

## **MORSE Month 2020**

Week 3: Safely

Activity: Empathy vs. sympathy

Facilitator: Manager, supervisor, team leader or trainer

Who can take part: all are welcome

Where can this take place: crew rooms, offices, breakout areas

Time: 15 to 20 minutes

Additional resources: YouTube video (see below)



**In the activity we learn the very important difference between empathy and sympathy and how (after learning this) we can improve our interactions with our colleagues and team members.**

### **Objectives**

- Learn the difference between empathy and sympathy
- Identify times when to use empathy instead of sympathy
- Improve engagement and communication skills.

### **How do I facilitate this activity?**

We recommend this activity is run by a manager, supervisor, team leader or trainer.

- Gather a group in the best location possible to complete this activity.
- Watch this film:
  - <https://youtu.be/1Evwgu369Jw>
- Discuss the difference between empathy and sympathy
- Share experiences where group members have dealt with situations positively/correctly and where they could have done better or tackled a situation differently.

To join the MORSE Month 2020 Teams site, click on the option to 'Join or create a team' and type in the code **gesbdm6**. Alternatively, you'll find all the resources on [WeAreMenziess.com](http://WeAreMenziess.com).