



LEARNING OUTCOMES

By the end of this station, learners will be able to....

Identify the personal values they prioritize as a leader

Develop an understanding of the role of diversity, equity, and inclusion in the Order of the Arrow

Assess the values leaders believe that Arrowmen prioritize at a local level Create a connection between the role values & resilience have in leadership

STATION EXPERIENCE

Title: "Empathy Map"

Description: The *Empathy Map* exercise will give Learners the opportunity to put themselves in another person's shoes and work with others at their table to explain what the person in the scenario is going through and how they would address the scenario based on their values. They will also explore what values (points of the Scout Law) stick out to them as they work through their scenario.

Connection to values: Tie to resilience by talking about the support system we've built through these shared values.

- Get learners into groups
- Have assistants lead a group
- Each group responds to the scenario and a representative shares what their group talked about
- Give participants a list of values and have them pick their favorite
- Each person will share within their Table
- Present the groups with the opportunity to share for all the groups.

Empathy Map Facilitation lesson plan (Instructions for Learners)

1. Ask the participants to determine their TOP 1 or 2 values.
 - Suggest to the learners that their focus should be on the 12 points of the Scout Law. If they want to look at the appendix we have a list of 100 Values to help them narrow their TOP 2.
2. **Distribute Scenarios:**
 - Assign each group one of the scenarios.
3. **Empathy Map Exercise:**
 - Groups discuss their assigned scenario and fill out the empathy map based on the details provided.
 - The Facilitator will have each Group share what stood out most about each scenario.
 - The facilitator will ask for volunteers to talk about which section of the Empathy Map stood out to them. HOW DO their top 2 values make sense to them in this section?
 - NOTE to Facilitator: Due to time constraints it will be impossible to get through EVERY section of the Empathy Map and a deeper conversation about their values. HOWEVER, this is a great exercise for Units, Chapters, and Lodges.
4. **Discussion and Reflection:**
 - Each group presents their empathy map to the larger group, explaining their insights and any challenges they encountered.
 - Facilitate a discussion on how understanding these diverse perspectives can enhance leadership and promote inclusion in their Lodge and Scouting communities.
5. **Video with Olympic Leader**
 - Play the video with a short message from an Olympian who is a leader in his sport and life. He reminds of the need for integrity, respect, inclusion, and values.
6. **Commit to your values**
 - Learners will “sign” the 5430 Pledge by placing their handprint on the banner.

Empathy Map Description

An empathy map is a collaborative tool used to gain deeper insight into a person's experiences, behaviors, and perspectives. It's particularly useful in understanding the diverse needs and feelings of individuals within a team or community. The empathy map is divided into several sections, each prompting you to consider different aspects of the person's experience.

Empathy Map Sections

1. **Think and Feel:**

- What are the person's major concerns and worries?
- What are they passionate about or what excites them?
- Consider their emotional state and inner thoughts.

2. **See:**

- What does the person see in their environment?
- Who are the key people and activities in their surroundings?
- What are the influences and challenges they face daily?

3. **Hear:**

- What are they hearing from others around them?
- What are the key influences from their friends, family, and community?
- How do these external voices affect their behavior and feelings?

4. **Say and Do:**

- What is the person saying out loud, both to others and themselves?
- What actions are they taking in their daily life?
- How do their words and actions reflect their inner thoughts and feelings?

5. **Pain:**

- What challenges and obstacles are they facing?
- What fears or frustrations do they experience?
- What are their sources of stress or discomfort?

6. **Gain:**

- What are their hopes and dreams?
- What do they want to achieve?
- What would success look like for them?

Example Scenarios for Empathy Mapping

Scenario 1: High School Student from an Underserved Community

Background:

- Name: Maria
- Age: 16
- Background: Maria is a high school junior living in a low-income neighborhood. Her parents work multiple jobs to make ends meet. Maria dreams of being the first in her family to go to college.

Scenario Details:

- Maria excels academically but often feels overwhelmed by her responsibilities at home, where she takes care of her younger siblings.
- She faces stereotypes and low expectations from some teachers and peers because of her socioeconomic background.
- Maria is part of a school club advocating for better educational resources but struggles with balancing her commitments.

Scenario 2: College Student with a Disability

Background:

- Name: John
- Age: 20
- Background: John is a sophomore in college majoring in computer science. He uses a wheelchair due to a spinal cord injury he sustained in high school.

Scenario Details:

- John encounters physical barriers on campus, making it difficult to attend classes and participate in extracurricular activities.
- He often feels isolated as many social events are not accessible to him.
- John is an advocate for disability rights on campus, but he sometimes feels his voice is not heard.

Scenario 3: LGBTQ+ High School Student

Background:

- Name: Alex
- Age: 17
- Background: Alex identifies as non-binary and uses they/them pronouns. They recently came out to their friends and family.

Scenario Details:

- Alex faces mixed reactions from their peers and teachers, ranging from support to confusion and prejudice.
- They are active in the school's LGBTQ+ support group, which provides a safe space but is limited in resources.
- Alex is working on a project to educate the school community about gender diversity but encounters resistance from some students and staff.

Scenario 4: First-Generation College Student

Background:

- Name: Priya
- Age: 19
- Background: Priya is a first-generation college student from an immigrant family. She is studying engineering at a prestigious university.

Scenario Details:

- Priya feels immense pressure to succeed and make her family proud, balancing cultural expectations with academic demands.
- She struggles with feelings of imposter syndrome and often doubts her abilities despite her achievements.
- Priya is part of a mentorship program for first-generation students but finds it challenging to navigate university resources.

Scenario 5: International Student

Background:

- Name: Wei
- Age: 21
- Background: Wei is an international student from China studying business administration in the United States.

Scenario Details:

- Wei experiences language barriers and cultural differences that make it difficult to fully integrate into campus life.
- He feels isolated at times and misses his family and friends back home.
- Wei is involved in the international student association but wishes there were more opportunities for cross-cultural exchange with domestic students.

Appendix -- Values List

1. Honesty
2. Integrity
3. Loyalty
4. Respect
5. Compassion
6. Empathy
7. Kindness
8. Generosity
9. Courage
10. Patience
11. Gratitude
12. Responsibility
13. Reliability
14. Fairness
15. Humility
16. Forgiveness
17. Tolerance
18. Perseverance
19. Optimism
20. Creativity
21. Curiosity
22. Open-mindedness
23. Flexibility
24. Accountability
25. Authenticity
26. Dedication
27. Discipline
28. Initiative
29. Justice
30. Service
31. Wisdom
32. Simplicity
33. Balance
34. Innovation
35. Independence
36. Self-reliance
37. Self-respect
38. Thriftiness
39. Self-control
40. Teamwork
41. Freedom
42. Community
43. Friendship
44. Family
45. Love
46. Faith
47. Adventure
48. Enthusiasm
49. Diligence
50. Focus
51. Determination
52. Persistence
53. Bravery
54. Practicality
55. Kindness
56. Consideration
57. Understanding
58. Encouragement
59. Cheerfulness
60. Joyfulness
61. Serenity
62. Obedience
63. Trustworthiness
64. Dependability
65. Modesty
66. Prudence
67. Mindfulness
68. Positivity
69. Accountability
70. Environmentalism
71. Conservation
72. Charity
73. Volunteering
74. Altruism
75. Cleanliness
76. Wellness
77. Reverence
78. Growth
79. Learning
80. Knowledge
81. Education
82. Skillfulness
83. Mastery
84. Resourcefulness
85. Efficiency
86. Organization
87. Punctuality
88. Respect for others
89. Respect for self
90. Respect for nature
91. Honor
92. Global awareness
93. Cultural appreciation
94. Inclusiveness
95. Diversity
96. Equality
97. Justice
98. Peace
99. Harmony
100. Fulfillment

Empathy Map

Think and Feel	See
Hear	Say and Do
Pain	Gain