



Bay Club Diversity Task Force

DIVERSITY & INCLUSION EDUCATION SERIES

February 2021: Empathy

The Bay Club Education Series was created to provide resources and tools on important topics related to Diversity, Inclusion, and Belonging, as well as provide a space for dialogue.

The topic for February's Education Series is "Empathy." Empathy is generally described as the ability to understand and share the feelings of another. Each of us is unique. We come from different backgrounds and have our own values, cultural understandings, and perspectives. We thrive as a company with our team's ability to understand one another and collaborate to push the business forward. Practicing empathy is a vital part of cohesive and productive workplace relationships that foster inclusion.

Join the conversation as we talk about the value of empathy, share experiences, and identify strategies to maintain a healthy balance of empathy and professionalism.

Questions? Contact:



LEARN ABOUT IT

"Empathy" begins
February 2021



TALK ABOUT IT

Leadership Discussion
Coffee Chats



GO ABOUT IT

Empathy Quiz
in *The Buzz*

PURPOSE

- Understand the meaning and value of empathy.
- Learn how being empathetic and sharing a colleague's thoughts and feelings can be impactful in the workplace.

OBJECTIVES

- Identify strategies of fostering empathy in the workplace.
- Explore how the skill of empathy can change behavior and build better relationships.



Associates with questions about the Education Series or content are encouraged to first contact their immediate supervisor or Club's Task Force team member. In the event this is not the most logical option, you may direct questions or concerns to the Diversity and Inclusion Team at listening@bayclubs.com, or the Human Resources Department at HR@bayclubs.com or 888.830.7160. Please note that this is an anonymous Human Resources number.

Learn About It

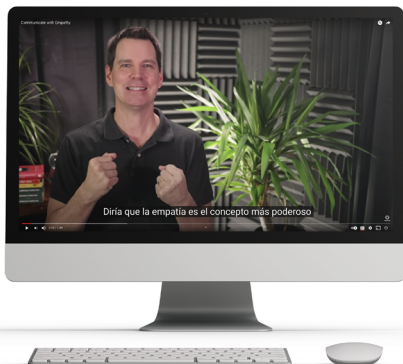
Empathy is a skill, and often a trait one may naturally possess. You often hear empathy in relation to “walking in someone else’s shoes.” Simply put, empathy is the ability to identify and understand another’s feelings and motives. However, empathizing can be difficult at times. Can you recall a time when you found it difficult to empathize with someone? Or a time when you wished that someone could have empathized with you? Having this skill helps you respond appropriately and enhances relationships that can overcome emotionally trying situations. In the workplace, empathy sets the tone that people matter and can increase both individual and team performance. 🌱

KEY WORDS & DEFINITIONS

- **Empathy** is the ability to sense another person’s emotions, coupled with the ability to imagine, understand, and share what they might be thinking or feeling.
- **Sympathy** refers to the ability to take part in someone else’s feelings, mostly by feeling sorrowful about their circumstance.
- **Perspective** is the way you see something, or thinking about a situation in a reasonable way so that it can be accurately or fairly judged.
- **Emotional Intelligence** is the capacity to be aware of, control, and express one’s emotions, and to handle interpersonal relationships judiciously and empathetically.
- **Social Intelligence** is the capacity to know oneself and to know others. Social Intelligence develops from experience with people and learning from success and failures in social settings

RESEARCH RESOURCES

- **Read:** *8 Critical Steps to Creating Empathy in the Workplace* — Brent Barnhart
[English](#) | [Spanish](#) | [Chinese \(Traditional\)](#)
- **Read:** *Empathy is Powerful. Make it a Daily Habit* — Corey Ponder
[English](#) | [Spanish](#) | [Chinese \(Traditional\)](#)
- **Watch:** [Communicate with Empathy](#) — Alex Lyon



This video can be viewed with subtitles in over 100 languages. Click on the settings gear icon on the bottom right to select a language, or [follow these instructions](#).

Talk About It

Join in on the conversations as we hold monthly discussions, chats, and calls about the topic of the month.

LEADERSHIP DISCUSSION

COFFEE CHATS

ZOOM LINKS



“Empathy is about finding echoes of another person in yourself.”

— Mohsin Hamid