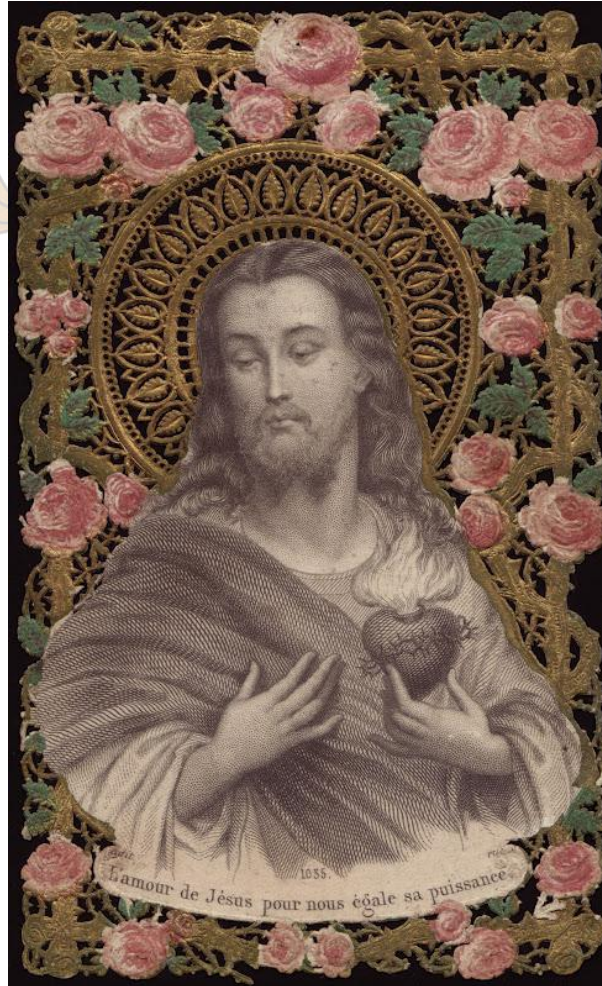
A large, stylized Catholic coat of arms is positioned on the left side of the slide. It features a golden crown at the top, a shield with a blue field containing a white cross and a palm tree, and a yellow field at the bottom. The shield is supported by a golden arm holding a crosier.

OCCASIONS REQUIRING EMPATHY

WHY IS THIS A CHALLENGE?

- ✝ “Participation” is an important principle identified in our Catholic Social Doctrine; therefore,
- ✝ Hurt, dissatisfied parishioner, school parent, student, patient, may walk away and become disaffected ...
- ✝ ... and leave participation in the Church ...
- ✝ ... and leave Jesus

FORMULA FOR EMPATHY IN ACTION: FIRST, PRAY!



Lord Jesus,
Please give me Your
Heart for every
person and situation
that I encounter,
And the grace to ask
for Your Sacred
Heart for every
person and situation
that I encounter. /
Amen.



FORMULA FOR EMPATHY IN ACTION: SECOND, RESPOND!

Listen *without interrupting or raising your voice;*

Speak into “flags with clarifying questions

Empathize *by linking **facts** of situation with
person’s **feelings***

Acknowledge ***facts** and **feelings** in your
response*

Do something! *“Here’s what I CAN do ...”*

“Is there anything else I can do for you?”



FORMULA FOR DEVELOPING EMPATHY

Empathize

- † *What are the **facts** of the situation?*
- † *Based on behavior, what are the person's **feelings**?*

The image features a large, semi-transparent crest of a university on the left side. The crest is gold and blue, with a shield containing a cross and a palm tree. Above the shield is a crown with a cross on top. The crest is partially obscured by the text.

FORMULA FOR DEVELOPING EMPATHY

Acknowledge *facts and feelings*
in your response

“It’s *frustrating* to *spend so much time, from one place to another, to get the answer you need.*”

It’s *upsetting* to _____.

It *can really seem unfair* when _____.



FORMULA FOR DEVELOPING EMPATHY

Acknowledge *facts* and
their feelings in your response

AVOID a scripted response:

~~*“I know just how you feel.”*~~ (“No, you don’t!”)

~~*“That happened to me, too.”*~~ (“I’m not here to
talk about what happened to you.”)



PRACTICE EMPATHY

Groups of 3

#1 Leader (Service Provider)

**#2 Dissatisfied [Parent,
Student, Parishioner,
Visitor, Patient, etc.]**

#3 Observer



PRACTICE EMPATHY

Role Descriptions

**Dissatisfied [Parent, Student, Parishioner, Visitor]
calls or visits with a complaint**

Service Provider uses L-E-A-D skills to attempt to ensure that [parent, student, parishioner, visitor, patient, etc.] feels that complaint was taken seriously, that s/he leaves feeling valued and “listened to”

Observer evaluates LEADer; after practice provides feedback on:

- **1 thing s/he did well**
- **2 things s/he could have done better**



PRACTICE EMPATHY

Time: 7 minutes

2 minutes to discuss scenario

3 minutes to act out

2 minutes to provide feedback



WERE YOU ABLE TO LEARN EMPATHY?

† **De-brief skill-building session**

† **Share with us – good scripts to note and practice:**

†

†





WERE YOU ABLE TO LEARN EMPATHY?

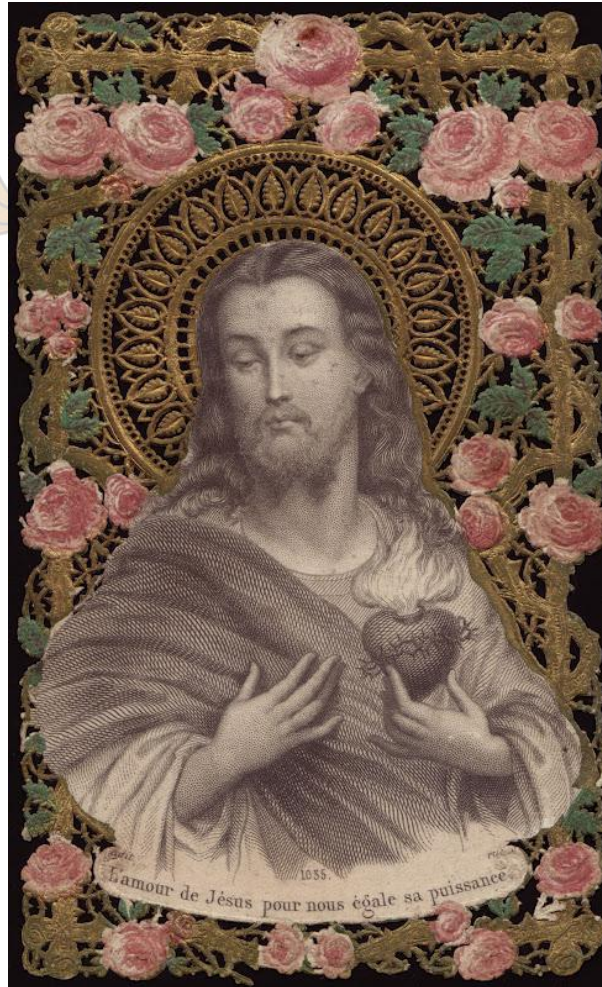
+ As a result of today's session, what two things will I do differently, put into action?

+

+



REMEMBER, TO DEVELOP EMPATHY: FIRST, PRAY!



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QUESTIONS?