



TEAWAY
Promoting Tea as the Engine of Growth
for the Black Sea Basin Area



Social and Communication Skills

How to Handle Empathy and Trust

ZISOPOULOU THOMAI

What is Empathy?

In its simplest form, it is about recognizing the feelings of others

It is a key element of **Emotional Intelligence**. It is our connection with others, because it concerns the understanding of what others experience as if we feel it ourselves.

Empathy goes far beyond the sympathy we can feel for someone, which can be considered an "emotion". Rather, it is about "feeling together" with someone else using our imagination.

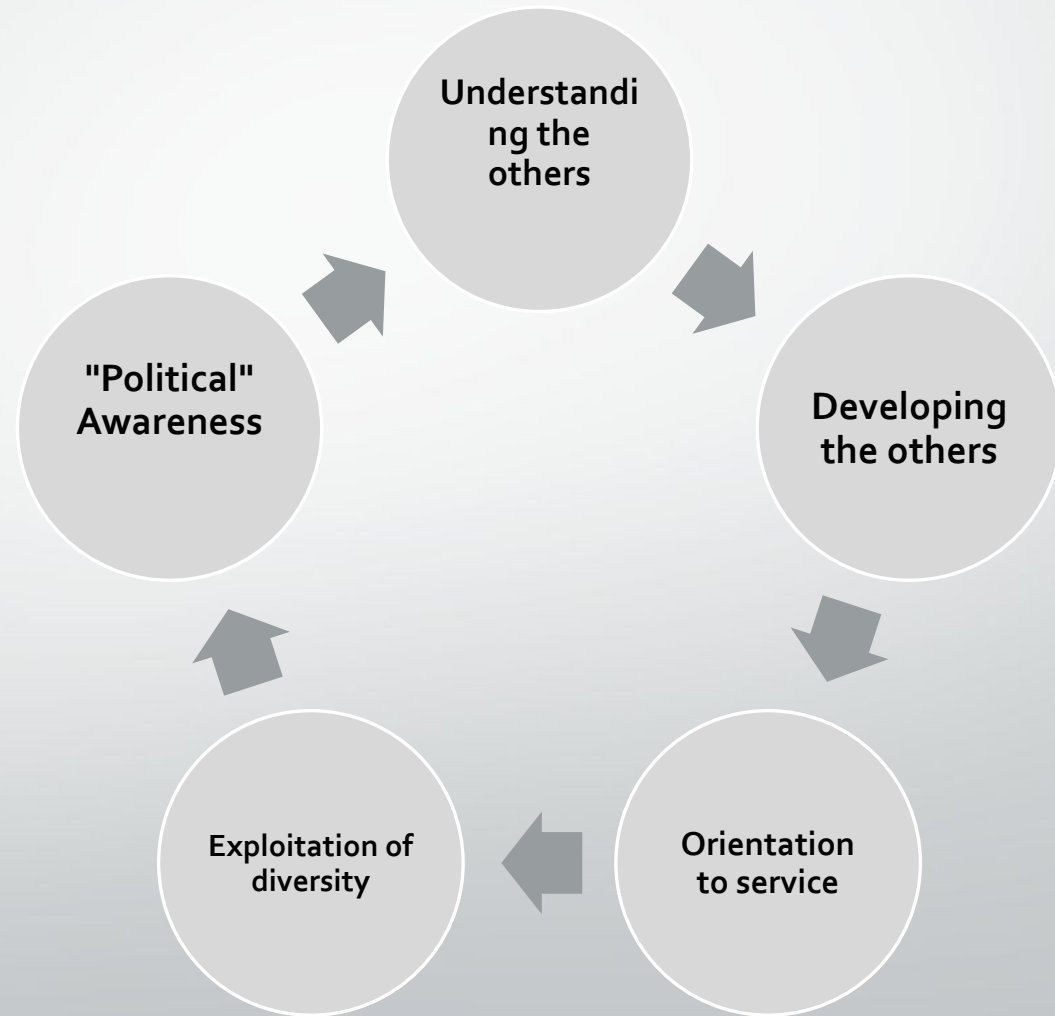


Developing Empathy

It may not always be easy or possible to show empathy, but by using our imagination we can practice it.

Research has shown that those who show empathy for others tend to have better relationships and enjoy a better lifestyle.

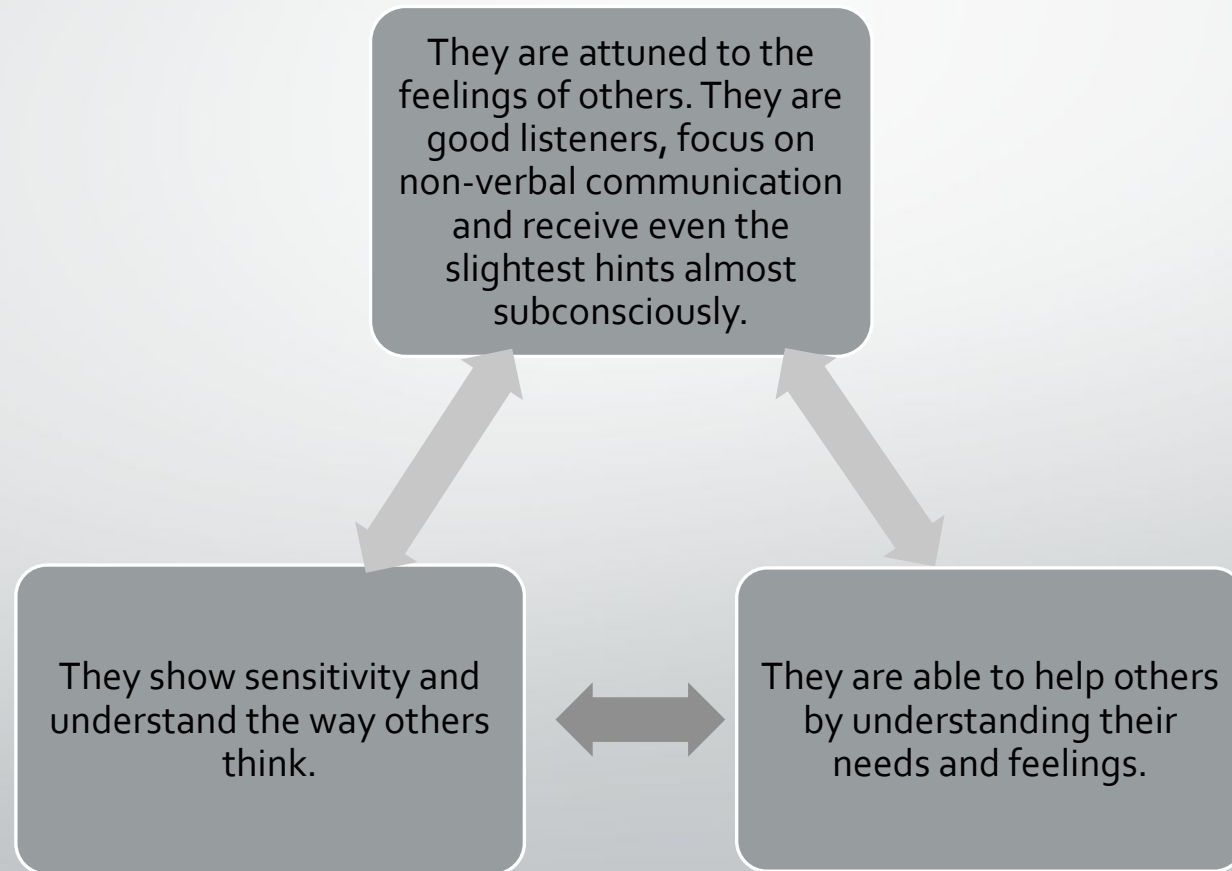
Understanding the Others



How to Handle Empathy and Trust

Understanding the Others

"Empathy is about feeling the feelings and opinions of others and caring about their concerns." Those who achieve this:



How to Handle Empathy and Trust

Developing the Others

This means helping others reach their full potential. People with this skill usually:

They reward and praise others for their achievements and strengths and provide constructive feedback focused on improving them.




They provide guidance to help others develop their potential.




They make assignments based on the development of their teams.

Having a service orientation

Orientation to service means that priority must be given to the needs of customers and the search for ways to improve their satisfaction and commitment.



People with this approach will do more for the customer.



They also really understand the needs of the customers and try to satisfy them.

Taking advantage of Diversity

This means being able to create opportunities through the diversity of individuals, recognizing that everyone can offer something to the team.

This does not mean that we should treat each other in the same way, but that we adapt the way we interact with others taking into account their needs and feelings.

People with this skill respect and relate harmoniously to others. As a rule, they see diversity as an opportunity, understanding that groups that show some degree of diversity work better than groups that are more homogeneous.

"Political" Awareness

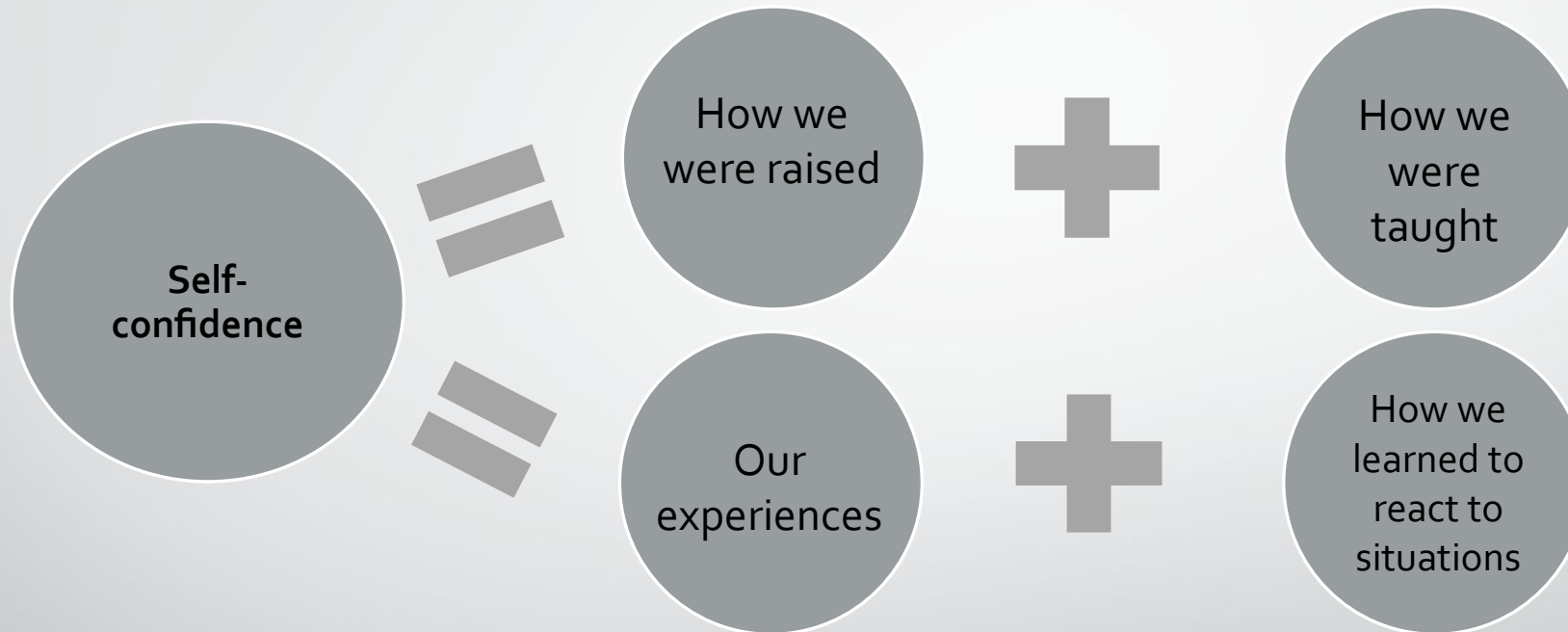
Many people believe that "political" skills can manipulate others. However, these are about how well one feels and responds to the power relations and emotional "underground currents" of a group.



It also means providing effective support to others so that they can succeed where others have failed.

What Does Self-confidence Mean?

It can mean many different things to some. In fact, it simply means believing in oneself.



We learn from others how to think about ourselves and how to behave - these "lessons" affect the way we think about ourselves and the others.



Low self esteem

Often when one has low self-esteem it is related to what one thinks others think of him.

Maybe he thinks that others will make fun of him if someone makes a mistake.

This way of thinking can prevent someone from doing things they want or need because they think the possible consequences will be too painful or embarrassing.

Too much self confidence

It can be a problem if one believes that one can do everything - even if one does not have the required knowledge, skills and abilities.

In these cases it **can lead to failure.**

One can also be considered **arrogant** or **selfish**.

If one is considered arrogant, it is very likely that others will **be happy with his failure** .

Self-confidence

- With this term we describe how we feel about our ability to take on roles and tasks.



Self-esteem

- It is the way we feel about ourselves, how we think and whether we deserve it or not.

People with **low self-esteem** usually have **low self-esteem** . However, people with **high self-esteem** may have **low self-esteem** . It is also possible for people with low self-esteem to feel very confident in doing certain things.

Ways to improve your self-confidence

There are two ways. While the ultimate goal is to feel more confident about yourself and your abilities, it is also important to share this with others.

Design and preparation

People usually feel low self-esteem about new and potentially difficult situations

Prepare for the unknown

Learning and education

Helps us feel confident about our ability to take on roles and tasks

Knowing what to expect always helps

Positive Thinking

A very effective way to boost your confidence

Emphasize your strengths and successes and learn from your mistakes

See with a different angle the way you think about your life

**Know your
strengths and
weaknesses**

- Make a list of things you can do well and things you need to improve on.
- Discuss your list with friends or people from your family as they will definitely be able to add things to your list.
- Recognize and honor your strengths and find ways to manage your weaknesses.

We all do mistakes

- Do not think of your mistakes as something bad but as opportunities to learn from them.

See with a different angle the way you think about your life

Accept the compliments and compliment yourself

- When someone compliments you, thank them and ask what exactly made a positive impression on you.
- Recognize and honor your accomplishments by rewarding yourself and sharing them with friends and family.

See as a learning opportunity the criticism they may make of you

- Everyone sees the world differently, from their own point of view, and what works for one may not work for another.
- Criticism is just another point of view.
- Be positive when you are criticized. Do not respond defensively and do not let criticism hurt your self-esteem.
- Listen to the critique and understand exactly its content, so that you can use it to learn and improve.



How to Handle Empathy and Trust

Be determined

Determination

```
graph LR; A[Determination] --- B[Stay true to your beliefs and principles]; A --- C[Change your mind if you believe it and not because someone is pressuring you]
```

Stay true to your beliefs and principles

Change your mind if you believe it and not because someone is pressuring you

Determination, self-confidence and self-esteem are closely linked - usually people become more determined as they develop their self-confidence.

Stay calm

There is usually a connection between self-confidence and calm.

If you feel confident about a task, then you will be calm in order to perform it. When you are not confident then you will probably feel anxiety and stress.

Try to stay calm, even when you are under pressure. This will boost your confidence.

To achieve this you need to learn how to relax. Learn at least one relaxation technique that works for you and you can apply it if you feel stressed. One such technique could be to breathe in and out slowly.

Avoid arrogance

Arrogance is harmful to interpersonal relationships.

As your self-confidence grows and you become successful, avoid feeling and acting superior to others.



How to Handle Empathy and Trust

Developing your confidence



Confidence can decline over time if you do not practice it or if you fail. As your self-confidence grows you need to practice it further to keep it growing.



Set "self-confidence goals" that require you to step out of your comfort zone and do things that cause you anxiety and fear.

Possible activities

Start an activity that you have been postponing for a long time

- We often postpone doing an important task when it seems difficult to complete.
- Making just the beginning can boost your self-confidence and move you towards completion.

Make a complaint to a restaurant if there is indeed a problem with your order

- It will boost your confidence and determination, especially if you do not complain often.

Ask a question when you are in a large audience

- In this case you will be the center of attention for a few minutes.

Voluntarily give a speech or make a presentation

- To many people, speaking to a large audience can be particularly frightening.
- The best way to overcome this fear is to gain relevant experience.

How do you feel reading the following?

Maybe some people made you feel beautiful while others filled you with fear.

Probably none of the above activities to boost self-confidence is ideal for you.

Think of ideal and easy goals to boost your self-confidence. Start building your confidence with them.



*Thank you for your
attention!*