

FRESNO USD + IMAGO

Empathy is a key element of Emotional Intelligence, the link between self and others, because it is how we as individuals understand what others are experiencing as if we were feeling it ourselves.

EDUCATION FOCUS



How teachers use it?

Through empathy students learn to understand each other, which helps them to build friendships based on positive relationships of trust. Taking the time to demonstrate empathy can also develop student-teacher relationships.

INDUSTRY FOCUS



Why it's important to employers?

To many business owners, the most important business skill is not project management or multitasking, but empathy.

GRAD-PROFILE



How does this support FUSD Graduate Profile?

Empathy falls under the *skilled communicator and collaborator* section in the Graduate Profile. It demonstrates effective verbal, written and digital communication skills. Helps students build positive working relationships, develops the ability to negotiate and persuade, and demonstrates empathetic listening strategies.

PARENT FOCUS



Family Activity (Parent/Student)

Have the student select a historical figure, or maybe a character from their favorite movie or Netflix show that they may *not* like or necessarily agree with. Got one? Good.

Now you (the parent) will play the role of that character and you'll first discover why the student chose that individual. Then, playing devils advocate (if you have to), the student will practice these steps below:

1. **POV:** Put aside your viewpoint, and try to see things from the other person's point of view.
2. **Validate:** Validate the other person's perspective and or situation.
3. **Examine you attitude:** Are you more concerned with getting your way, winning, or being right? Or, is your priority to find a solution, build relationships, and accept others? Without an open mind and attitude, you probably won't have enough room for empathy.
4. **Listen:** Listen to the entire message that the other person is trying to communicate
5. **Ask:** When in doubt, ask the person to explain their position. This is probably the simplest, and most direct, way to understand the other person

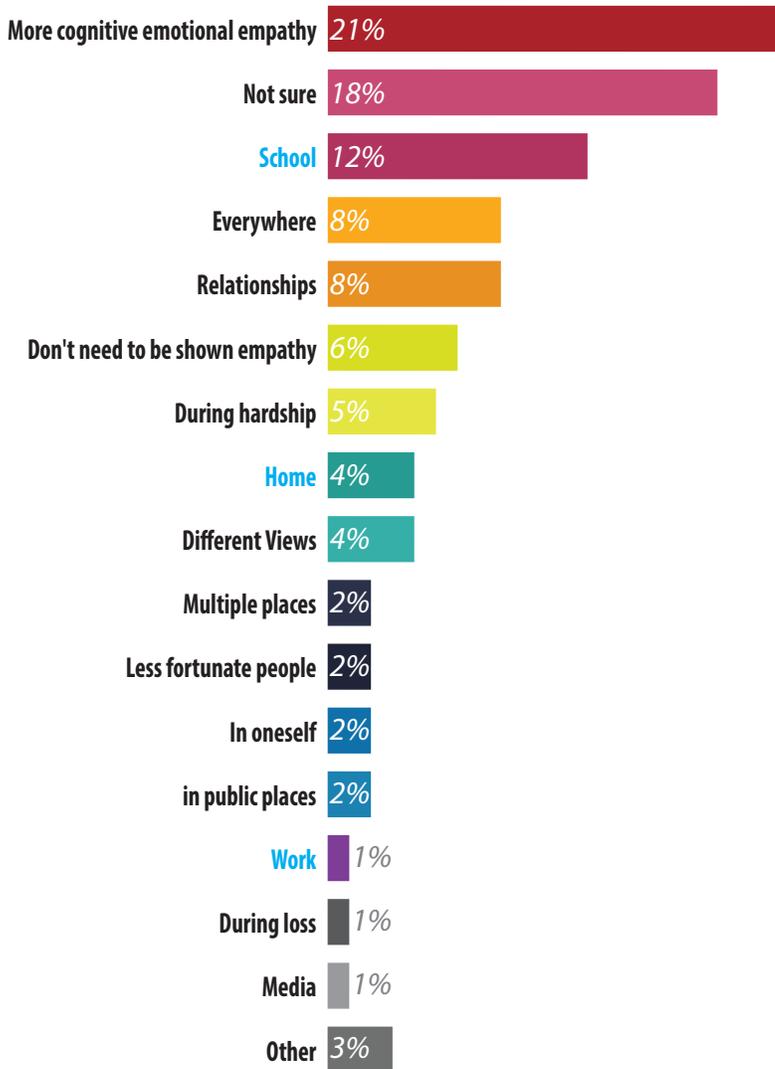
Our objective is for students to be a desirable candidate to industries in the workforce by being equipped with the capacity to sympathize with another person while at the same time possessing the ability to act as a team player with effective verbal, written, and digital communication skills and effective listening.

OVER 9,300 ACTIVE USERS, 350 FACILITATORS & 20,000 HRS LOGGED ON THE IMAGO PLATFORM.

RESEARCH TO SUPPORT

We analyzed over 2,000 learner responses from our Empathy lesson. In it, they learned about empathy and we asked:

Where would you like to be shown more empathy?



TESTIMONIALS:

“The empathy lesson helped the students to understand that empathy can be used in all situations: With individuals and groups, happy and sad times, personal and work situations.”

Doug Urabe - FUSD Teacher

“Empathy is the heart of a great classroom culture. With empathy, students learn to understand each other, build friendships, and creates effective leaders for our future. The best teachers thread empathy through every lesson plan and each interaction with their students. Empathy is not measured with test scores but it is the best indicator of the success and happiness of our children’s future.”

**Christian Carlson, Teacher
- Mickey Cox Elementary**

“The lesson helped me learn how to interact with people when they’re in a time of sadness or happiness..”

Daniel - FUSD Student

“Empathy is a core principle of customer service. Empathetic employees anticipate the customer's needs. The result is a better customer experiences, which, in turn, brings repeat business.”

**Julie Silva - Fresno Business Owner
Wahoo’s Taco/Cold Stone Creamery**

“In business there’s going to be opportunities to take advantage of another person or company, and without empathy or the ability to see yourself in the other person’s situation, you may get greedy and lose your morals in that moment.”

**Bryan Awbrey, Fresno Business Owner
- Signal Communications**