



Video Assignment - Empathy and Leadership

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You are going to receive a study case example that requires action on the side of the leader in it. Your task is to find out what action would be most empathetic and at the same time most positive for both/all parts.

Then you have to decide on a short script to describe the whole situation in a short film of 5-8 minutes.

The video has to end with a question for the viewers like - What would you do? How can we resolve this? What can I do?

After we watch your video with the whole group, you will have 3-5 minutes to explain the best resolution that you have come up with and say why you think it is best.

Case 1 - Teacher and student

You are a teacher and one of your students fails at a third test in a row. What do you tell them?

PROMPT 1

a) You failed at the test for the third time. If you do not start studying harder, you will fail the exam and you might get expelled from the school. b) You failed at the test for the third time. How are you? What is wrong? Are you ok?



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Case 2 - Bullying

You are a student. You accidentally witness a situation in the restroom where some bullies tease another student. What do you do?

PROMPT 2

a) You start shouting at them, calling them names and trying to fight them away. b) You pretend you didn't see anything and leave immediately. c) You wait for the bullies to leave and try to comfort the student, telling him/her you know how he/she feels and help him/her out of the restroom. d) You report the case to an adult.



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Case 3 - Company employer-employee

You are a company leader/manager. One of the employees has made a mistake causing the company to lose 500 euros. What do you do?

PROMPT 3

a) You give the employee a fine. b) You shout at the employee for making the mistake and tell them what they should have done. c) you talk with the employee about the situation and inquire about their personal issues



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Case 4 - Friendship

You are friends with a girl from your school and every day you meet after the lessons to walk home together. She has been late the last three days and kept you waiting for some time. What do you do?

PROMPT 4

a) You get angry at her and tell her you are not going to wait for her any more. b) You ask her what is wrong and why this is happening?



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Case 5 - Team sports

A footballer on a team in your town. A skillful player on your team misses a few potentially good shots. What do you do?

PROMPT 5

a) You tell them you know how bad they must feel for missing those and you ask if he/she is ok. b) You pour all your anger at him/her and refuse to play together again



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Case 6 - Music

A musician in a school band. One of the band members can't stay focussed and keeps making mistakes during rehearsals. What do you do?

PROMPT 6

- a) Call for a break and talk to the person to find out if they have a problem with anything outside the band.
- b) You tell them that this is not good and the band will fail at the audition if they do not focus.



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Case 7 - Football real case

Eric Kristensen has a heart attack in the middle of the football game. What do all other footballers on the pitch do? The teammates? The opponents?

😊 PROMPT 7

REAL CASE

All others on the field surround him to protect from paparazzi etc. until medicals arrive. #Euro2020



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Case 8 - Parents and teenagers

Parents and teenagers conflict situation. You think of something! What does a parent do when their teen has done something wrong?

PROMPT 8

Should the parent's reaction be one of anger or one of care and understanding?



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Case 9 - Noisy neighbour

A young man regularly plays loud music in his car and disturbs the neighbours. a) An elderly neighbour is tired of listening and one day shouts at the disturber, telling him how bad his music is and how awful young men are nowadays. b) Another neighbour starts a conversation about the style of music and inquires about the car stereo. Then mentions an elderly neighbour and her own baby who cannot sleep because of the loud noises.

PROMPT 9

What is better? Perhaps you could record two possible endings? a) The young man gets angry and shouts back and continues with the disturbance. b) The young man then decides to close the car doors and turn the volume down a bit.



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Case 10 - Friend Enduring a Break-Up

A friend going through a difficult break-up is an opportunity to show empathy in your social life. Imagine you didn't like her boyfriend, and you haven't approved of this relationship. She comes to you distraught that it is over.

PROMPT 10

a) You tell her that he was no good anyway and point out his bad habits. b) Part of being empathetic is reserving judgement, so you set aside what you think should happen and focus on her feelings instead. You give her a hug and listen attentively while she talks.



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Case 11 - Bureaucracy

I recently got a delayed flight. The problem was that I would miss a connection flight from a different company (bad experience #1).

I was only carrying hand luggage, so when the plane landed, I ran as fast I could after a 12 hour flight. I waited on the customs line, got into the country, ran to the airline desk and tried to check-in. The attendant said it was too late (bad experience #2).

So I was oriented to go back to the previous flight airline counter, ask for a letter proving the delay had happened (loooooong line and bad experience #3). After some more waiting, I got the letter in my e-mail and went back to the next airline desk to grab a seat on the next flight.

While on the other long line, full of unsatisfied people (not to say mad), I noticed the letter had been wrongly issued (bad experience #4). But it was almost my turn, so I waited. When I was called, I heard the attendant saying to her colleague she was hungry.

PROMPT 11

a) You get angry and tell the attendant to hurry because you will miss your flight and it will be all their fault. b) Then I started a quick chat:

- "What time did you start today?", I asked.
- 4 am, she said (it was 10am or so).
- Wow! No time for a snack?
- No way, it's crowded today!
- Take your time and eat something, I said.

She smiled and grabbed a quick (two bites) meal. After that, she realised I had to have a printed copy of the letter, otherwise I wouldn't be able to book my flight (bad experience #5). But before I went angry and said I would not accept to go back, she said: "but it's ok, I can arrange a seat for you".

Well, I'm not sure what the trigger was. If it was empathy from her side, or the empathy I exercised about her meal, but that attitude turned all 5 bad experiences into a not so bad experience.

That's a simple but true empathy story.

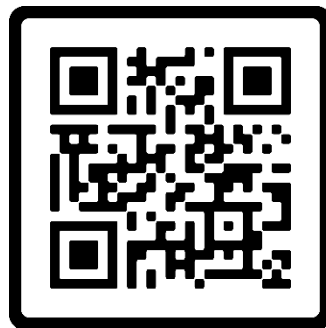


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CHECKLIST:

1. Do we have a group leader, camera person, video editor, timekeeper, actors?
2. Have we understood the study case?
3. How certain are we that we have thought of an empathetic resolution to the situation?
4. Have we decided on proper places to record the video - bear in mind sound, noise, background?
5. Have we practised the lines?
6. Does it end with a question?
7. Is it clear who is who in the video?
8. How good is our final video? Can it be used in a classroom to teach empathetic leadership?
9. Have we uploaded it to



☆ OPEN IN CASE OF EMERGENCY ☆