

Empathy Resource for Supervisors

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RESOURCE	Templates

Why is empathy important?

As a supervisor, using empathy with your working learners is crucial. It helps build trust, understanding, and a supportive work environment, fostering better communication and collaboration. By putting yourself in their shoes, you can address their needs and concerns effectively, ultimately enhancing productivity and morale.

How to use these questions

Use the statements below as guiding questions to help you be more empathetic with your students and address their needs and concerns effectively. Simply use these as reflection questions for yourself or modify them to help guide conversations with your working learners. They can be used in a 1:1 meeting or even in a group setting. Understanding answers to these questions can help you to create a student employment experience that meets the needs of your students and ensures they are as successful as possible.

Supervisor Reflection Questions

- What are your working learner's career goals, and how can you align their tasks and responsibilities to enhance their skill development?
- How might your working learner be feeling about their current workload, and how can you ensure it aligns with their capacity?
- What challenges is your working learner facing in balancing work and academic responsibilities, and how can you support them?
- Can you share a recent success or accomplishment of your working learner, and how did they feel about it?
- In what ways might the working learner's circumstances impact their performance, and how can you provide understanding and flexibility?
- How would you feel in the working learner's situation, and what support or adjustments would you appreciate?
- Can you recall a time when you faced a similar challenge as the working learner, and how did it impact your work and well-being?
- What aspects of the job bring the working learner joy or satisfaction, and how can we amplify those positive experiences?

- How might the working learner interpret the feedback they receive, and how can you ensure your communication is constructive and supportive?
- What external factors might be affecting the working learner's performance, and how can you address or accommodate those influences?
- How might the working learner's cultural background or experiences influence their perspective, and how can we celebrate and respect those differences?

Examples of student focused-questions

- How can you create a work environment where the working learner feels comfortable sharing their thoughts and concerns?
- Can you think of a time when you needed understanding and empathy from a supervisor, and how it positively impacted your experience?
- What opportunities for growth and development can I offer you (working learner), and how can I tailor these to your unique aspirations?