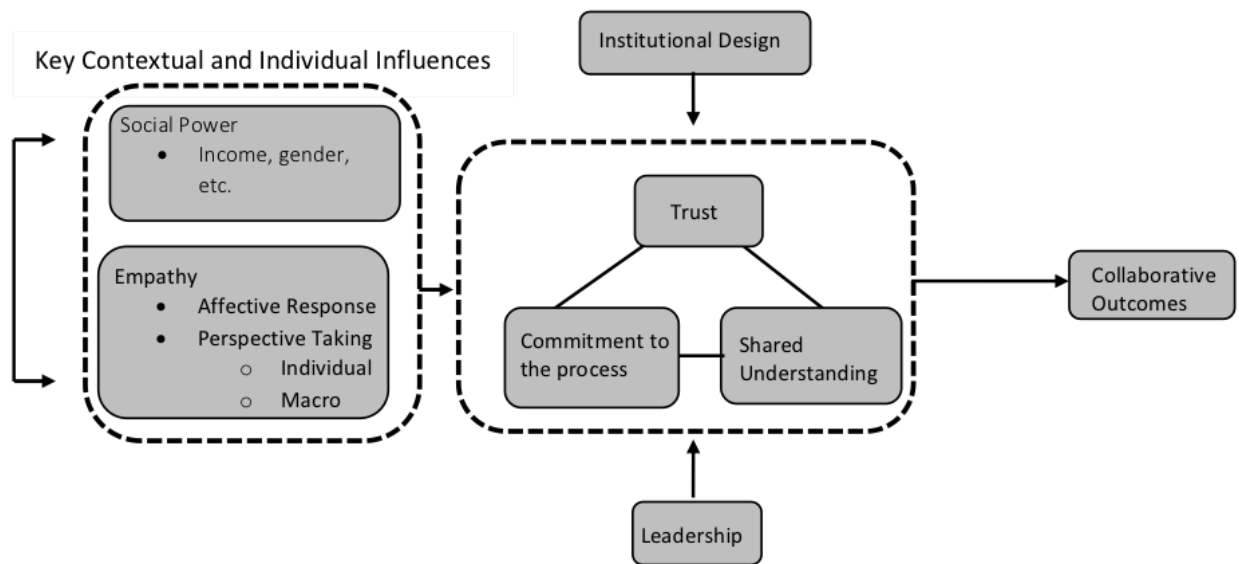


## Understanding the Relationship Between Empathy and Successful Collaboration

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### Collaborative Governance



*Integrated intellectual framework illustrating the relationship between key contextual and individual variables (empathy and power) and the collaborative process (Ansell & Gash, 2008; NSF Grant SES-1462086)*

### Empathy Framework

Empathy is a multidimensional construct that includes (Segal, 2011):

#### **(a) Interpersonal Empathy:** *ability to understand what another person is feeling and thinking*

- Affective Response: Often referred to as “mirroring” in the literature, this is the physiological ability to simulate another person's experience.
- Affective Mentalizing: imagining the event and potentially experiencing it as if it is happening to us as well
- Self-Other Awareness: recognize the difference between the experiences of another person from our own
- Perspective Taking: “stepping into the shoes of another” – experiencing what another is feeling and making sense of it
- Emotion Regulation: ability to sense another’s feelings without becoming overwhelmed by the intensity of the other person’s experience

**(b) Social Empathy:** ability to understand people by perceiving or experiencing their life situations

- Macro Perspective Taking: using contextual understanding to augment our insight into the experiences of others who are different from us and cognitively process what it might be like to live as a member of the other group
- Contextual Understanding: understand another person's historical exposure to and impact from barriers built into the social, political, and economic systems of our society

### **Understanding Empathy Further**

*Computer Simulation*: In 2012, we developed a design artifact called *Your Future Phoenix*. This artifact was designed as a complement to the WaterSim model, developed by the National Science Foundation-supported Decision Center for a Desert City (Gober, Wentz, Lant, Tschudi, & Kirkwood, 2011; Sampson, Escobar, Tschudi, Lant, & Gober, 2011). WaterSim is a web-based tool for public deliberation on and exploration of urban water planning decisions in central Arizona (Hu, Johnston, Hemphill, Krishnamurthy, & Vinze, 2012).

*Mechanical Turk*: operationalize pro-social behavior quantitatively, and look for correlations between pro-social behavior and empathy (for which we tried a variety of measures), as well as determine why pro-social behavior declined when participants lost power

*Netlogo*: With modeling, we can test configurations of different levels of empathy and here is what we're learning and where we are heading

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