

How to Practice Empathy

A DEIB Guide to Supporting Your Iranian Employees

01. Understand



Empathy starts with understanding other people's emotions. Understand that your Iranian colleagues are not doing well and may not be at the top of their game.

Putting yourself in their shoes can help you understand what they're going through and adjust your expectations. How would you feel if your family and friends were trapped in a fire thousands of miles away?

02. Ask



Ask them about their well-being, their loved ones, and how they are impacted by the events in Iran. If you're unsure of what to say, consider using these conversation starters:

- "Given everything that's happening in Iran, I can imagine you're going through a lot. How has it impacted you?"
- I may not understand what you're experiencing, but I'm always here to listen and support you however I can."

03. Listen



Create a safe space for them to share their thoughts and feel valued and understood. Try the following techniques:

- Let go of your opinions and focus on their point of view.
- Don't interrupt them and give them your undivided attention.
- Use supportive body language, such as nodding, maintaining eye contact, and keeping an open posture.

04. Respond with Empathy



Try the following techniques when your Iranian colleagues open up to you:

- Thank them and express empathy: "Thank you for sharing with me. I am so sorry for what you're going through."
- Offer support and resources and encourage them to prioritize their well-being: "What can I do to support you?"
- Check in with them: "How are you doing today?"