

This tool encourages team members to understand and empathize with each other's perspectives, fostering a culture of empathy and emotional intelligence within the team. By actively engaging in this process, colleagues can enhance collaboration, reduce misunderstandings, and build stronger, more supportive relationships.

Explore Perspectives

- What They See:
 - Environment: Reflect on the physical workspace, resources, and dynamics present. How do these impact daily experiences?
 - Situations: Discuss specific scenarios your colleagues encounter, such as deadlines, meetings, and project challenges, to gain a clearer understanding of their perspectives.
- What They Hear:
 - Messages: Reflect on the verbal and non-verbal cues, feedback, and communications received from management and peers.
 - Influence: Analyze how these messages shape perceptions and reactions. Are colleagues feeling supported, overwhelmed, or unclear about expectations?
- What They Feel:
 - Emotions: Explore the range of emotions experienced by teammates, both positive (e.g., fulfillment) and negative (e.g., stress).
 - Impact: Discuss how these emotions affect work performance, motivation, and interactions with others.
- What They Need:
 - Support: Identify what colleagues require to feel valued, such as resources, encouragement, and recognition.
 - Inclusivity: Reflect on how team members can work together to meet these needs and create a more supportive workplace culture.

Team Discussion Prompts

Using these prompts and practices, your team can cultivate a culture of empathy and collaboration, strengthening relationships and dynamics.

Facilitating Open Dialogue: Hold a team meeting to share insights from the empathy map. Use these prompts to encourage candid discussions about feelings, challenges, and strengths:

- What challenges do you face in your role?
 - Encourage sharing specific obstacles and their impact on work and well-being. Suggest follow-up questions like, “How did that experience make you feel?” and “What lessons did you learn?”
- What do you need from the team to feel more supported?
 - Discuss tangible ways to provide support, such as collaboration or resource sharing. Explore what specific actions would help team members feel valued.
- Can you share a recent success or positive experience at work?
 - Highlighting successes fosters a sense of accomplishment and motivation. Encourage sharing both individual and collective achievements, asking, “What made this experience meaningful for you?”

Encouraging Active Listening: Remind participants to practice active listening by reflecting back, asking clarifying questions, and demonstrating understanding of each other's perspectives.

Setting Ground Rules for Discussion: Establish guidelines for respectful communication, such as allowing everyone to speak, refraining from interruptions, and maintaining confidentiality to create a safe sharing space.

Encouraging Vulnerability: Emphasize that it's okay to be vulnerable when discussing challenges, normalizing difficulties and fostering a supportive environment.

Wrap-Up Reflection: After discussions, allow time for reflections. Ask team members to share one insight gained or one action they will take moving forward, reinforcing the importance of the dialogue.

