EMPATHY SOLUTION TO ORGANIZATIONAL SUCCESS
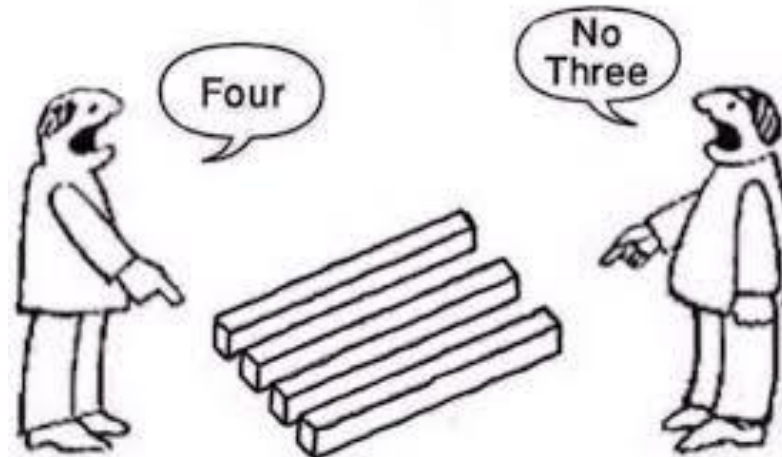
Introduction to Empathy

The ability to understand and share the feelings of another

It can be considered as a "human feature" that someone can practice to, extracted from Wikipedia, **understand** (sympathy) or **feel** (empathy) what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in somebody else's shoes.

Group Discussion

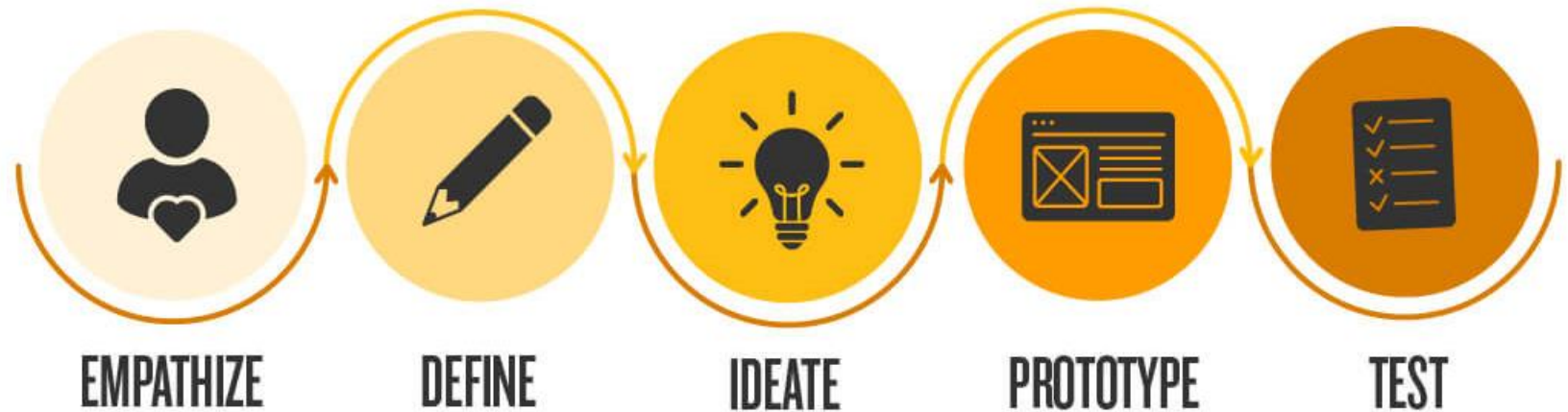1. Groups

2. Group definition of empathy based on their business process

3. Identify similarities and differences by team members

Design Thinking

Systems Thinking: Focuses on **interconnected systems** and how different components interact with each other within a broader ecosystem. It aims to understand the **big picture**, identify patterns, relationships, and feedback loops that affect the entire system.Design Thinking Covers Five Stages, They Are:

• Empathy

• Define

• Ideate

• Prototype

• Testing

EMPATHIZE   DEFINE   IDEATE   PROTOTYPE   TEST

Empathy Map