

Putting Empathy into
Practice:
MIA Volunteer
Workshop

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Agenda

- I. Introductions
- II. Setting Expectations and Workshop Objective
- III. **Act I: Preparing for Interaction**
- IV. Think/Pair/Share
- V. **Act II: Negotiating the Interaction**
- VI. Role Plays
- VII. **Act III: Reflecting Post-Interaction**
- VIII. Think/Pair/Share
- IX. Q & A

Introductions

Find 1 or 2 people you do not know, and sit together at a table of your choice.

Each person should **say their name, their favorite color and why**.

Each person answer the following questions:

1. What is your role at the museum?
2. What do you hope to gain from today's session?

Workshop Objectives

- Describe specific approaches to prepare for, negotiate, and reflect upon culturally responsive interactions and engagements with diverse youth in the museum
- Develop plan(s) to practice more effectively responding to unexpected and/or potentially uncomfortable tour scenarios

Setting Expectations

- Lean In/Be Present
- Expect Discomfort
- Be Open-Minded
- Expect Non-Closure

Empathy vs. Sympathy

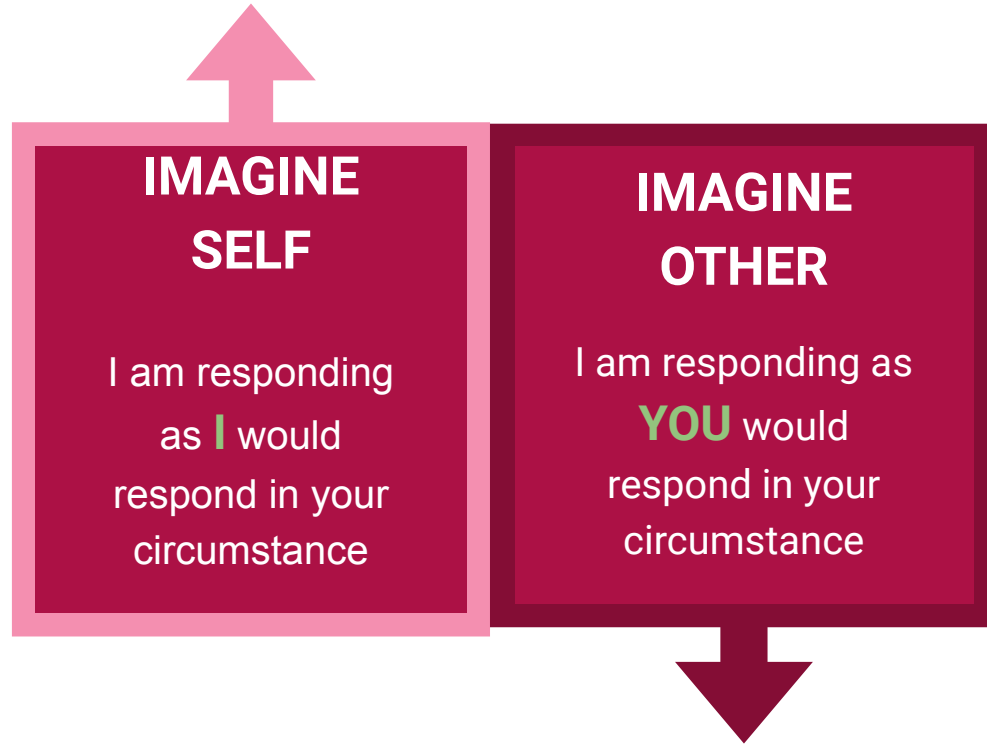


Defining Empathy...



Mark H. Davis, *Empathy: A social psychological approach*. Boulder, CO: Westview Press, 1994.

Defining Empathy...*Two Types of Perspective-Taking*



Mark H. Davis, *Empathy: A social psychological approach*. Boulder, CO: Westview Press, 1994.

Defining Empathy...

Perspective Taking as an Act and Process of Knowing

Act of Knowing... "Pragmatic attempts made...to acquire new knowledge..." (p. 173)

Process of Knowing... "Intellectual exercise [necessary to discern] how best to respond to new knowledge..." (p. 173)

Act of Knowing	Process of Knowing
Journaling or Exit Slip	Reading for assessment
Immersive Activity	Questioning out of curiosity and wonder
Professional Development/Workshop	Dialogue for discovery

Chezare A. Warren (2018). Empathy, teacher dispositions, and preparation for culturally responsive pedagogy. *Journal of Teacher Education*, 69(2), 169-183.

Putting Empathy into Practice: Preparation for Interaction

EMPATHY...

requires risk-taking.

avoids a one-size fits all approach.

invites reflexivity.

Think/Pair/Share

Prompt: What challenges do you foresee to engaging in the act and process of perspective taking?

Read aloud and briefly discuss the museum scenario that you've received.

Considering what you know about perspective taking, what could've been done differently? How might museum staff better responded or been better prepared to respond in this scenario?

On your sticky notes...

- a) Think about a time you've had a precarious/awkward/uncomfortable interaction with a young person during a tour, or someone else in the museum who may be racially or culturally different from you.
- b) Briefly describe in *clear detail* both the circumstances of the interaction scenario, and the question or remark or specific behavior that rendered the interaction precarious/awkward/uncomfortable for you as a museum practitioner.
- c) Write at least 2 different scenarios on 2 separate sticky notes, and post on wall.
- d) You can also imagine a precarious/awkward/uncomfortable interaction scenario that represents your own unreadiness worth further exploring.

Putting Empathy into Practice: Negotiating the Interaction

Build Rapport with Participants

- What do you like about art produced by artists who look like you?
- How does this art make you feel?
- What music are you listening to or what television show are you watching? What makes this art important or valuable to you?
- What do you hope to learn on this tour?

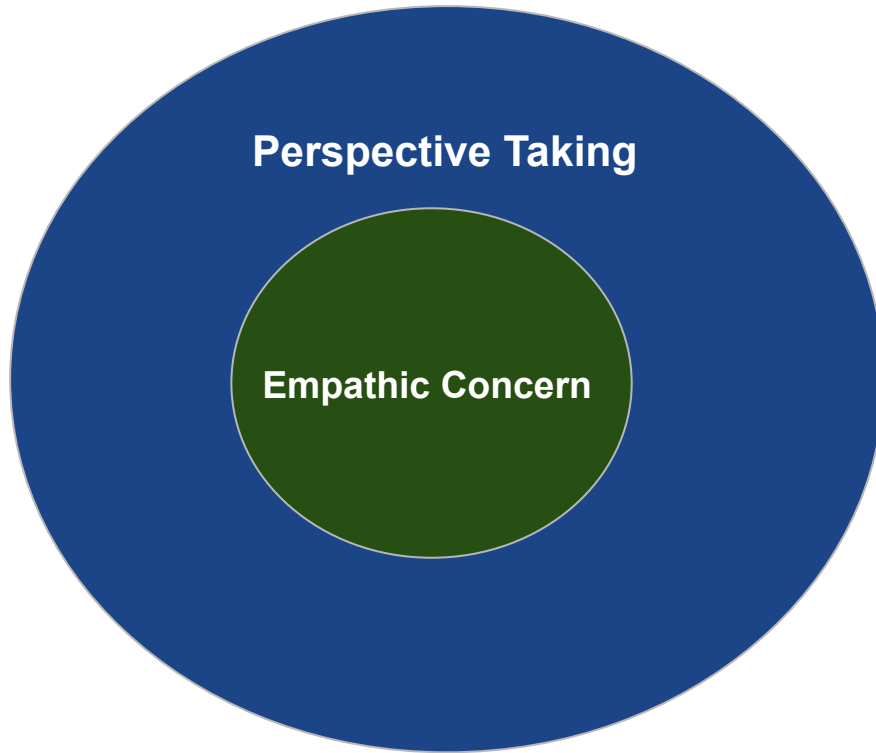
Record Details about Participants

- Learn names and make an effort to pronounce them correctly
- Notice individual trends in verbal and physical responses to various aspects of the tour, and inquire why
- Note and explicitly acknowledge culturally-specific interpretations

Offer Laudatory Feedback to Participants

- I really appreciate your comment because...
- Your perspective is helping to shape my thinking in this way...
- Thank you for such an insightful contribution. It reminds me that...

Putting Empathy into Practice: Negotiating the Interaction



What must one consider?	Responding to awkward moments
Stay out of judgment	Acknowledge the moment and avoid silence
Seek to know	Listen, and avoid attempting to explain intention
De-Center self	Invite feedback for doing better next time

It's not about what you do as much as it is about the **connection** you build.

#ReactionsMatterMost

Putting Empathy into Practice: Negotiating the Interaction

Role Play Instructions

1. Find a partner.
2. Each person pick a sticky note, but **do not** show it to your partner
3. Role play the two scenarios. Each person take a turn being the student, while the other partner attempts to respond in a way that produces a favorable outcome for the student.
4. Discuss the experience with reference to empathy, its feasibility, and the difficulties associated with its expression in real-time

Putting Empathy into Practice: Reflecting Post-Interaction

Questions to consider...

- How did my own beliefs shape the questions I asked today or the conclusions I drew about the young people I interacted with?
- What did these young people teach me about myself, that is useful for improving my ability to communicate and respond across racial and cultural difference in the future?
- What new knowledge about issues of difference, race, and culture I should pursue? Who can I be talking to about my experiences today who might challenge my thinking in the right direction?

Think/Pair/Share

Prompts

What work do you perceive you need to do to improve your readiness for interacting productively with diverse museum visitors?

Who is one person you can identify to support your development, and/or hold you accountable for that development?

Thank You

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IN THIS HOUSE, WE BELIEVE:
BLACK LIVES MATTER
WOMEN'S RIGHTS ARE HUMAN RIGHTS
NO HUMAN IS ILLEGAL
SCIENCE IS REAL *water is life*
In Religious Freedom
LOVE IS LOVE
KINDNESS IS EVERYTHING