**SOCIAL LITERACY EXERCISE FORMAT**

1. Module (title and number):
2. Exercise name: **Observation vs. Empathy**
3. Purpose:

* Demonstrate a basic understanding of ethical practice in public institutions
* Understand the importance of bringing sensitivity and awareness to all interaction at work place

1. Duration/Time frame:
2. Participants: community public staff, disadvantage (vulnerable) groups (disabilities, migrants, dropouts, job-seekers/long term unemployed, etc.)
3. Group size: triade and/or small group (8-12 participants)
4. Material: /
5. Methods: role-play, problem solving strategies, discussion
6. Description:

Exercise requires at least three people or groups of three people. Name the person A, B, C. Person C is the observer, while person A tells something about his/her life to person B. Person A should talk something of moderate importance. Person B listens in the focus being kept on person A. Person C watches carefully (person A), paying attention to verbal as well non-verbal communication. After three minutes Person A and person C change chairs and person C retell the story as he/she were person A, seeking to match the qualities of verbal and non-verbal communication that person A demonstrated as closely as possible. Persons changed positions, so person A observes and person B engages similarly to the first telling of the story. After 3 minutes they must stop and discuss what happened, what they learned, how/what they understood (might want to apply) to the future ability to better understand another one.

The three will rotate positions twice, so one can play each role.

**Conclusions:**

* Be sure to end the session with conclusion – »what we have been learning today«
* ask every participant for Feedback
* Close the session with positive attitude

1. Advice for Trainer:

Talk and help the participants to debrief what they learned, discus how they can use this information in the light of what interactions help them improve.

Preparation will be needed in advance. It is important to have knowledge and skills in group dynamics.

1. Source/Literature: Adapted from Social and Emotional Intelligence. Hughes, Thompson, Terrel. 2009. Pfeiffer: San Francisco.
2. Handouts: /
3. Contributor (partner): Integra Institute (Sonja Bercko, psychosinthesis th. and NLP spec. practitioner)