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to what motivates
someone and

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learning what they
cares about. This
sort of research can
be fundamental and
missed even doing
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for. For example
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Young, author, UX
consultant, and

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founding partner at
Adaptive Path.
Check out the video
to hear what Indi
had to say about
empathy, or read
the full transcript of
the session below!
Transcript Martha:
Okay, welcome
everyone to the
webinar this
morning, my name
is Martha Andrews,

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and I'm a marketer
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relationship in order
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resolution is such
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Empathy in

Collaboration

Empathy is all about

walking in the

shoes of another

person and truly

understanding their

perspective. We do

not often address

how each person

(and by proxy,

organization) might

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feel about the
collaboration, what
they fear, what
excites them, and
what they are
wondering about.

The Role of
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Compassionate
empathy is both
understanding a

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person's situation and feeling for them, ultimately resulting in some kind of action. What empathy isn't. Empathy isn't simply a soft skill, a fluffy feel-good term, or a tool for business. Empathy also isn't about becoming so absorbed in a

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person or a
situation that you
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This is a sample chapter from Indi Young's new book *Practical Empathy*.

2015 Rosenfeld Media. Chapter 2: Empathy Brings Balance. Going deeper than assumptions and opinions in your understanding of people is powerful.

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If your organization is captivated by metrics, empathy will balance out the numbers.

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Practical empathy is about getting down to what motivates someone and learning what they cares about. This

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sort of research can be fundamental and missed even doing things its so crucial for. For example building personas (let's be real, how much of your personas are assumed?) journey maps and leveraging persuasive design to help your

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customers succeed.

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