

BUILDING EMPATHY: A TOOLKIT



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At Astrolabe Group, we put empathy for people first: the people and communities affected by change, and the people that manage the complexity of change.

Our uniquely empathetic approach enables meaningful change for our clients and the communities we work with.

We've developed a set of archetypes centred on empathy to help us develop a deeper connection and understanding of our projects, achieving measurably better results.

These cards draw on each archetype we've developed, based on our experience, testing and relationships. You can use them in your work to shape how you think about projects and people.



EMPATHY TOOLKIT: USING THE CARDS



ARCHETYPES AND PROMPTS

Archetypes are the common characteristics and behaviours of people and projects. The complex nature of our work and the people we interact with means we often see characteristics across more than one archetype.

The prompt cards feature each archetype. These will help you to interrogate how you understand your project and participants, and to explore opportunities for positive actions.

WHEN YOU'LL USE THE TOOLKIT

You might use this resource when working individually or with your team. It will prompt new thinking, creative and innovative responses to complex projects.

We use them at the start of a project – taking the time to understand more about what drives a project, the team working on it and stakeholders involved.

We then use it throughout the project to build empathy and understanding, respond proactively to challenges and generate opportunities.



EMPATHY TOOLKIT: OUR ARCHETYPES



OUR ARCHETYPES



- THE CONNECTOR



- THE MANIFESTOR



- THE GIVER



- THE REFLECTOR



- THE SEEKER



- THE ROGUE



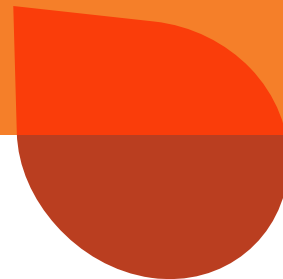
- THE DEFENDER



THE CONNECTOR



THE CONNECTOR



WHAT THEY BRING:

The Connector facilitates action. They communicate with empathy and are central to bringing ideas and people together.

A Connector project encourages people to be resourceful and adaptive, using inventive ways to improvise, experiment and find solutions. Everyone involved thrives with shared experiences and consensus building.

WATCH OUT FOR:

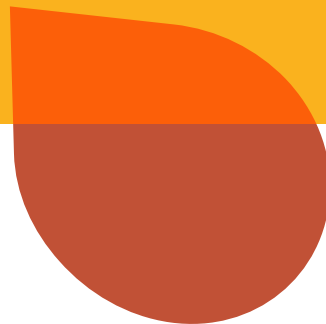
Connectors can be spread too thin by consistently welcoming ideas, people and pivots. Work to retain clarity and impact.



THE CONNECTOR



THE CONNECTOR



ADAPTABLE

RESOURCEFUL

ENGAGING

HIGH ENERGY

AN ADVOCATE

A CONVENER



THE MANIFESTOR



THE MANIFESTOR



WHAT THEY BRING:

The Manifestor engages and orients themselves and others towards action. Led by curiosity and an open mind, the Manifestor reframes or shifts plans to achieve.

A Manifestor project is designed to deal with ambiguity and emergent ideas. Processes are flexible and open to multiple perspectives and disciplines, allowing those involved to uncover interesting and unexpected insights.

WATCH OUT FOR:

Manifestors can lose momentum. Engagement with projects and people can be sustained by working towards key milestones.



THE MANIFESTOR



THE MANIFESTOR



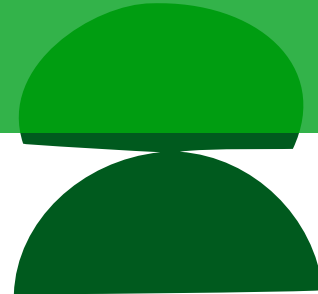
EXPANDING	A CHAMPION
AGILE	GALVANISING
CURIOUS	CREATES MEANING



THE GIVER



THE GIVER



WHAT THEY BRING:

The Giver is an agent of empathy. They help people to feel included, acknowledging their input and experiences. The Giver is generous with their time, responses and the development of others.

A Giver project doesn't require as much effort to progress and deliver. There is clarity in scope and objectives, with a flexible and open approach.

WATCH OUT FOR:

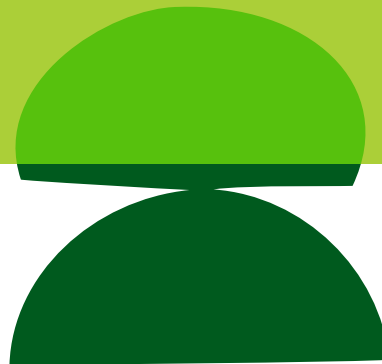
Givers can miss the big picture. Consider interventions to step back and take a systems view.



THE GIVER



THE GIVER



GENEROUS	SELFLESS
RECIPROCAL	EMPATHETIC
RESPONSIVE	OPEN

THE REFLECTOR



THE REFLECTOR



WHAT THEY BRING:

The Reflector is patient. They wait and watch before acting. By being introspective and empathetic they can connect dots that others may not see.

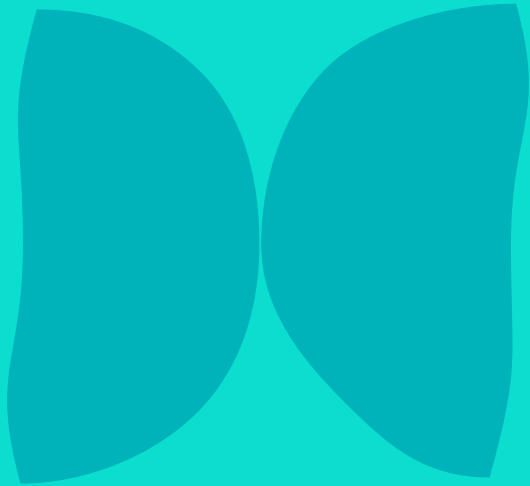
A Reflector project is methodical, organised so that responses achieve the right outcomes. People bring in new insights to address and understand new challenges.

WATCH OUT FOR:

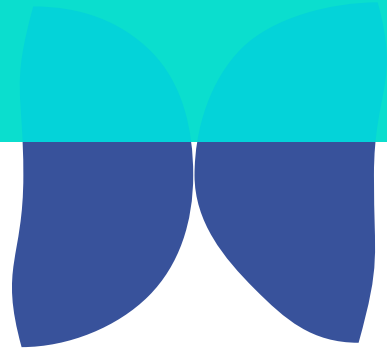
Reflectors are cautious, which can lead to inertia. Encourage active decision-making to keep the project moving.



THE REFLECTOR



THE REFLECTOR



CAUTIOUS

CONSIDERED

RESERVED

ITERATIVE

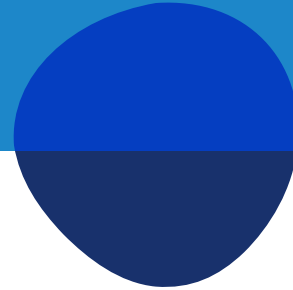
OBSERVANT

PERSISTENT

THE SEEKER



THE SEEKER



WHAT THEY BRING:

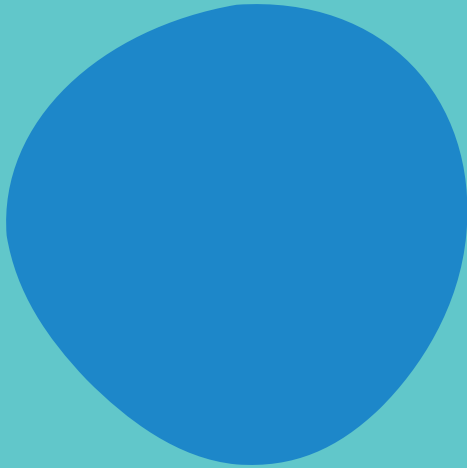
The Seeker is an active, enabling participant that embraces curiosity. The Seeker is a communicator, sharing experiences, insights, reflections and personal stories to tease out new ideas.

A Seeker project embraces a proactive, inventive approach. Teams have energy and thrive on new insights and innovation, leading to new lines of enquiry and creative ideas.

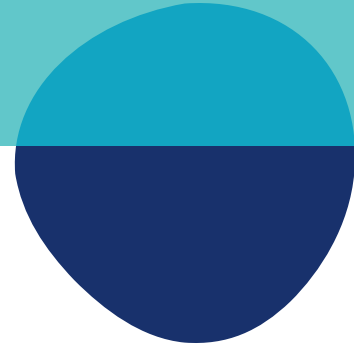
WATCH OUT FOR:

Seekers are excited and curious, yet this can take people and projects off track. Always retain sight of the original objectives.

THE SEEKER



THE SEEKER



EAGER

INSIGHTFUL

PROACTIVE

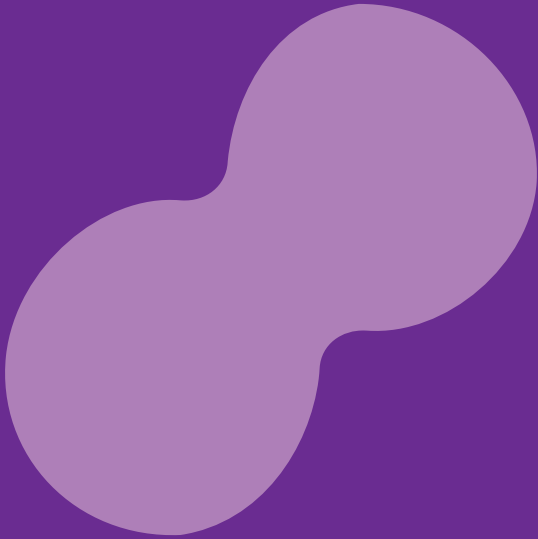
**ASKS
QUESTIONS**

VALIDATES

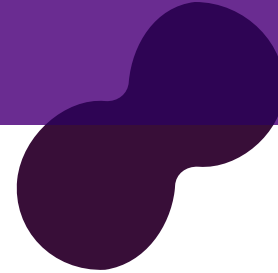
INVOLVED



THE ROGUE



THE ROGUE



WHAT THEY BRING:

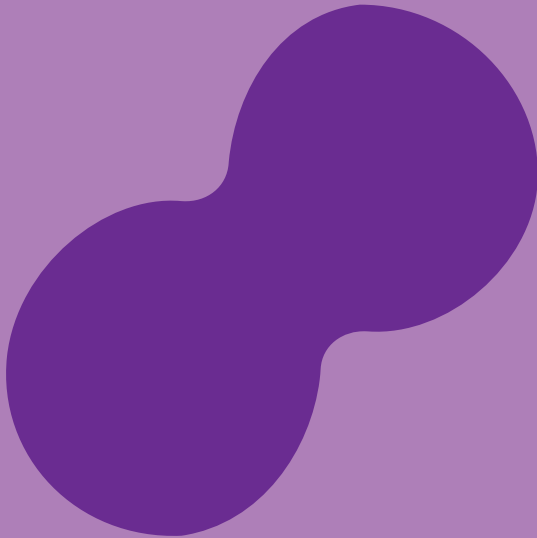
The Rogue pushes boundaries and takes risks. They often offer unexpected advice and insights and drive innovation.

A Rogue project encourages participants to try new things, which can lead to unexpected twists and turns. They use emerging scope and ambiguity to create empathy.

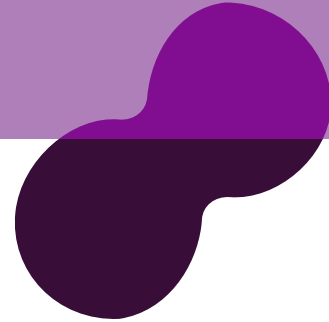
WATCH OUT FOR:

Rogues can be disruptive. Harness the appetite for risk to encourage new ideas rather than discomfort.

THE ROGUE



THE ROGUE



**PUSHES
BOUNDARIES**

CONFIDENT

CHALLENGING

A RISK TAKER

INNOVATIVE

AMBITIOUS



THE DEFENDER



THE DEFENDER



WHAT THEY BRING:

The Defender champions previous practice and has a low-risk threshold. They seek to minimise perceived harm due to change and can be a valuable source of information on past experience – both success and failures.

A Defender project focuses on maintaining what is working and introducing incremental responses for impact.

WATCH OUT FOR:

Defenders can be a block to innovation. Past practice and experience should guide rather than limit the opportunity for positive change.



THE DEFENDER



THE DEFENDER



STUBBORN

CAUTIOUS

HISTORIAN

KNOWLEDGEABLE

PROTECTIVE

A BLOCKER



EMPATHY TOOLKIT: ACKNOWLEDGEMENTS



ACKNOWLEDGEMENTS

This toolkit was developed with the experience and expertise from the team at Astrolabe. We would like to especially acknowledge and thank Bronte Hambridge, for designing and developing this first iteration of our Empathy Toolkit: Archetypes.

We work in partnership with our clients and thank everyone we work with for inspiring us to create resources to support positive impact for people and places.

DISCLAIMER

Astrolabe has developed these cards as an informative tool only and is unable to accept responsibility or liability for use by third parties.

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EMPATHY TOOLKIT: ABOUT US



ABOUT ASTROLABE GROUP

We are the recognised experts in urban growth and change management with a uniquely empathetic approach to client and community.

We work with local councils, state and federal government, universities, industry, not for profits and peak associations to build clarity and consensus across diverse stakeholders.

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