

# Empathy Bingo

This activity has two rounds. It is designed to help other distinguish between empathy and other responses.

There are three pages for reference when using this activity:

Part A : A Bingo grid that lists different types of responses that are common during conversations and verbal interactions. To use the grid with your mentee – it is useful to print out a copy for them to have as a reference. As they identify the responses and correctly label them – they can cross that response off the grid.

Part B: This is a set of snippets from a range of example conversations. These are not shown to the Mentee, but are read out in order by yourself. Each snippet responds to a corresponding square on the grid.

Part C: This is an optional step in this process. Here the same snippets are used but there are no responses. The aim of this is for the Mentee to craft a statement in response to the snippet that would illustrate empathy. This can be done by showing the list of snippets and have them write or state what they would say in response. OR – a higher gradient would be to read the snippets again as in the first round and ask them to verbally respond without seeing what is written.

After the first round – please go through the answers and discuss with the Mentee any that they got wrong and why.

As there are no ‘exact’ answers for the second round, you as the Mentor will need to listen carefully for their crafted empathetic response. You may let them have more than one chance if they don’t hit the mark. By moving through one at a time – and not moving to the next until they have made a suitably empathetic response, this provides good practice for them to discern as to what is and what isn’t considered empathy. We have provided example answers for reference should you need it – recognising that there is not just one answer.

Again, it is recommended that you have someone work with you, so that you might experience working through the process.

# Empathy Bingo

## Part A : The Bingo Grid.

<b>Interrogating</b>	<b>One-Upping</b>	<b>Advising</b>	<b>Correcting</b>
<b>Consoling</b>	<b>Shutting Down</b>	<b>Educating</b>	<b>Sympathising</b>
<b>Explaining</b>	<b>Fixing it</b>	<b>Empathising</b>	<b>Storytelling</b>

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## Part B : The Snippets.

<b>Fixing It</b>	I'm anxious about getting to the airport on time <i>I'll drive you</i>	<b>Shutting Down</b>	My boss has told me he's cutting my pay <i>Buck up! Lets play pool</i>
<b>One-Upping</b>	Check out this bruise from where I fell down the stairs <i>That's tiny, look at what happened when I was hit by a bike</i>	<b>Educating</b>	I don't know anyone at this new college <i>See it as the opportunity to expand your network of friends and develop your social skills</i>
<b>Storytelling</b>	I couldn't get a taxi at all last night and it meant I had to walk home and didn't arrive until 5am <i>That sounds like the time when .....</i>	<b>Explaining</b>	I'm annoyed that you just left the kids waiting and standing outside the school for an hour <i>That's only because the traffic was terrible</i>
<b>Consoling</b>	I feel terrible that my star student failed his exam <i>You're not to blame, you are a brilliant tutor</i>	<b>Advising</b>	I don't understand what happens to all my money after I get paid <i>You should create a budget then you can track your expenses</i>
<b>Sympathising</b>	My dentist told me I have to have a painful root canal surgery <i>Oh shame, that's terrible</i>	<b>Correcting</b>	I think your essay about the greenhouse could be improved <i>It's a glasshouse not a greenhouse</i>
<b>Interrogating</b>	I can't get my mother to listen to my point of view <i>What's the problem? What's up with her?</i>	<b>Empathising</b>	My house was flooded by that huge downpour and everything is now soaked <i>It sounds like you are overwhelmed by this, what support can I give you?</i>

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## Part C : The Snippets.

I'm anxious about getting to the airport on time	My boss has told me he's cutting my pay
Check out this bruise from where I fell down the stairs	I don't know anyone at this new college
I couldn't get a taxi at all last night and it meant that I had to walk home and didn't arrive until 5am	I'm annoyed that you just left the kids waiting and standing outside the school for an hour
I feel terrible that my star student failed his exam	I don't understand what happens to all my money after I get paid
My dentist told me I have to have a painful root canal surgery	I think your essay about the greenhouse could be improved
I can't get my mother to listen to my point of view	My house was flooded by that huge downpour and everything is now soaked

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## Part C : Example Answers .

I'm anxious about getting to the airport on time	My boss has told me he's cutting my pay
<i>It sounds like you are concerned about missing your plane if you are late?</i>	<i>You are concerned about earning less now</i>
Check out this bruise from where I fell down the stairs	I don't know anyone at this new college
<i>This bruise looks painful</i>	<i>You are feeling isolated as none of your friends are at this school</i>
I couldn't get a taxi for hours last night, I had to walk home and didn't arrive until 5am	I'm annoyed that you just left the kids waiting and standing outside the school for an hour
<i>Such a late night and having to walk all that way – you must be very tired</i>	<i>I fully understand your concern about not being able to pick them up on time</i>
I feel terrible that my star student failed his exam	I don't understand what happens to all my money after I get paid
<i>You are really disappointed for her about her exam result</i>	<i>Your money just seems to disappear and you don't know where it goes</i>
My dentist told me I have to have a painful root canal surgery	I think your essay about the greenhouse could be improved
<i>Sounds like you are anxious about this operation</i>	<i>You think there are opportunities for me to do a better job on my essay</i>
I can't get my mother to listen to my point of view	My house was flooded by that huge downpour and everything is now soaked
<i>Your mom isn't open to your opinions</i>	<i>You are distressed because of the damage to your home from being flooded</i>