

The online article “Empathy: A key ingredient in effective diversity, equity, and inclusion” written by Christina Sackeyfio discusses the topic of empathy-related to diversity in the workplace. Christina Sackeyfio is a founder as well as a principal consultant at Boldly Inclusive which is a firm that focusses on consulting in diversity and inclusion. She has done inclusion related work for over 10 years and is even a Canadian Certified Inclusion Professional. Those credentials give her a unique perspective on the topic that comes from years of experience learning about diversity and inclusion.

Her analysis of empathy connects to my scholarly sources well because her real-life experience coincides with the research done in journals that analyze diversity through a scientific lens. Through her years working on this topic she observed that empathy can be a key tool that companies can use when trying to limit resistance to diversity implementation. I see myself using her article to support my research on empathy because she gives clear understandable definitions, breaking it down past just a general point and shows how it fits into real-life workplaces. On the web site Charity village, which is a Canadian based website that helps to recruit and educate employees involved in charitable and nonprofit organizations, she posts her article focusing on empathy in the workplace. The platform gives this source a unique value because its initial purpose is to be a resource that educates the websites general audience which is most likely employees or employers.

Sackeyfio approaches the topic of empathy by first explaining why in many cases a company seems to outwardly accept diversity, equity, and inclusion (DEI) implementations but ultimately are opposites to inclusion. That opposition leads to employees ignoring guidelines, dismissing new policies, and avoiding accountability. Empathy is then added to the conversation as a solution to the staff's resistance and as a resource to create a sustainably inclusive environment. The author references research from the 1995 research nursing scholar, Professor Theresa Wiseman, which breaks down empathy into four definitions, perspective-taking, staying out of judgment, recognizing the emotion, and communication. Following that she discusses updated research from Daniel Coleman a leader in emotional intelligence and leadership, where he presents three types of empathy cognitive empathy, emotional empathy, and compassionate empathy.

The inclusion of empathy broken into different categories helps the topic become more relatable. Breaking down empathy is important because it is an overarching topic, so it can be difficult for people to understand, referencing it as a way that people feel when they connect with others is a great way to get them to understand the topic. For example defining emotional empathy as what “occurs when you absorb the feelings of another person, often leading to

physical reaction” helps people recognize and label their feelings and know when they are using empathy and when they are not, but should be. Finally, she explains why empathy is beneficial for good DEI, such as how it helps employees connect and understand their clients and fellow employees, along with three ways to increase empathy in the workplace. Those three ways are, putting ourselves into our colleague's shoes, checking in with them to see where they are at and why, and creating a dialog around understanding other's perspectives. This leaves the reader with a reminder that empathy should be used as a tool in the workplace to help the organization be more open and connected.

Charity Village. Christina Sackeyfio, 3 Feb. 2020, charityvillage.com/empathy-a-key-ingredient-in-effective-diversity-equity-and-inclusion/. Accessed 15 July 2020.