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We recently hosted a webinar with Indi  
Young, author, UX consultant, and



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founding partner at Adaptive Path. Check out the video to hear what Indi had to say about empathy, or read the full transcript of the session below! Transcript Martha: Okay, welcome everyone to the webinar this morning, my name is Martha Andrews, and I'm a marketer here at User Testing.

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Video Transcripts and more at: <http://cultureofempathy.com/References/Experts/Indi-Young.htm> The Center for Building a Culture of Empathy <http://cultureofemp...>

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potential of advisees to be successful.

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each person (and by proxy, organization) might feel about the collaboration, what they fear, what excites them, and what they are wondering about.

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Compassionate empathy is both

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understanding a person 's situation and feeling for them, ultimately resulting in some kind of action. What empathy isn ' t.

Empathy isn ' t simply a soft skill, a fluffy feel-good term, or a tool for business.

Empathy also isn ' t about becoming so absorbed in a person or a situation that you let others take ...

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This is a sample chapter from Indi

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