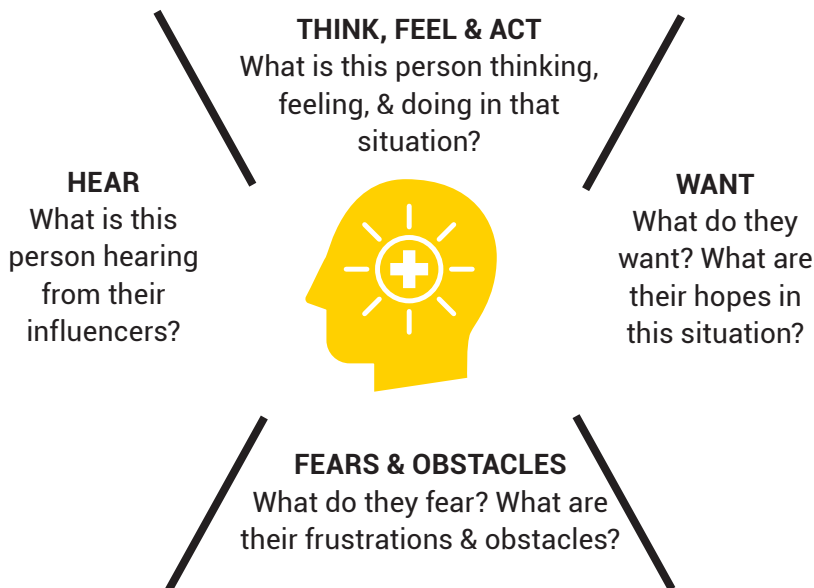


Empathy Facts & Stats

Empathy Development

Age	Type of Thinking
Birth - 4	Egocentric thinking; no empathy skills
4 - 7	Moving out of egocentric thinking, developing empathy skills
7 & up	Perspective-taking ability present and rising, egocentric thinking decreases

To develop empathy and practice perspective taking, use an empathy map.



75%

The average American is less empathic than 75% of Americans 30 years ago.

11%

On average, women are 11% more empathic than men.

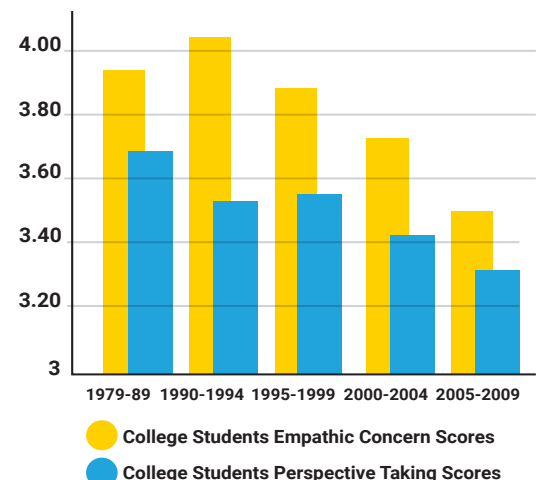
Benefits of Empathy

Empathy is a higher level thinking ability that produces emotional insight or the ability to feel and understand the emotional world of someone else. The benefits of this skill are wide-reaching including:

- Longer lasting & happier relationships
- Deeper intimacy
- Boosted creativity
- Increased cognitive flexibility (ability to see and switch between multiple perspectives)
- Higher customer satisfaction ratings
- Better negotiation skills
- Top leadership skill
- Predictor of executive success

Do You Have an Empathy Deficit?

In the business world, one study found that over 80% of organizations believed they delivered superior experience, but only 8% of their customers agreed. Research indicates that empathy is decreasing, especially since the year 2000. Do we have an empathy deficit? What are your theories?



Konrath, O'Brien, & Hsing. (2011). Personality and Social Psychology Review