Building Empathy: The Shoes That You Choose
Successfully Navigating Behavior Issues in the Library
YSS Spring Conference
March 23, 2012

Identify a complaint you find particularly difficult to deal with:
- Noisy
- Disrespectful
- Messy
- Travel in packs

List 3 reasons why this might be happening:
1._____________________________________________________________________
2._____________________________________________________________________
3._____________________________________________________________________

Imagine the person/people involved for a few minutes. Try to put yourself in their place.
- What are they thinking?
- What are they feeling?
- What are they reacting to?
- Why do they experience the world in the manner that they do?

Now list 3 qualities that you might not have observed before:
1._____________________________________________________________________
2._____________________________________________________________________
3._____________________________________________________________________

Come back to yourself
- Did any of your observations surprise you?
- Can you understand why these people behave in the manner that they do?
- Do you feel differently about these people after having "tried on their shoes"?
- How will you alter your interactions with these people as a result of your observations of them?
- What did you discover about yourself and how you behave as a result of trying on their shoes?