Empathy Activity Worksheet

1. An upset client approaches the front desk. The client explains that he was scheduled an appointment for today, but there is no record of an appointment in the system. The client insists on being seen today and begins to raise his voice. How do you respond to this situation?

2. A client calls to schedule an appointment. The initial number she had been given was incorrect; she has already been transferred three times and is getting upset at getting “the runaround.” After she explained what she needs, you realize you are not the right person to help her, and will have to transfer the call again. How do you respond to this situation?

3. A co-worker has just been notified that they are being bumped due to layoffs. They verbally express to you deep anger and resentment towards the person who is bumping them. You happen to know the person who is bumping them, and believe them to be competent. In addition, that person also feels uncomfortable about the situation. How do you respond to your co-worker?

4. You are coordinating a complex project with a group of external partners. One of the group members calls you to demand that the contractor hired to support the project should be fired due to an email the contractor sent. The group member was personally offended by the tone of the email. How do you respond?

5. Write down other scenario that applies to your work here:

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________