

Empathy

PERSPECTIVE-TAKING

The ability to step outside of your own experiences and attempt to take your mentee's, or their family's, point of view. It requires setting aside one's own values, beliefs, and worldviews and focusing on the thoughts and experiences of the other person.



"ABC" MODEL

Acknowledge, Breathe, & be Curious.

Acknowledging our own responses to the other person and then breathing deeply to ground ourselves and not let our emotions overtake us, helps make space for being curious about the other person's experience.



WHAT NOT TO DO #1:

Assuming that similar means the same.

Consider what questions you might ask and what you can watch for to learn more about what your mentee's experiences are like.



WHAT NOT TO DO #2:

Thinking you "know best."

It's better to listen for and learn about what the mentee is interested in and to join the mentee in working toward their own goals.



WHAT NOT TO DO #3:

Drowning in emotions.

Focus on what you have control of, like being a positive and supportive presence, being reliable and consistent, and doing what you day you will do.



WHAT NOT TO DO #4:

Blaming parents/family

Extending your efforts at empathy to your mentee's family by striving to see things from their perspective can help you to be more open to seeing and understanding the family's challenges.

