



Co-funded by the  
Erasmus+ Programme  
of the European Union

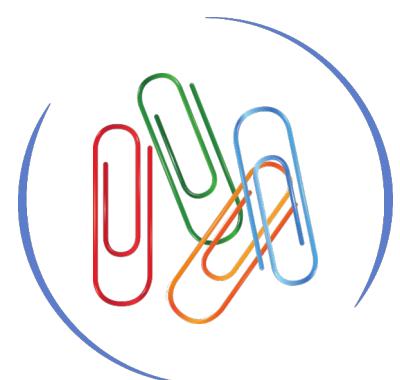
## WP2 – Competences on integration and inclusion for VET practitioners

# Workshop n.1 “Empathy”

IDEA

Erasmus+ | KA2 - Strategic Partnerships | Project no. 2023-1-IE01-KA220-VET-000159740

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use that might be made of the information contained therein.



TRANSFORM

# What is empathy?



**Empathy** is the ability to understand and share the feelings, thoughts, and experiences of another person. It involves recognizing another person's emotions, putting yourself in their shoes, and responding with care and sensitivity. Empathy allows individuals to connect with others on a deeper level, showing compassion and support.



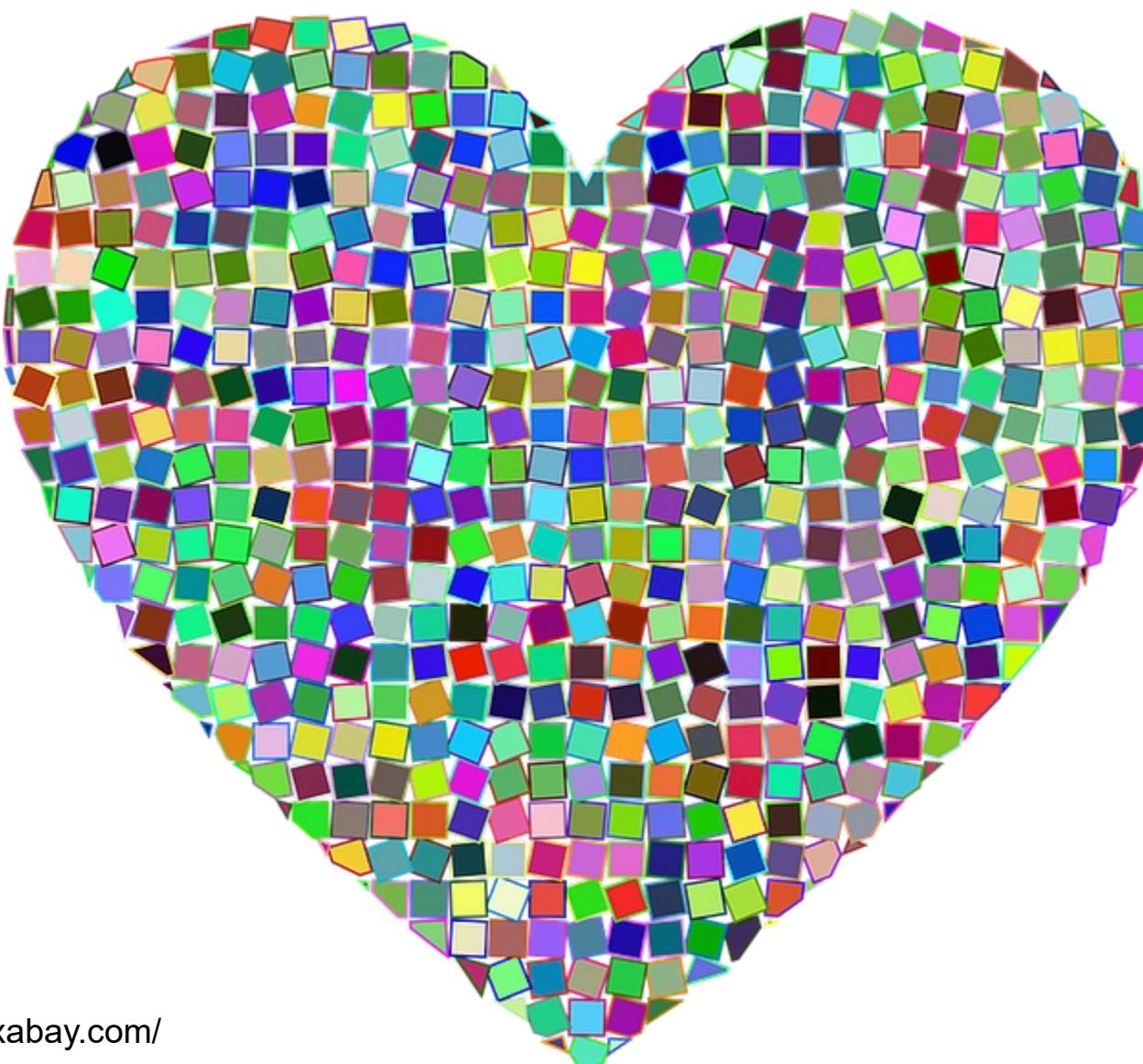
# What is empathy?



# Empathy as a Tool in Working with Socially Excluded Individuals

- Empathy helps trainers **see the perspective of marginalized individuals**, which is crucial for building bonds and providing effective support.
- Through empathy, trainers can **understand the fears, frustrations, and needs** of socially excluded individuals, creating a supportive environment for learning and development.

# Components of Empathy in the Context of Social Exclusion



- **Cognitive Empathy:** Understanding the life situation of the individual (e.g., economic difficulties, lack of family support).
- **Emotional Empathy:** The ability to share difficult emotions, such as shame, sadness, or anger, which may stem from experiences of exclusion.
- **Behavioral Empathy:** The willingness to support and take actions that can help marginalized individuals reintegrate socially and professionally.



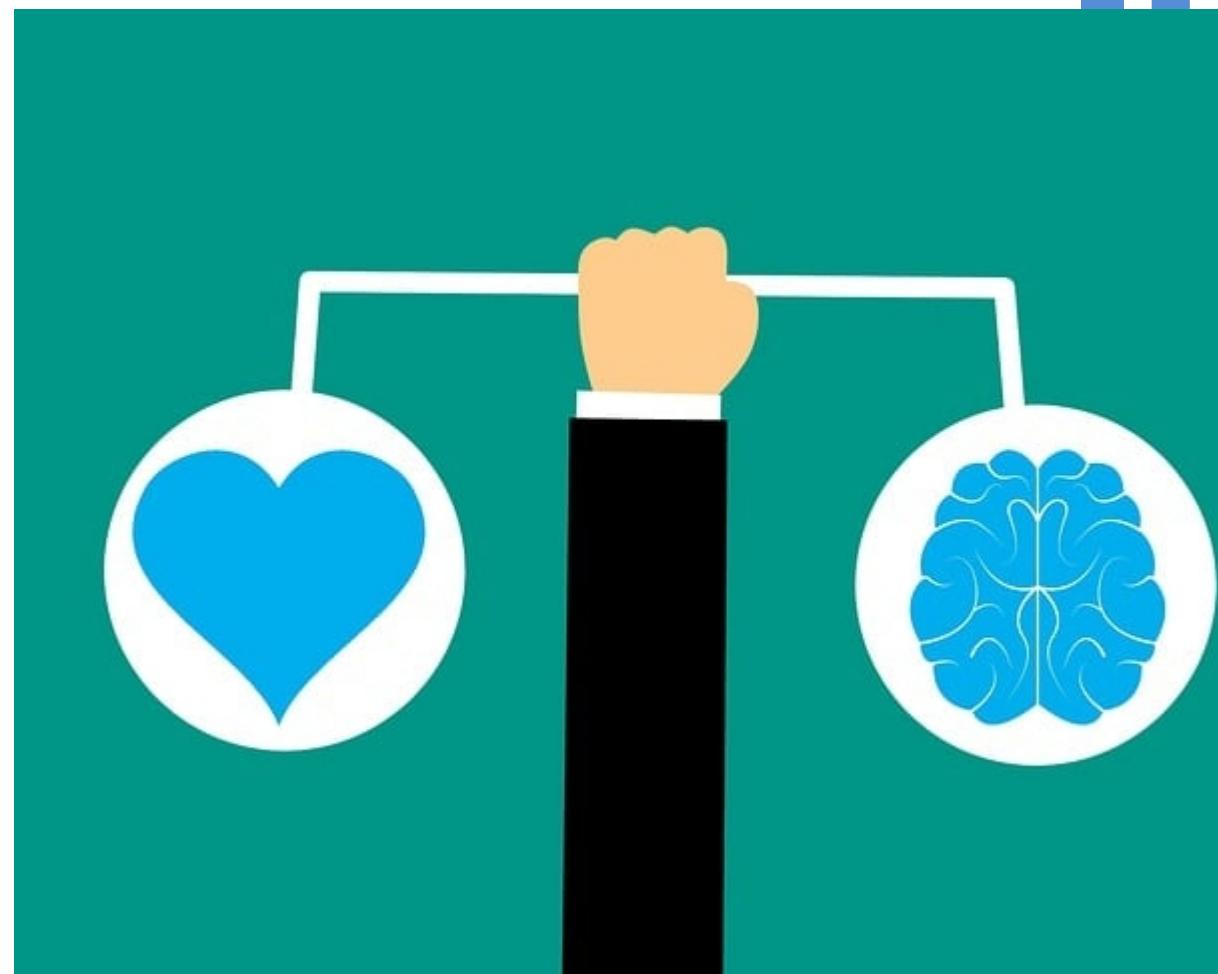
# Challenges in Working with Socially Excluded Individuals



- **Building Trust:**

Marginalized individuals often have limited trust in the system or people around them. Trainers need to demonstrate patience and understanding.

# Challenges in Working with Socially Excluded Individuals



- **Dealing with Trauma:**

Many marginalized individuals have experienced trauma (emotional, psychological), requiring special care and sensitivity in interactions.

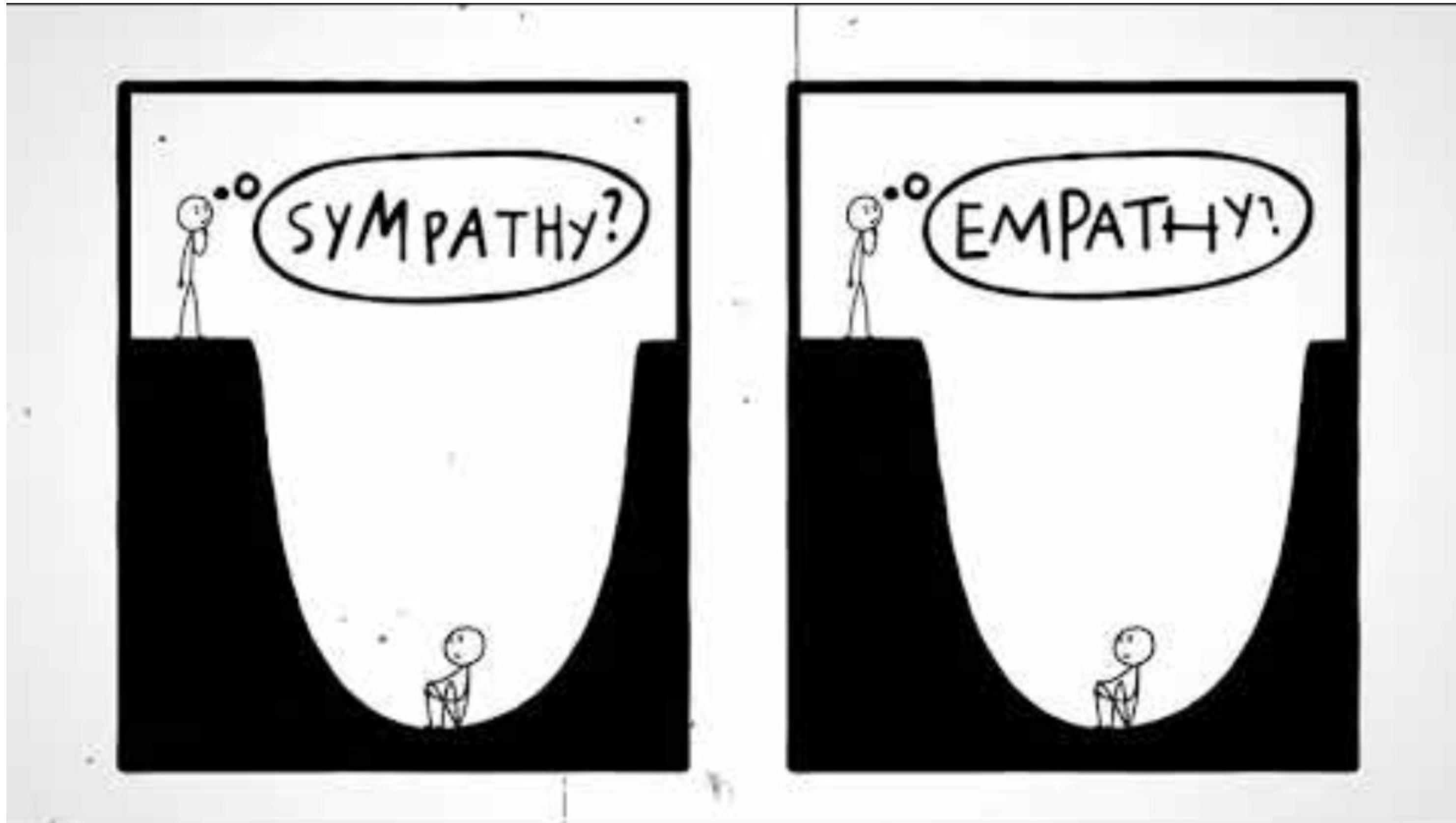
# Challenges in Working with Socially Excluded Individuals



- **Cultural and Social Barriers:**  
Trainers must account for cultural diversity, differences in norms, and values.



# Challenges in Working with Socially Excluded Individuals





# How Empathy Supports the Reintegration Process



- Empathy enables better tailoring of educational programs to meet the needs of participants, increasing their engagement and learning effectiveness.
- A trainer who can respond empathetically supports the process of rebuilding identity and self-confidence in marginalized individuals.

i THANK  
YOU!

ABOUT US

@transform

