

Sympathy, Empathy and Cultural Sensitivity

Dr Naheed Mahsood



Learning Objectives

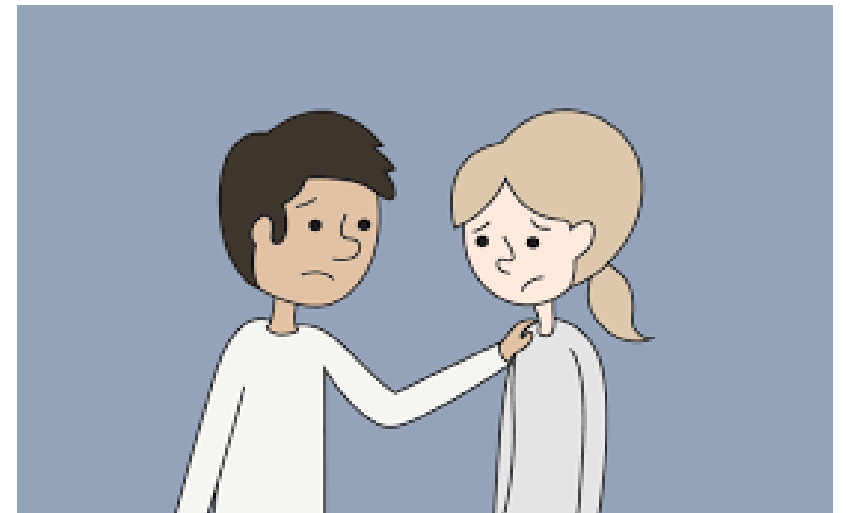
By end of this lecture, students shall be able to

- Discriminate between sympathy and empathy.
- Describe cultural sensitivity towards individuals and cultural differences

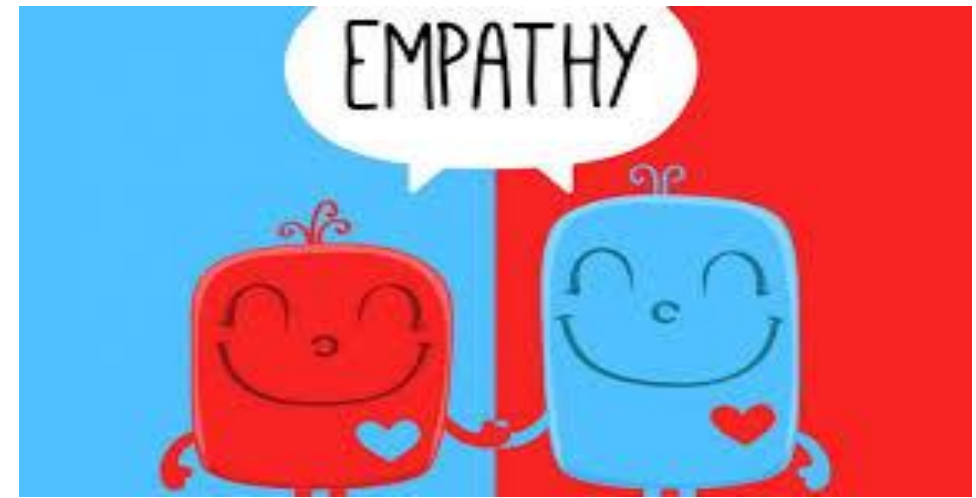
What's the
difference between
sympathy and
empathy?

SYMPATHY...

...is when you understand how and why a person feels like they do, but you're not in their position.



EMPATHY...



...is when you can imagine you're in the other person's shoes, so you can share their feelings.

Types of Caring



Feeling *FOR*
Someone

Feeling *WITH*
Someone

Sympathy

Empathy

Identify the difference btw sympathy and empathy

- “When people tries to make changes like loosing weight, at start it seems difficult”.

Sympathy

- “I know its not easy to lose some weight because I have faced same problem with myself”.

Empathy

An illustration on a light grey background. In the upper left, two black silhouettes of a man and a woman are shown. A speech bubble from the man says "I'm sorry for you." Below them, a large yellow oval contains the word "Sympathy" in a black, handwritten-style font. In the foreground, a dark blue silhouette of a person's head and shoulders is shown in profile, with their eyes closed and a single blue tear falling from their eye.

Sympathy

An illustration on a bright yellow background. In the upper right, two black silhouettes of a woman and a man are shown. A speech bubble from the woman says "I understand." Below them, a large white oval contains the word "Empathy" in a black, handwritten-style font. The foreground is shared with the same dark blue silhouette of a person's head and shoulders from the sympathy illustration, with their eyes closed and a tear falling.

Empathy

lifehack

- It's not that sympathy is bad, not at all.
- It's just that empathy invites a connection sympathy simply can't.
- Sympathy says, "I feel sorry for you," while empathy declares, "I am you."
- Sympathy is **Recognition**
- Empathy is **Emotion**.

Challenges of Empathy

1. It takes time.
2. Requires our attention.
3. Requires we push aside our own baggage.
4. Switches our outlook from ourselves to others.

Apathy

- Lack of feeling



I DON'T FEEL,
and neither do I care to.

-Apathy

What is Compassion?

Definition:

“...a *sensitivity* to the suffering of self and others , with a deep commitment to try to relieve it.”

The Dalai Lama (1995)



Compassion



Pity:
I acknowledge
your suffering.

Sympathy:
I care about
your suffering.

Empathy:
I feel your
suffering.

Compassion:
I want to relieve
your suffering.

Engagement



Derbyshire Healthcare **NHS**
NHS Foundation Trust

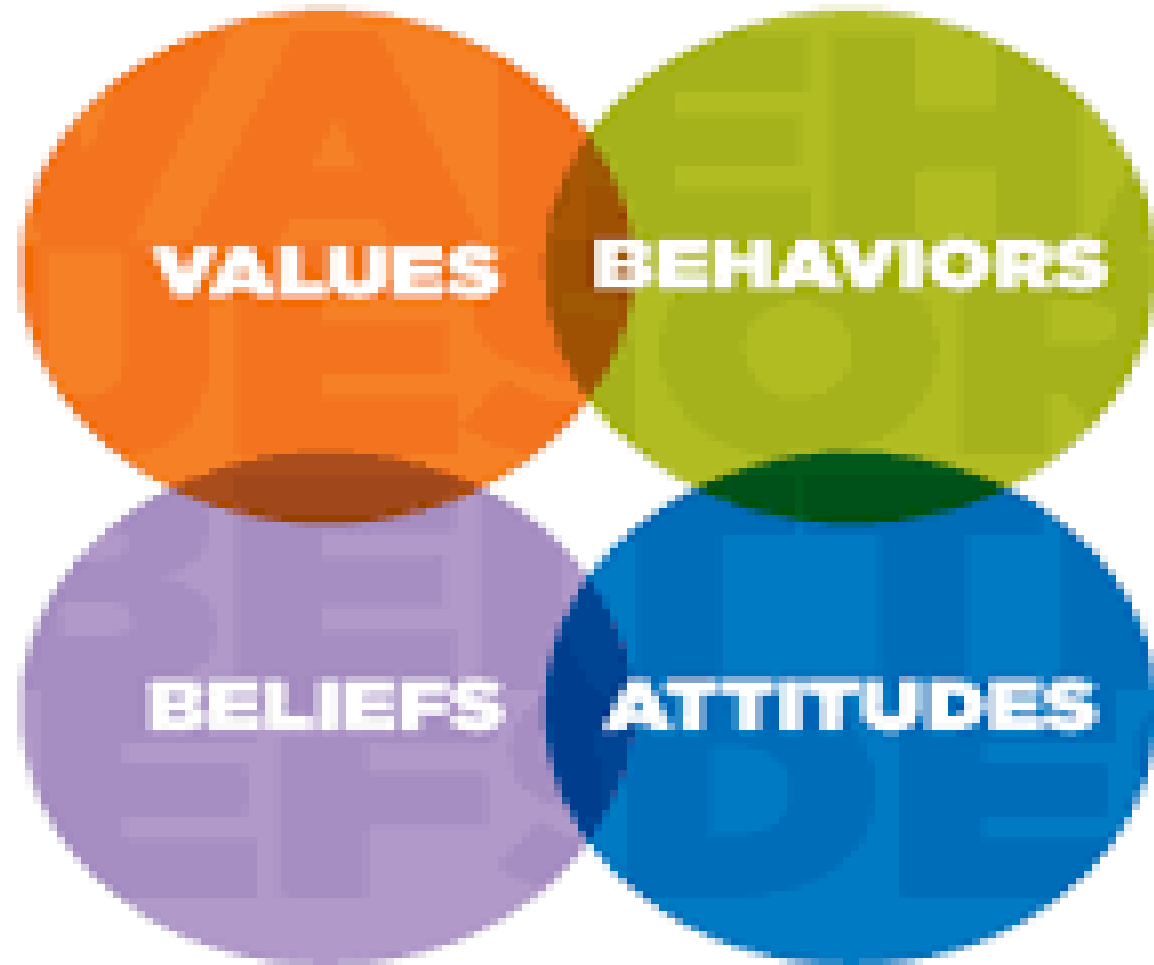
Compassion

KSB



Each person is representative of a mixture of “cultures and experiences” ...

What is culture?



Culture

- The belief, values, ideas, customs and social behavior of a particular group of people or society.



What is Cultural Sensitivity?



- Cultural Sensitivity begins with the understanding that there are differences among cultures.
- Knowing that cultural differences as well as similarities exist, without assigning values (i.e. better or worse, right or wrong to those cultural differences)

- Have you ever been the subject of a negative reaction based only on your membership in a group?
- Why do people have negative stereotypes about others?
- How about a positive reaction for the same reason?



Views Are Like Icebergs

- Just as 90% of an iceberg is out of sight, very little can be determined about a person based on their appearance. Stereotypes are opinions based on their appearance.



PREJUDICE

Generalized ***attitude*** towards members of a group.

STEREOTYPE

Generalized ***belief*** about members of a group.

DISCRIMINATION

Behaviors directed towards people on the basis of their group membership.

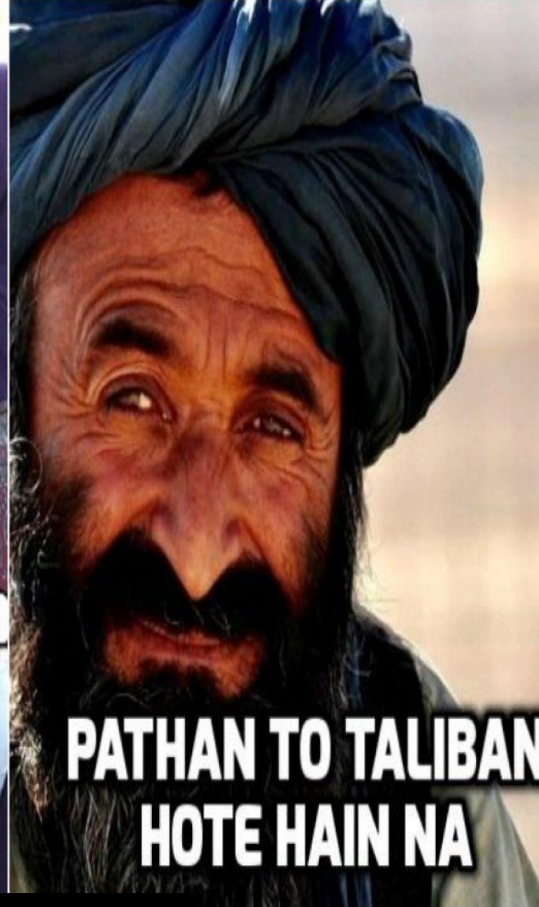
Gay!!

jaahil!!

Taliban?



KIA? SIRF BETIAN
HAIN? BETA NAHI HAI?



PATHAN TO TALIBAN
HOTE HAIN NA

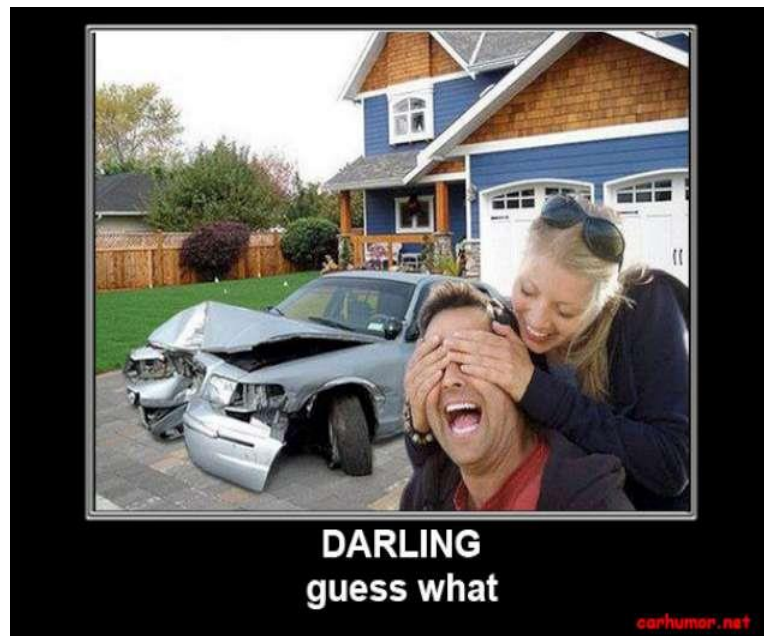
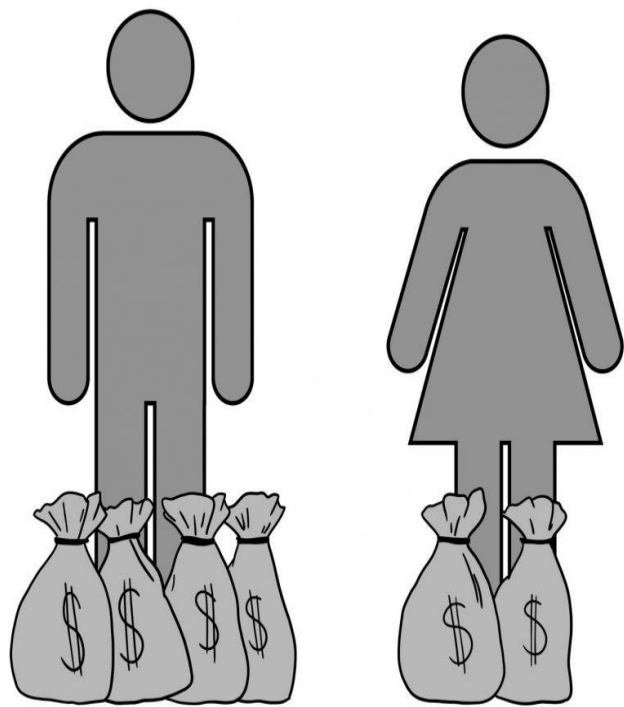


نسوار ملے گی؟

WHEN YOU'RE A PATHAN

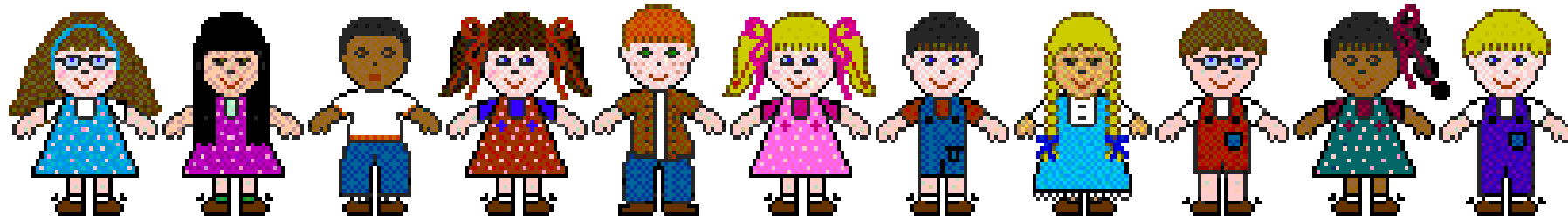






What is Diversity?

- Diversity refers to all the ways that individuals are unique and differ from one another.
- Diversity can't be narrowly defined. It's simply embracing and celebrating the differences we all embody.

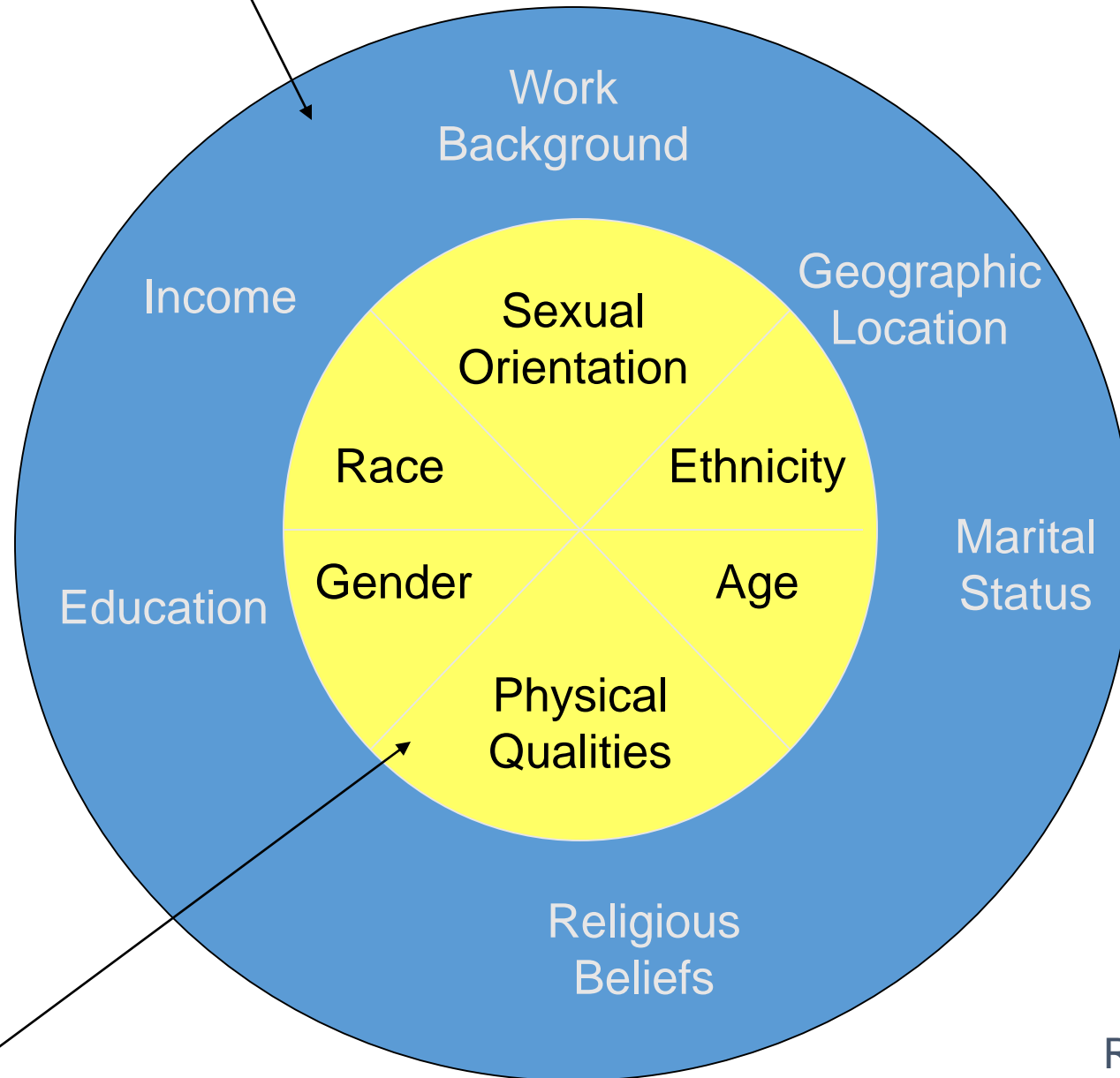


Elements of Diversity

- Age
- Gender
- Ethnicity
- Race
- Physical Ability
- Sexual Orientation
- Physical Characteristics
- Income
- Education
- Marital Status
- Religious Beliefs
- Geographic Location
- Parental Status
- Personality Type



Secondary Dimensions of Diversity



Primary Dimensions of Diversity

Loden and
Rosener 1991

Civilizations should be measured by
"the degree of diversity attained
and the degree of unity retained."

— W.H. Auden, English poet (1907-1973)



No excuse

- Culture' is no excuse for harming a person.
- We need to be clear about the difference between culturally specific practice and religious belief that is not harmful.



Cultural Awareness



“If you are

- **Humble**
- **Respectful**
- **Friendly**

you will always be fine”

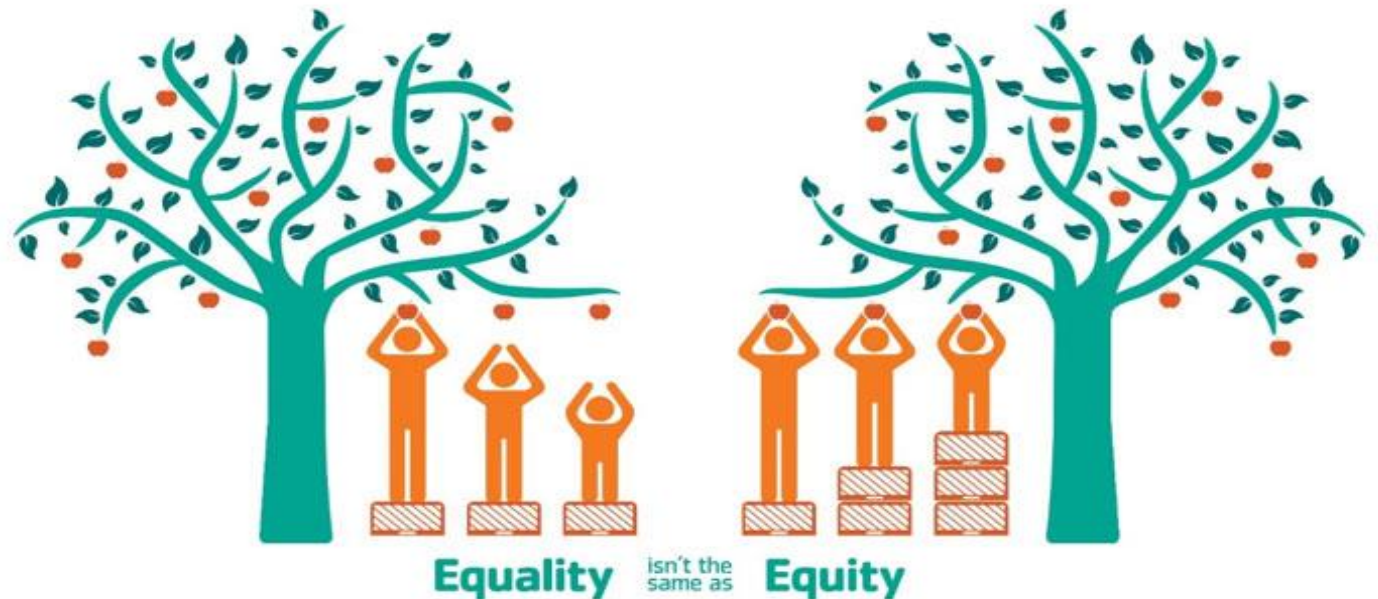
In other words.....

**Treat all people with
respect!**

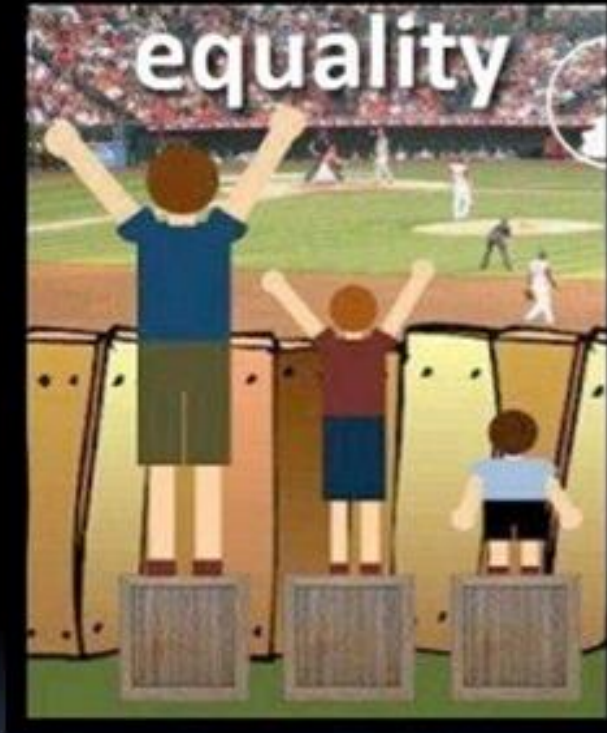


Equity = Fairness

- **Horizontal Equity**
 - Equal treatment of the equal
 - E.g. Those on equal incomes pay the same amount of tax
- **Vertical Equity**
 - Unequal treatment of the unequal
 - E.g. Those on higher incomes pay more on their income taxes on the basis that they can afford more



Equality vs. Equity



EQUALITY=SAMENESS

**GIVING EVERYONE THE SAME
THING** → It only works if
everyone starts from the same
place



EQUITY=FAIRNESS

**ACCESS to SAME
OPPORTUNITIES** → We must first
ensure equity before we can
enjoy equality

Health Equity

“Health equity means that every person, regardless of who they are—the color of their skin, their level of education, their gender or sexual identity, whether or not they have a disability, the job that they have, or the neighborhood that they live in—has an equal opportunity to achieve optimal health



Source: Braveman PA, et al. Health disparities and health equity: The issue is justice. 2011.

— REACHING FOR — *Health Equity*

Reducing health disparities brings us closer to reaching health equity.



Programs designed
to reduce health
disparities



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention

<http://www.cdc.gov/minorityhealth/strategies2016/>

CS262907

Message of the Day

Anne Frank:

“We all live with the objective of being happy; our lives are all different and yet the same.”

