

Takeaway #3

Perspective Flip

A perspective flip is a great tool for developing our empathy skills by ‘walking in someone else’s shoes’ and focusing our energies into looking at a situation from someone else’s perspective. By taking another person’s perspective we develop our emotional intelligence and form the ability to respond in a compassionate and empathetic way. The result is less interpersonal conflict and the building of deeper, more genuine relationships.

Activity

Get your team practicing seeing something from someone’s perspective with the following exercise.

1. **Ask them to read the scenario in the box.**
2. **Then ask them to complete the table with what they imagine each person listed would think, feel, do in this scenario.**
3. **Debrief together, staying away from apportioning blame and remain curious!**

Resource Sheet – Perspective Flip

Read this scenario and complete the table below

Jill works on a conveyor in a factory environment where long hair not tied back is a health and safety risk and hoodies are not to be worn. You are a supervisor in a different department and you notice she is wearing a hoodie with her hair out, and working on the conveyor. You approach her to remind her politely of the rules, and she tells you rudely: “f% off, you’re not my boss.”*

	Think	Feel	Do
Jill	e.g. I’m annoyed because I should have known better	e.g. I feel ashamed because the supervisor told me off in front of my co-workers	e.g. respond aggressively
Jill’s supervisor			
Jill’s co-worker			
General Manager			
Health and Safety Manager			