

True Shoe Swapping

The Creative Path to Real Empathy

Karen B. K. Chan
CPSI 2015



Emotions

- Impulses to action
 - * "Emotion" comes from *motere*, to move
- Determine experience, meaning
 - * Moods affect perception
- Literacy
 - * Learnable skills



Ideological Framework

- Western, individualistic
- Values affective expression
- Values independence, democracy, equality among individuals
- Prioritizes knowledge, truth
- Values closeness, connection, removal of interpersonal barriers



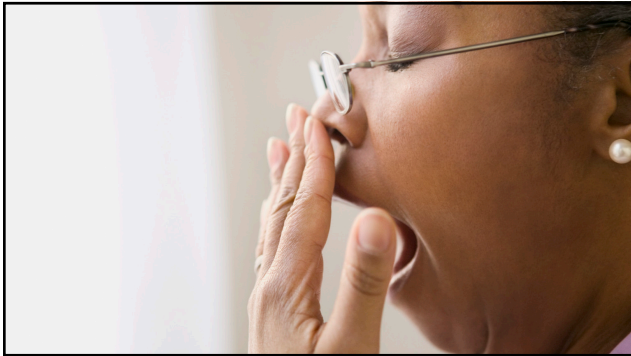
What's in it for you?

- Make sense of life
- Self-regulation
- Connection, intimacy
- Harmony of communities, wellness of others and self
- Conflict resolution, problem-solving
- The problem of self-report
 - * Desires may not be known or articulated
 - * Customers are not innovators
- What else?



 Spectrograph






Empathy

- Unconscious synchrony
- Conscious synchrony
- Counter-empathy

Conscious Empathy

Facilitated by...	Impeded by...
• Observation	• Self-interest
• Literacy	• Judgment
• Imagination	• Emotional intolerance
• Comfort with discomfort	
• Humility	

 **Statues**

Emotional Tolerance

- What's your Emotional Profile?
- How able are you to comfortably feel, know, express, and tolerate...
 - Anger, frustration, resentment?
 - Disappointment, sadness, despair?
 - Pain, grief, regret?
 - Fear, insecurity, anxiety?
 - Excitement, joy, pride?
- Professional curiosity
- Equanimity



Your Emotional Profile

Despair	Angry	Sad
Hopeless	Frustrated	Depressed
Grief	Excited	Anxious
Loss	Joyful	Panicked
Longing	Self-pity	Pity (for others)
Lack	Sorry for self	Merciful
Hopeful	Fearful	Hurt
Optimistic	Scared	Wounded
Proud	Self-doubt	Uncertain
Confident	Unconfident	Confused



Zones

Panic Zone Reactions

- Fight
- Flight
- Freeze
- Appease

How did you come to use this Panic Zone reaction?

What are the **advantages** of this Panic Zone reaction?

What are the **disadvantages** of this Panic Zone reaction?

Imagine.

There's a room in a corner of your house behind a door you never open. You don't like this room, you avoid this room. Just inside is serious unpleasantness. Venture further and it's gross, it's unhealthy, it's bad for you. Walk all the way in and it's downright dangerous.

How might you begin to live in this room?

There's no reason to enter. There are many other rooms in the house. It serves no purpose. You've avoided it for years. You don't miss it. You don't want it in your house.

