# The Science of Empathy

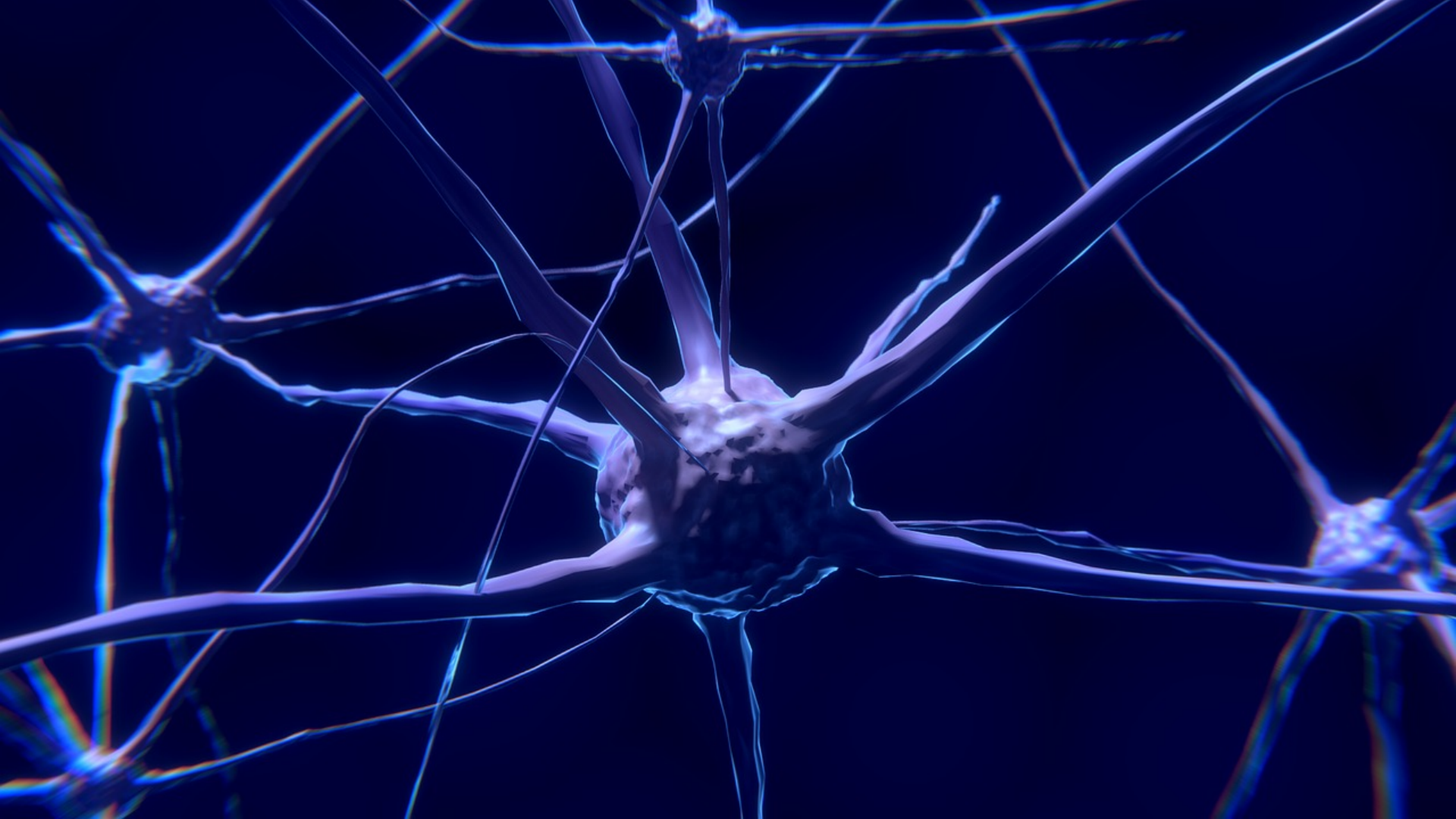
## Practical Ways to Foster Innovation

SAFe SUMMIT
October 27-28, 2020

# Jennifer Fawcett

SAFe® Fellow

Meet

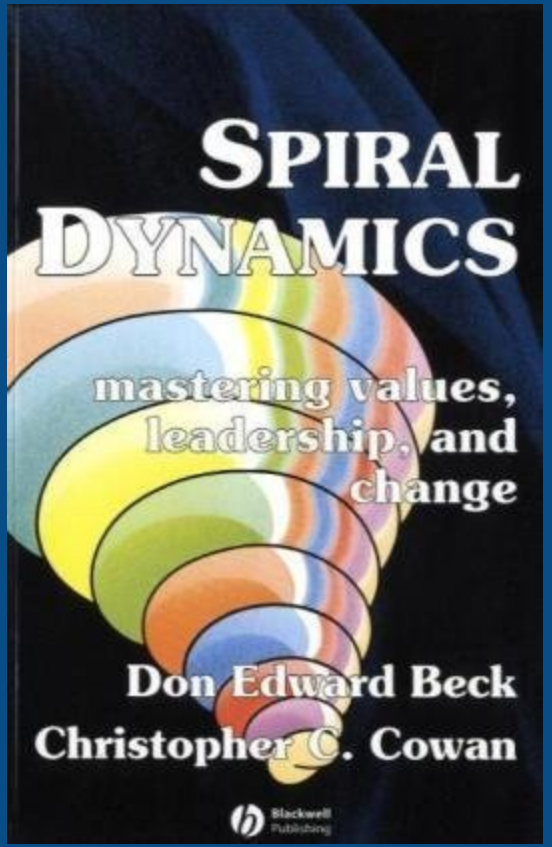


*Empathy* ⟷ *Design Thinking* ⟷ *Social Responsibility*

# Design Thinking begins with Empathy

*“How do we develop agency in our leaders and our people to sense the circumstance, reflect, learn, figure out what the right thing to do is, consider trade-offs, and then create action to move all of us closer to the goal?”*

http://empathy.guru

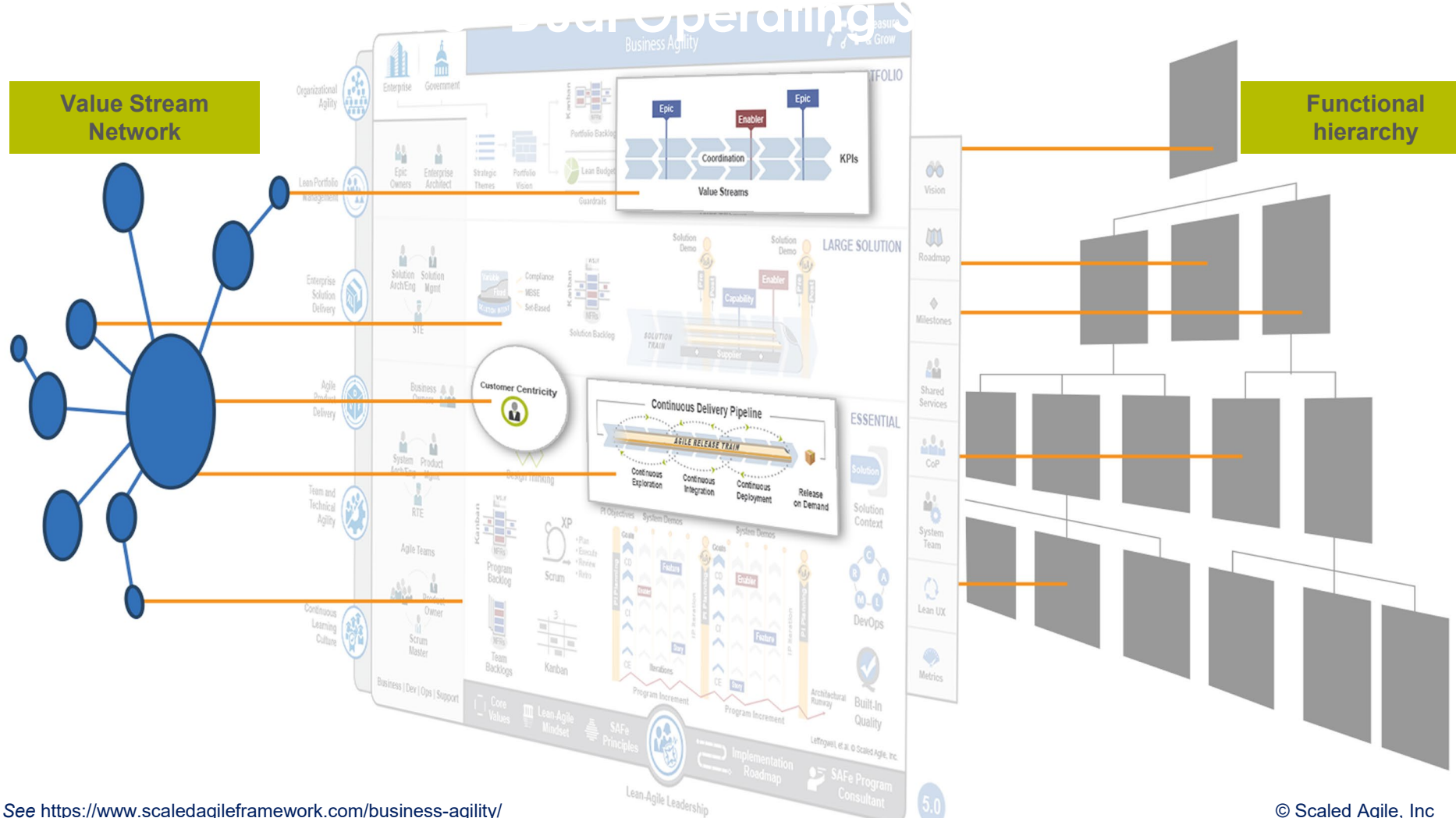

SPIRAL
DYNAMICS
mastering values, leadership, and change
Don Edward Beck
Christopher C. Cowan
Blackwell Publishing

1. Orderly progression of values

2. Values are associated with a given social structure

Value Stream Network

Functional hierarchy




*See* https://www.scaledagileframework.com/business-agility/

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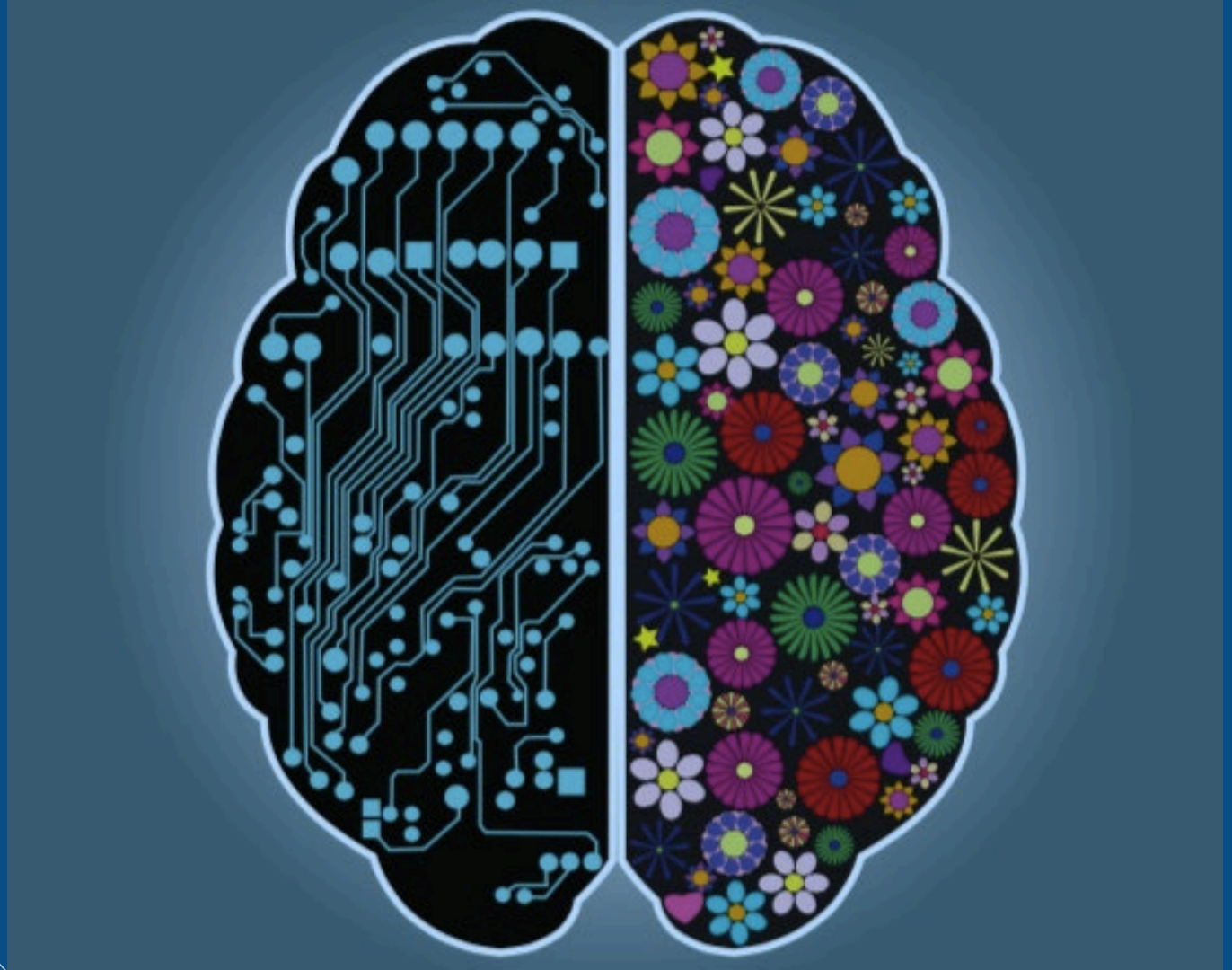
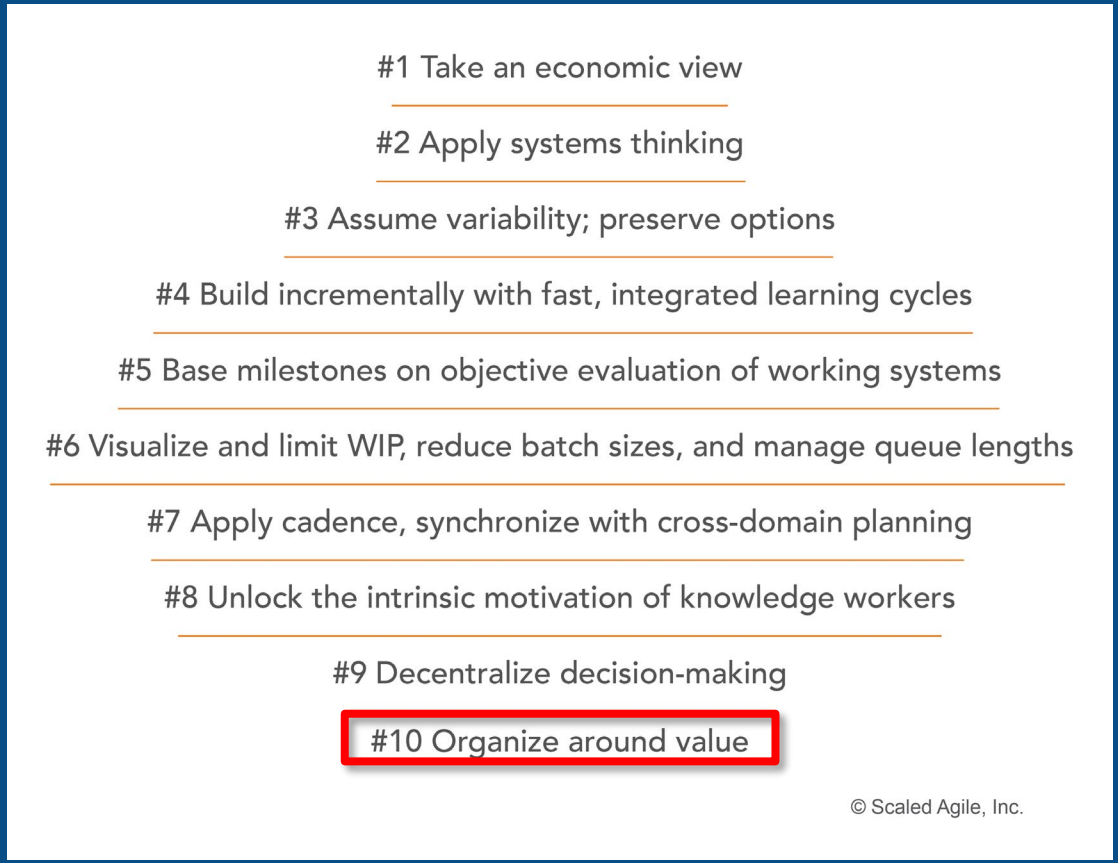
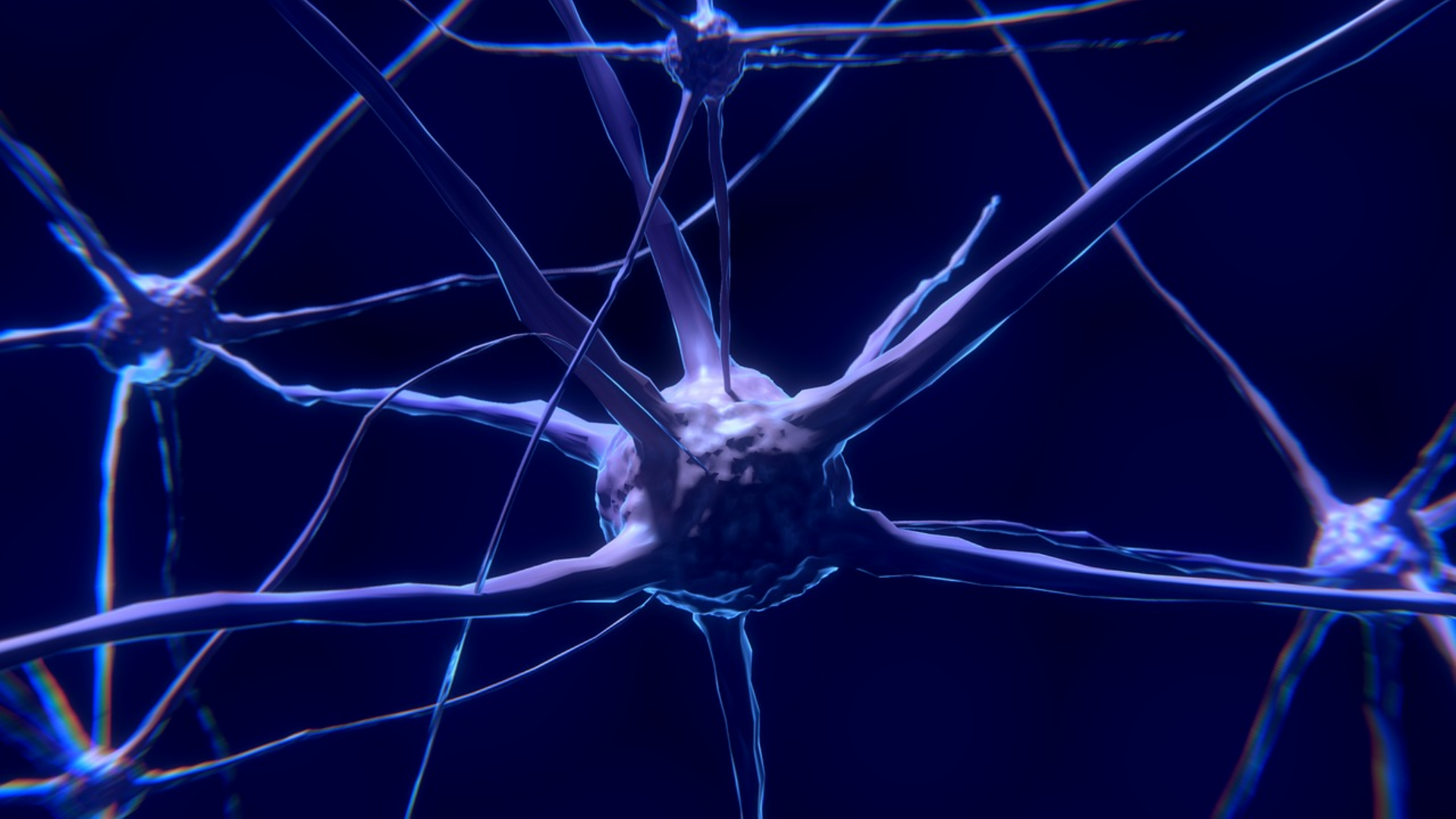
# How do you grow this empathetic fabric?



# SAFe® Lean-Agile Principles




*See* https://www.scaledagileframework.com/safe-lean-agile-principles/



# De Waal's Empathy Pyramid

***Lower levels are nested in higher levels***

Frans De Waal, primatologist professor of primate behavior Emory University.

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# 3 Precepts

# 1. Empathy (or lack of) rules relationships.

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- Practice and model behavior
- Socialize
- Actively listen
- Personal reflection

1. Empathy (or lack of) rules relationships.
2. Safety is the foundation of empathy.

1. **Empathy (or lack of) rules relationships.**

2. **Safety is the foundation of empathy.**

   - Transparency and honesty
   - Co-equality
   - Body language

1. Empathy (or lack of) rules relationships
2. Safety is the foundation of empathy
3. Different empathy levels are tied to different values

*“For too long, the economy has been viewed as separate from ecology, but nature has showed us that the two are inextricably joined. In fact, the economy is a subset of the ecology. Every single thing – food, clothing, electronics, homes and office buildings, cars and the fuel to run them... – is made from resources that come from the earth”*

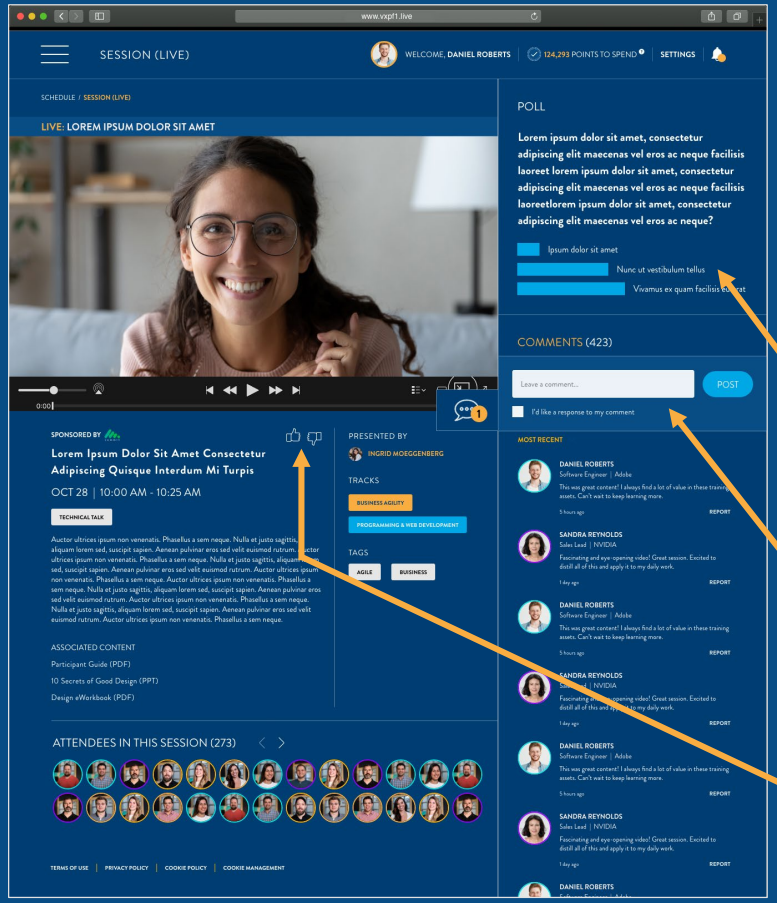
*Lynne Twist, The Soul of Money*

# We are impermanent

# What inspires you?

# Join me at the Meet the Speaker Session!

**Please refer to the agenda for scheduled times**




# Participate in polling, post comments, and rate sessions

1. Polling
2. Comment
3. Thumbs up or down

# Thank you!

# Sources and references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- Leffingwell, *Agile Software Requirements*
- Lynn Twist, *The Soul of Money*
- Don Reinertson, *Principles of Product Development Flow*
- Gene Kim, *The Unicorn Project*
- Peter Senge, *The Fifth Discipline*