

EMPATHY MAPPING

Choose a scenario. With a partner/small group discuss and map out the potential thoughts, feelings, sights, and actions that the individuals in these scenarios might experience, offering a deeper understanding and empathy for the challenges faced by many in conflict zones.

1: PROJECT DEADLINE PRESSURE

Owen is leading a critical project at Philips that is approaching its deadline. Despite the team's efforts, they are behind schedule. Owen has been staying late every night, skipping meals, and foregoing sleep to try and catch up.

2: AFTERMATH OF REDUNDANCY ANNOUNCEMENTS

Sophie recently learned that her department at Philips is facing cuts, with several of her close colleagues being made redundant. She's grateful to keep her job but feels survivor's guilt and fear about the future.

3: BALANCING WORK AND PERSONAL TRAUMA

Raj is a long-time employee at Philips whose partner has been diagnosed with a serious illness. He's finding it difficult to concentrate at work, worrying about his partner's health and upcoming treatments.

4: EXPERIENCING WORKPLACE BULLYING

Fiona is a talented but introverted engineer at Philips. She has recently become the target of subtle but persistent workplace bullying by a more dominant colleague, which is starting to affect her mental health and confidence.

5: NEW ROLE OVERWHELM

Hardeep has recently been promoted to a managerial position within Philips. While he is excited about the opportunity, he feels unprepared for the leadership role and is concerned about making mistakes that could impact the team's performance.

THINKING	FEELING
SEEING	DOING

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SCENARIO 6: CHRONIC ILLNESS MANAGEMENT

Lisa has been dealing with a chronic illness that affects her daily energy levels. She's a dedicated Philips employee, but her condition is unpredictable, and she's finding it hard to maintain her previous standards of productivity.

SCENARIO 7: WORK-LIFE IMBALANCE

Daniel, a single father working at Philips, is struggling to balance his demanding job and caring for his young children. With the recent increase in work demands, he's finding it hard to leave on time to pick up his kids from childcare.

SCENARIO 8: RETIREMENT TRANSITION

Geoffrey is approaching retirement after a long career at Philips. He's beginning to feel disconnected from his younger colleagues and is unsure about his purpose and identity post-retirement.

SCENARIO 9: INTEGRATION POST-LEAVE

Mina has returned to her role at Philips after a six-month sabbatical. The landscape of her department has changed, with new processes in place, and she feels like she's struggling to integrate back into the team.

SCENARIO 10: ACCUSATION OF ERROR

Yigal has been accused of making a significant error in a project report. He's confident it wasn't his mistake, but the accusation has shaken his confidence and made him question his future at Philips.

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