

Flourish Tech Sample Contents, Oct 2020

For more info, including downloading the app, go to flourishtech.us

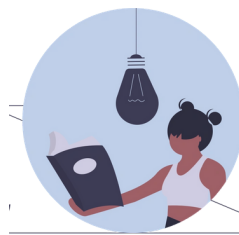
Building Flourishing Relationships with Empathy Skills Training

Would you like to improve your relationships and feel more connected? You can, with your friends, family, significant others, your boss and co-workers, and in new relationships too.

For some empathy is natural, but for many, empathy is a learned skill. Like going to the gym, you can go to our empathy gym to strengthen your mental muscles.

With the Flourish Tech app, you and your relationships will flourish.

How it Works:



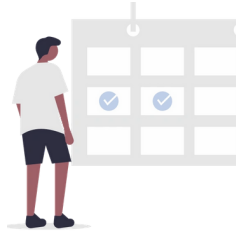
Build a Learning Foundation

Curated courses developed by world-class experts.

On-demand, convenient, 3-minute video modules.

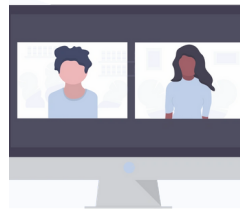
Downloadable Manuals and Guides.

Demonstration videos.



1-on-1 Role Play Scheduling

After building a solid foundation through the resource library videos,
We assist in scheduling your role play sessions matching your learning goals and time
availability with another peer.



Unique Training Experience with Role Play

Flourish Tech provides you with a unique opportunity to practice your empathy skills in live 30-minute, 1-on-1 role play sessions with a peer. Training includes strengthening your listening skills and providing kind and constructive feedback. You will gain the confidence and ability to use these skills naturally in real life conversations.

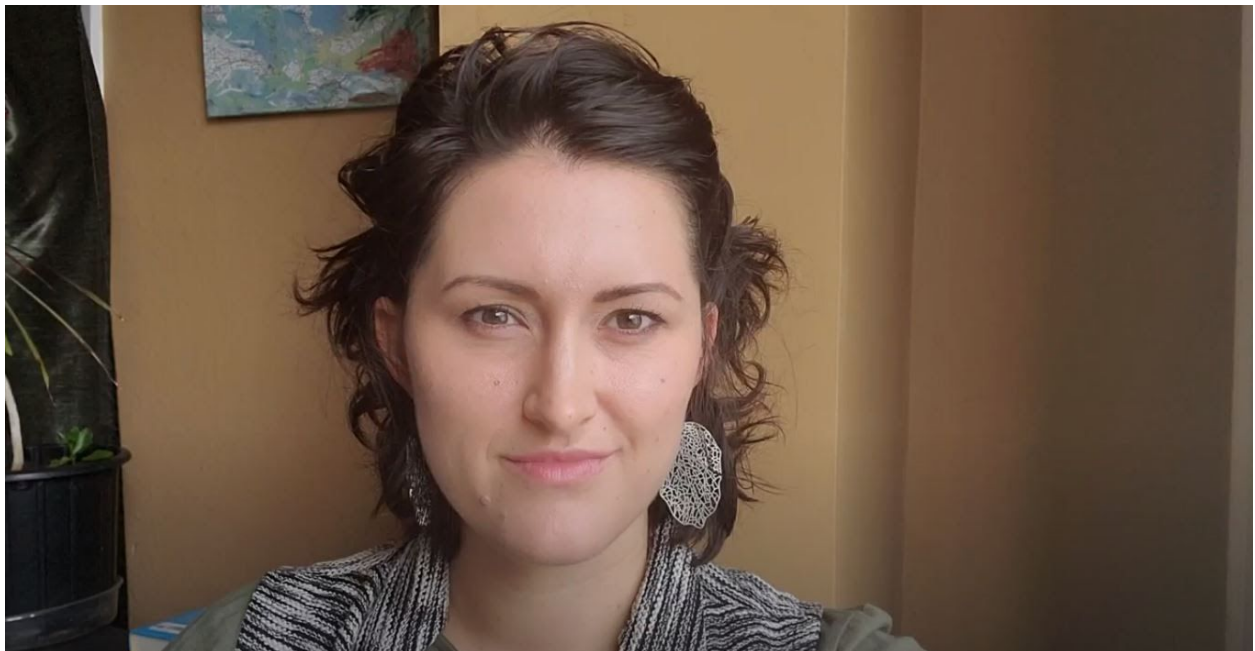
Testimonies

Recent customers of our role play program reported that they strengthened their empathy skills which in turn, improved their own sense of well-being and how they felt about themselves in their relationships.

"The course taught me new ways to empathetically engage with my loved one suffering from depression and anxiety. I learned what to say during times of crisis, and this has greatly improved both my relationship with my loved one and my feelings of not knowing how to help."

Amy, Oregon

Watch a recent customers' [video testimony here](#)



Flourish Empathy Manual

Flourish Tech Empathy Training with Dr. Karen Yeh, Psy.D

Fall 2020

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1-on-1 Role Play Manual

for Empathy Skills Training

Designed by Dr. David Carreon M.D. and Dr. Karen Yeh, Psy.D

Flourish Tech Oct 2020

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Key Points

1. Empathy is
 - a. Active Humility
 - b. Active Listening
 - c. Active Acceptance
2. Use Empathy skills¹ to get the door open, not to get your own way.
3. Thought Empathy requires close listening and key words and phrases.
4. Feeling Empathy is a hypothesis about what the other person is feeling. A win-win situation.
5. "I Feel" statements allow you to be authentic and present with the other person.
6. Disarm must be used when facing a criticism.
7. In Disarm, there is a grain of truth to find, no matter how small.
8. The challenge of Disarm is facing and embracing the emotion of the attack.
9. Use Inquiry to help you further understand the other person's experience more deeply and not to further your own agenda.
10. Stroking is unique because it is specific and relationship-based.

¹ Based on the Five Secrets of Effective Communication developed by David D. Burns, M.D. Burns, David D. *The Feeling Good Handbook*. Rev. ed. New York, N.Y., USA: Plume, 1999. Print.

Key Phrases

Disarm

- “Yes ...”
- “You’re right, I ...”
- “I agree with you ...”

Thought empathy - “close listening” and use of key words and phrases.

- Uses the other person’s key words and phrases

Feeling Empathy - hypothesizing on what the person is feeling

- “You’re feeling kind of ...”
- “I wonder if you’re feeling ...”
- “I guess you might be feeling ...”

“I Feel” Statements - authentic reveal of your own emotions to the other person.

- Stay with the one word emotion. Okay to share several emotions.
- “I feel ...[emotion]...”
- “I feel ...[emotion], [emotion], and [emotion],...”

Inquiry

- “Can you tell me”
- “Tell me more about ...”

Stroking

- “I appreciate ...”
- “I recognize ...”
- “You ...”

Module 1: Empathy - Introduction and Goals

[Watch video here](#)

Empathy is a way for us to engage our emotions and join others. Emotions are a part of our being and a part of life. Empathy requires patience and humility. It requires the person practicing empathy to put aside their own ego in order to build trust, respect and understanding so they can build a connection with the other person.

Empathy skills build a foundation for communication. Think of empathy as a path through a jungle that is separating you from the person you want to reach. Once you have your empathy path, you have established a connection and can communicate back and forth.

You can use empathy whenever you want to. You use it when you want to have a better relationship with someone. When you want to be closer to them. When you want to “repair” with them.

Do not use empathy to persuade someone. That is, do not use empathy to convince or cause them to do or believe something. People are very good at detecting if you have an agenda. They will tend to tug back or disconnect with you.

Goals of Empathy

- To break down existing barriers.
 - Empathy skills can help you address conflict, break barriers and reestablish a smooth connection.
- To open a channel of communication
 - Empathy helps “open a door” that separates you from the other person.
- To get closer to someone
 - Empathy skills will enable you to communicate that you genuinely “know” and value the person.

Module 2: Experiential Learning

[Watch video here](#)

Experiential learning is a key feature of Flourish Tech. We provide you with a unique training experience in which you get opportunities to rehearse your empathy skills in live 30-minute, 1:1 role playing sessions with peers transforming your knowledge of the empathy skills into practice conversations.

Why Experiential Learning?

- No amount of reading is going to help you become skilled at empathy.
- The thought of role playing and participating in role playing can precipitate fears and automatic thoughts.
 - Automatic negative thoughts like “I’m going to look bad,” “I’m not going to be able to do this well,” “the other person is going to judge me.”
 - Experiential learning through role playing can help you face these fears and overcome them.
- Leaving your ego at the door
 - Doing role plays over and over again, really helps you practice letting go of your ego, being open to learning, and not thinking about yourself so much. It helps you
- Failing as fast as we can helps us to get to success.
- Training to provide honest, respectful, constructive feedback so you and your peer can improve.
- Practice, Practice, Practice

Module 4: Thought Empathy Skill

[Watch video here](#)

The Thought Empathy (TE) skill will train you in “close listening.”

To practice close listening, we encourage you to write down what the other person is saying. Taking notes will help you listen. Close listening means putting aside your own concerns, your guesses or your biases. Listen to how they are expressing themselves. Listen specifically. Catch and write down the key words and phrases the person uses. Do not elaborate with your own words or point of view.

Thought empathy is the first step toward getting alongside to be with a person. When you use the person’s key words and phrases, you demonstrate you are listening and are in sync with them.

Using their words and key phrases helps you to build a connection because you are helping them to feel heard. It establishes alignment and being alongside the other person.

Module 11: Common Errors in Thought Empathy

[Watch Video here](#)

- Not addressing the most important parts in the other person's response.
- Not using any of the person's key words or phrases.
 - A remedy is to practice listening carefully and taking notes of their key words and phrases.
- Too much paraphrasing of their words suggests you are not listening carefully. You may be relying on what you are thinking rather than on what they are telling you.
- When you correct, you are saying you know better how the other person should be thinking, feeling or expressing themselves.
- Adding more on to their response because we think we are enhancing what they are saying. Instead, it can cause the other person to "not feel heard."
- If you only use Thought Empathy or Feeling Empathy without the other skills, it can be annoying and uncomfortable for the other person. It can make them feel like they are in the spotlight.

Sample of Guidance on How to Provide Feedback

Providing kind, respectful, constructive feedback is a skill that can be developed and improved.

This guide is designed to be used during role play by the peer who is role playing the person delivering the prompt and receiving the peer's response. Use this guide in a way that best suits your learning style.

Some key points to keep in mind:

As you receive the response:

- **Listen carefully** to your peer's response.
- **Take notes** of their words and phrases.
- **Take notice of your feelings** as you receive the response.

After your peer has completed their response:

- **Pause. Review** your notes. **Gather** your thoughts.
- The guide may help you see which skills were used and help you gauge how you felt while receiving the response.

To provide constructive feedback to best support your peer:

- **Smile**
- **Be kind** but not overly kind.
- **Be honest**
- **Be specific**
 - Give examples of how your peer used the skills
 - Describe your own reactions:
 - § What you liked
 - § What could have been better
 - Offer suggestion for improvement.
- **Encourage and build** self-esteem and self-confidence by ending on a positive note.

The more we practice, the more we incorporate the skills into our way of life. It takes time and practice.

Help your peer by commenting on how natural they were and how empathetically connected you felt.

On a scale of 1 to 5, with 5 = very natural and 1 = unnatural

How natural was your peer's use of the skills?

On a scale of 1 to 5, with 5 = excellent emotional connection and understanding and 1 = good effort shown but missing emotional connection and understanding.

How empathetically connected was your peer?

At the conclusion of your feedback, finish on a positive note such as pointing out a specific part of their effort that worked well.

Ask Peer 1 for their feedback of their own response.

- What was difficult
- Where they felt challenged
- What they liked.

Reverse Roles and do another prompt.

Demonstration of a 1-on-1 Role Play

Watch a sample [demo video here](#).