



Global Solutions Conversations

Session 3: Understanding Empathy

November 2, 2022 – 10 am/6 pm

START RECORDING

Session Overview

In Session 3, we will get to know participants in our binational group and learn about the first stage of design thinking, empathy. Empathy is the centerpiece of design thinking.

By the end of this session, participants will:

- Learn something new about members of the binational group.
- Be able to define empathy.
- Understand how empathy is applied in design thinking.
- Be able to list challenges or problems in their community related to the UN's Sustainable Development Goals.

Note: All ideas are welcome as this is a time for us to learn from one another and create a safe space for dialogue. If you don't feel you can share, that is ok. Share only what you are comfortable sharing. Also, make sure to be appropriate, respectful, and professional in our discussions.



Pre-Session Assignment?

- Watch the video “The Importance of Empathy” (3:30)

“ Every breakthrough business idea begins with solving a common problem. The bigger the problem, the bigger the opportunity.”

– MICHAEL DELL, FOUNDER OF DELL TECHNOLOGIES



Group Discussion – Ice Breaker

ACTIVITY 1: Cultural Icebreaker Activity – Share Three Words in Your Own Language

It is time to get to know your group members' languages! Allow each participant to share a couple of words and their meanings in their own language. This can be done verbally or in the chat box. This is a great way to learn how to say something in a new language. Consider finding out how many different languages you can say a specific phrase in!

- Everyone place on the whiteboard the following:
 - Your 3 words and their meaning.
 - How many languages you speak and what those languages are.

We will then ask for volunteers to share.



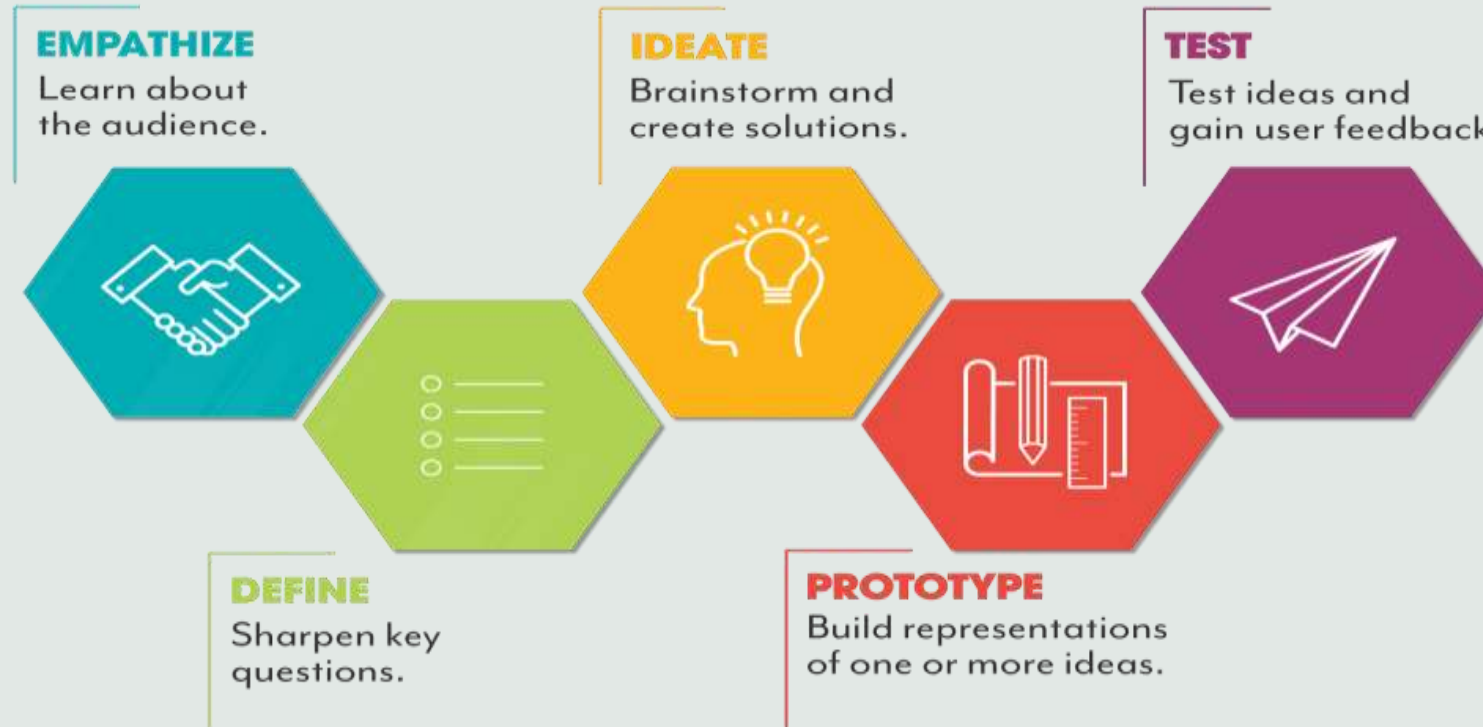
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ACTIVITY 2:

The Importance of Empathy

During Session 2

We discussed sustainability and why it is important as well as an overview of **Design Thinking** and its five steps briefly.



Today: **Empathy**

We will begin to explore more deeply the **first** step in Design Thinking, **Empathy**.

Empathy is the capacity to truly understand, relate to, or imagine the depth of another person's emotional state or situation.

It is ability to see the world as others see it, to be nonjudgmental and to understand another's feelings as if you are in their situation.

Watch the video:
“The Importance of Empathy”





• Now: discuss the following questions:

- **Question 1:**

Why do you think empathy is important in today's world?

- **Question 2:**

How could empathy apply in your own life?



ACTIVITY 3: Practice Empathy by Observing

When one wants to empathize with another person's perspective, it is important to keep a few elements in mind:

- **1st Observe.** Learn about their behavior. Observe their behavior. Pay attention to what they say and what they do. Learn how they feel about a certain topic.
- **2nd Engage.** Hold a conversation or interview with the person, asking questions to understand their needs. Understand how the person feels, what they need, and what they want in order to truly understand their problem and develop a solution that is beneficial.



Let's Practice!

Now let's practice empathy by observing photos highlighting three different Sustainable Development Goals represented in the US, Jordan, and Iraq. Afterward, discuss the following questions.

- Question 1: What do you notice or observe?
- Question 2: How do you think this person feels? What do you think they need or want?



Hanadi, 22 years old, Baharka refugee camp, Iraq

Picture 2

- Question 1: What do you notice or observe?
- Question 2: How do you think this person feels? What do you think they need or want?



Los Angeles citizens wait in line at a food bank

Picture 3

- Question 1: What do you notice or observe?
- Question 2: How do you think this person feels? What do you think they need or want?



Unemployed Jordanians walked 336 km from the port city of al-Aqaba to Amman
“Write down the status Aqaba, your youth are unemployed”

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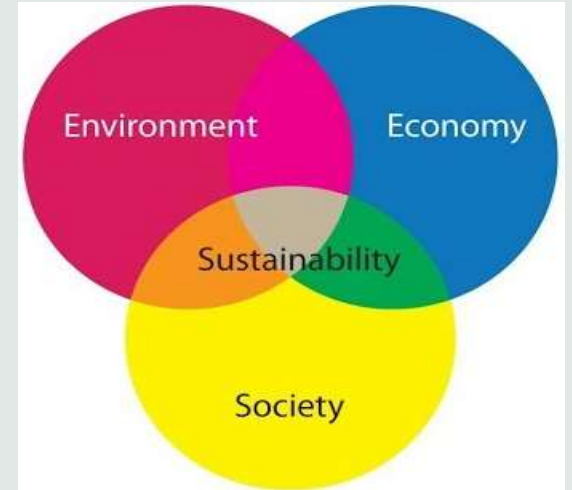
ACTIVITY 4:

Apply Empathy in Your Community

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The three pillars of sustainability

- Environment (planet)
- Economic (money)
- Society (people)



Sustainable practices account for long-term environmental, economic, and social impacts.

Think about the UN's Sustainable Development Goal and your local community.

Then answer this question:

What is a UN Sustainable Development Goal that interests you and that you would like to see addressed in your community or the world?



WRAP UP – Empathize in your community!

1. Now that you have selected an SDG you are passionate about and for which you would like to find a sustainable solution. Think of someone you could interview, practice empathy with, and from whom you could learn more about the problem.

(Either complete online research or interview someone, connected to the SDG.)

2. After you have practiced empathy, share with your group the information you learned through the following steps:

- a. Go to your group's Padlet board here: 'Community Needs' – (This will be provided by your instructor.)
- b. Create a new post. Add your name, country, and name of your SDG in the 'Title Section.'
- c. Upload an image (personal or obtained online) and share who you interviewed or what you learned about that SDG. (2–5 sentences)

Don't worry as we will look at the what everyone posted in Session 4.