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about getting down

to what motivates

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learning what they cares about. This sort of research can be fundamental and missed even doing things its so crucial for. For example building personas (let's be real, how much of your personas are assumed?) journey maps and leveraging

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founding partner at  
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Okay, welcome  
everyone to the  
webinar this  
morning, my name  
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potential of  
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successful.

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and Creativity in

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Empathy is all about

walking in the

shoes of another

person and truly

understanding their

perspective. We do

not often address

how each person

(and by proxy,

organization) might



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feel about the  
collaboration, what  
they fear, what  
excites them, and  
what they are  
wondering about.

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Compassionate  
empathy is both  
understanding a

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Empathy's situation and feeling for them, ultimately resulting in some kind of action. What empathy isn't. Empathy isn't simply a soft skill, a fluffy feel-good term, or a tool for business. Empathy also isn't about becoming so absorbed in a

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person or a  
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This is a sample chapter from Indi Young's new book Practical Empathy.

2015 Rosenfeld Media. Chapter 2: Empathy Brings Balance. Going deeper than assumptions and opinions in your understanding of people is powerful.

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If your organization is captivated by metrics, empathy will balance out the numbers.

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