

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?