

Example of empathy and antipathy.

1- Example of empathy in the workplace:

One day like any other I found myself in my job as a store clerk and I noticed how a lady leaning on a walking stick tried to grab a shirt that was at a high height and without thinking twice I went to help her.

When I handed her the shirt, the lady smiled at me and told me that it had been very kind of me and that not all the workers would have done the same.

2- Protocols or steps to advise

3- Identify the academic, cultural and information level available to the subject.

Before thinking about what advice we are going to give to our client, we have to know how much information is available about the product or service.

The first step would be: Ask what they need and how we can help them.

Depending on the answer, we will answer one thing or another. If the customer has all the information available or is simply not very interested in the product, we should not overwhelm

If the opposite is the case, we will have to listen to them and identify what they need. Once you tell us what they want, we will have to know their knowledge of the product.

If the customer shows a certain enthusiasm and is only interested in one particular option, we should advise him/her more and give him/her more information.

Finally there is the case in which the person does not know anything of information where we can give advice but that are basic without including many technicalities.

2. Examples

Example 1: If an older person comes asking about a technological product, we should assess how much they know about it and if it is the case that they don't know much, we will have to advise them with basic information. If it is a young person we will be able to give him more technical information.

Example 2: If we have a trainee and we are his instructor. Let's imagine that the student is trying to do something based on his own knowledge, we should not give him in a information overload because this can get to overwhelm him.