Empathy Bag

Objective: deeply understand another person and engage in perspective taking and to take action that demonstrates caring.

WHO: UG, MBA, Exec Ed, Grad @

WHEN: depends  WHERE: depends

WHAT: instructions
+ PAIR - intentional
+ INTERVIEW - protocol
+ Map ideas - seek feedback - reflecting back
+ Develop prototype
+ Share
+ Debrief

Examples:
+ School bag
+ Beach bag
+ Dorm room
+ Business team

Interview Questions
- What's a typical day ... at work, at home, etc...
- What is working for you? What do you enjoy?
- What's challenging for you? challenges, frustrations?
- What would help you? values, stress, etc...

Debrief Questions
- What did you learn about team? - observable
- What did it bring up for you? - emotional
- What themes emerged? - interpretive
- What are you going to do with it? - decision/approach
Key Insights/Lessons:
The process used to develop feedback influences the trust in a team.

Steps:
1. Scenario-based simulation
   - Divide class by half: known vs. unknown
   - Work in groups

2. Each student receives a scenario:
   - Known: receive feedback to deliver face-to-face
   - Unknown: P airing feedback that will be anonymous

3. Complete a survey about trust: Imagine you are the recipient

4. Each group reports to the class.
   - Professor explores differences or similarities.

5. Reveal the survey results by known vs. unknown

6. Discuss the impact of feedback process on trust in a team.

Questions:
- How would you feel about receiving this feedback?
- How comfortable would you feel to share in this team?
- How connected would you feel with the members of your team?
- Etc.