



**Empathy to empower the
difference: Diversity and Inclusion
in a multicultural classroom**

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Sample Groups

- Multicultural
- Multidisciplinary
- International
- Gender Neutral
- Diverse Background

But Above all

OUT OF THE COMFORT ZONE



Five Components - OF - EMOTIONAL INTELLIGENCE

Social Skills

Being able to create and maintain healthy relationships



Self-awareness

The knowledge of one's own thoughts, feelings and motivations

Decision-making

The ability to make responsible choices and accept their outcome

Empathy

The capacity to empathize and appreciate another perspective

Self-regulation

The ability to regulate emotions and actions in a variety of environments

Behaviour

**TIP OF THE
ICEBERG**

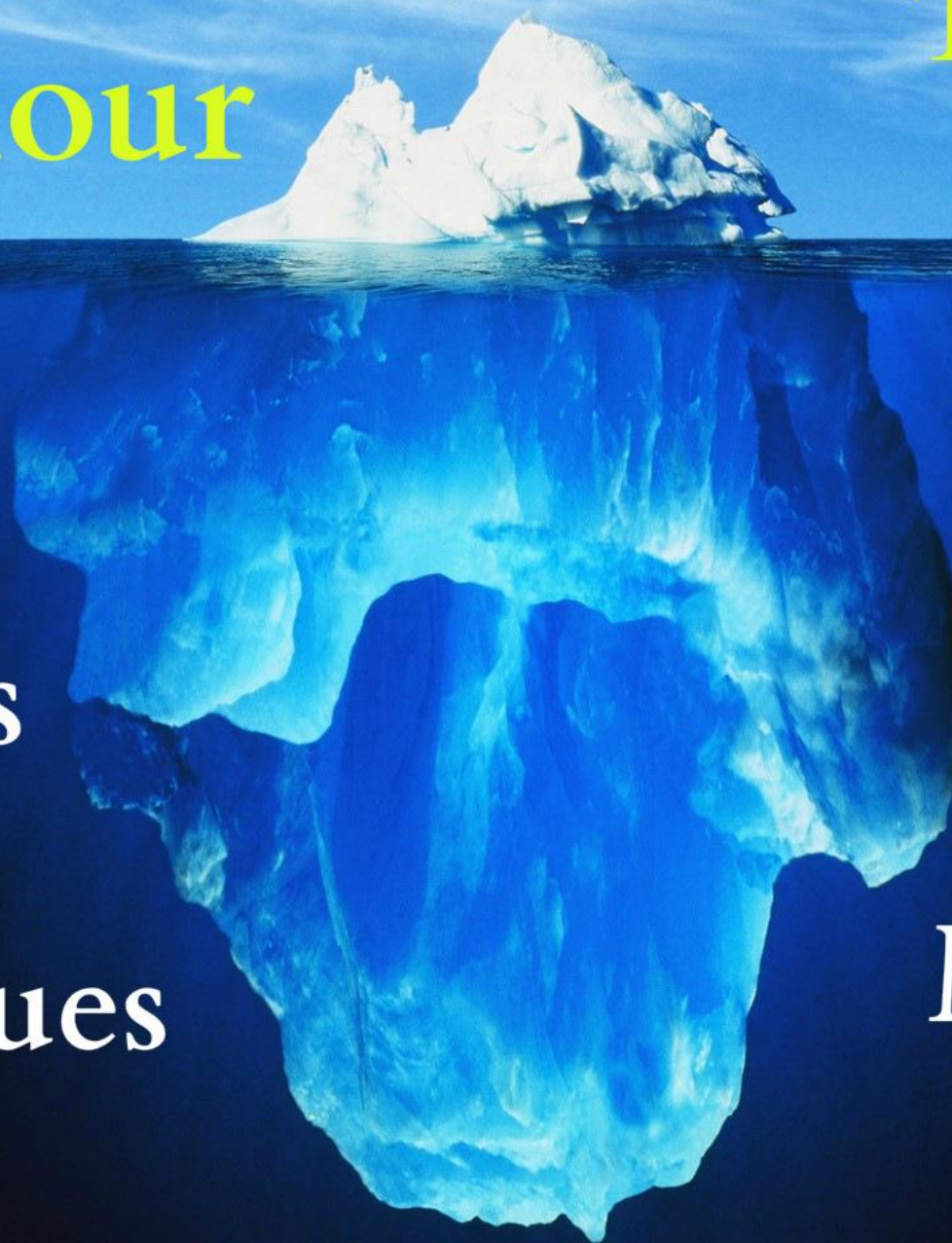
Hopes

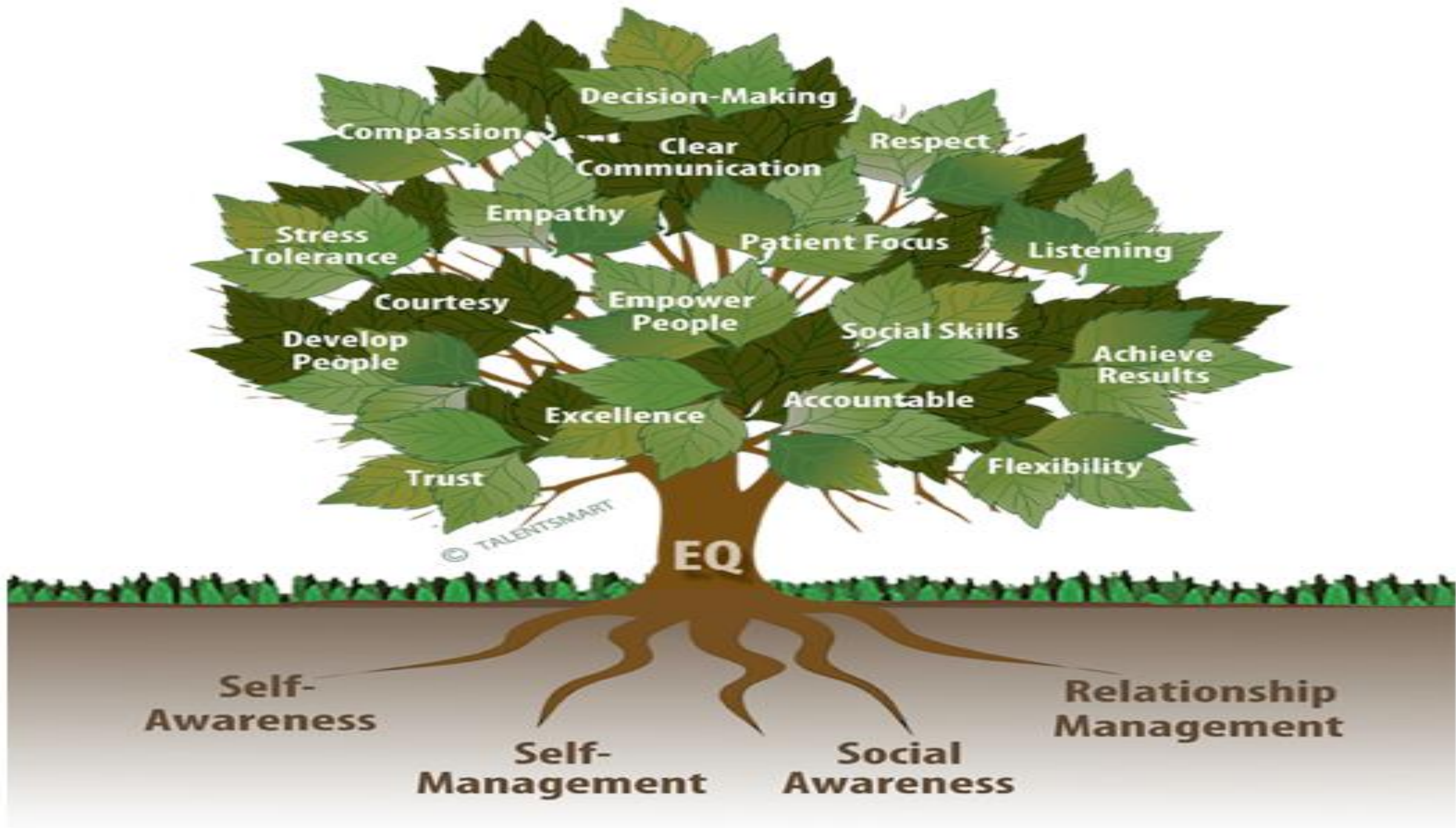
Emotions

Concerns

Values

Motivation





E **m** **P** **a** **T** **H** **Y**

The image features two trees against a cloudy sky. The tree on the left has a head shaped like a human head, filled with vibrant green leaves, while its body is a bare, dark brown branch structure. The tree on the right has a head shaped like a human head, filled with vibrant green leaves, while its body is a bare, dark brown branch structure. The text is overlaid on the lower portion of the image.

Cognitive Empathy – Ability to Understand
Emotional Empathy – Ability to Feel
Empathic Concern – Ability to Sense

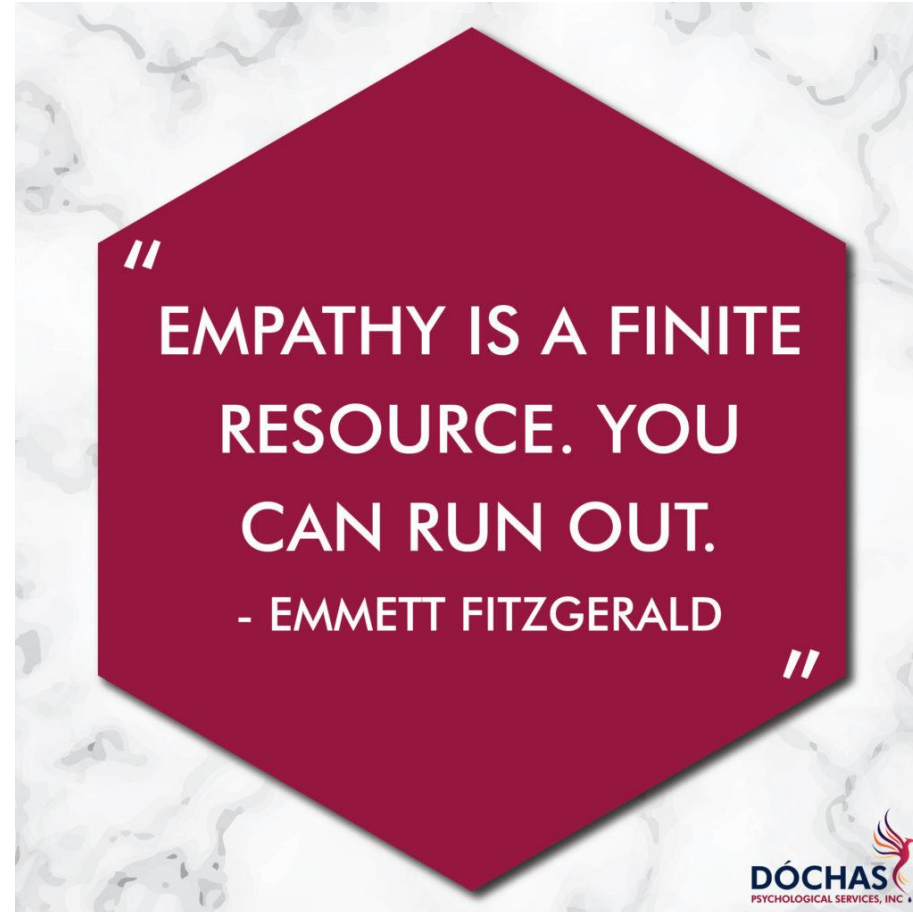
**WALK A MILE
IN MY
SHOES**



Birds of a Feather Flock Together? Empathy V sympathy



Empathy Fatigue



EMPLOYERS VALUE EI OVER IQ?

In order of importance, employers say it's because those with high EI...

1) Usually remain calm under pressure

2) Resolve conflict effectively

4) Lead by example

3) Are empathetic to their colleagues — and act as such

5) May put more consideration into business decisions





Low Emotional Intelligence

Aggressive
Demanding
Egotistical
Bossy
Confrontational



High Emotional Intelligence

Assertive
Ambitious
Driving
Strong-Willed
Decisive



Easily Distracted
Glib
Selfish
Poor Listener
Impulsive

Warm
Enthusiastic
Sociable
Charming
Persuasive

Resistant to Change
Passive
Un-Responsive
Slow
Stubborn



Patient
Stable
Predictable
Consistent
Good Listener

Critical
Picky
Fussy
Hard to Please
Perfectionistic

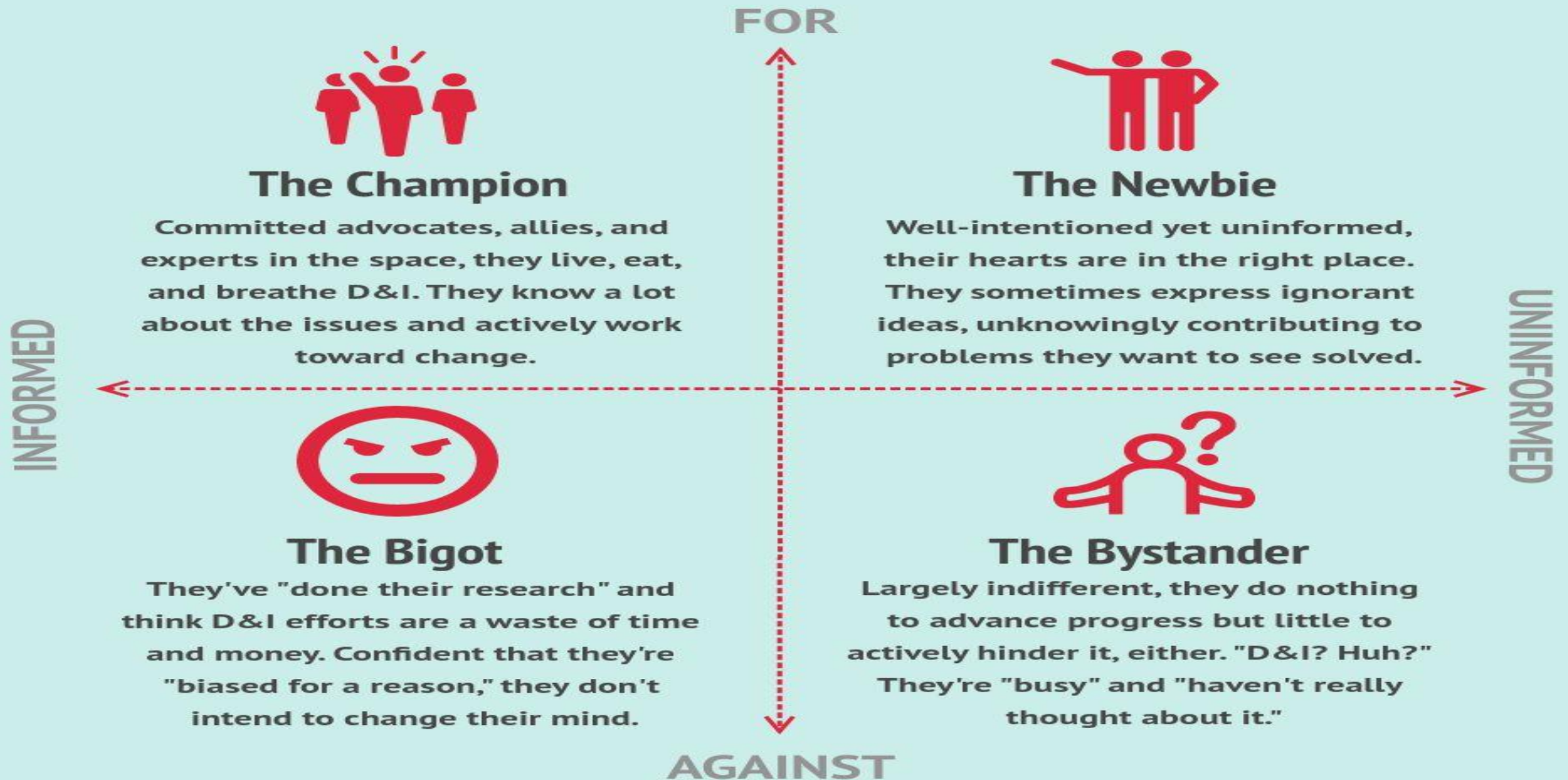


Detailed
Careful
Meticulous
Systematic
Neat

Empathy = Diversity & Inclusion ?



The Diversity & Inclusion Matrix



Conclusion

- Empathetic skills could help to understand the very essence of diversity
- The “difference” should be acknowledged and recognised to have effective Inclusion
- Empathic skills trainings should be embedded in in the Curricula of Educational Institutions
- Direct connection between empathy, employability, and sustainable leadership skills



“Out of the Comfort Zone”

1 of 1



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