

# EMPATHY TOOLKIT

## ENQUIRY WORKSHEET

Building understanding and insights with archetypes.

*Using the cards and worksheet will assist you to unlock greater understanding of your project and participants and lead with empathy.*

### STEP ONE

*Outline the project and its stakeholders*

Project:

Stakeholders:

### STEP TWO

*Consider the project and which empathy archetypes best reflect it? Think about the process, values, objectives and deliverables that are part of the project.*



THE CONNECTOR



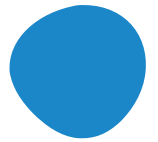
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THE REFLECTOR



THE SEEKER



THE ROGUE



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## STEP THREE

Consider which team members or stakeholders in your project reflect which empathy archetypes? How can they act as its agent and hero?

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## STEP FOUR

What parts of the project will need particular archetypes to be its hero?

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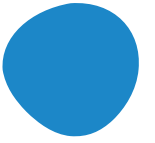
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## STEP FIVE

Use these prompts throughout a project, or at key milestones to gain greater empathy on the deeper meaning or intent of project activity. This can be helpful when blockers, or change that need to be addressed, occur.

### START

Characteristics and motivations

Opportunity to leverage?

When is this behaviour a risk to the project's success?

What actions & methods manage these behaviours?

### FINALISATION

Has this changed?

Opportunity to leverage?

When was this behaviour a risk to the project's success?

What actions & methods manage these behaviours?

# STEP SIX

Use this project reflection to consider the role of different archetypes and their influence.

## INSIGHTS

What was the most surprising insight gained through using the Empathy archetypes in your project?

*How did it benefit the process and outcomes?*  
*How did it impact the team's relationships with each other and the client?*

## ASSUMPTIONS

Were your initial assumptions using the empathy archetypes realised through the project?

*Did different archetypes apply to different parts of the project over time?*  
*Were you surprised by particular empathy archetypes emerging?*

## BEHAVIOURS

Was the strongest archetype because of the qualities of the project or the qualities of the team?

*Why do you think this is?*  
*How did the behaviours of the team or stakeholders influence progress and decisions?*

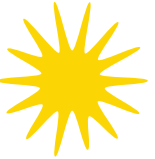
## GROWTH MOMENTS

While applying archetypes, were there moments of growth and clarity?

*What insights or deeper meaning did the archetypes help uncover?*  
*How did this change your approach or decisions?*



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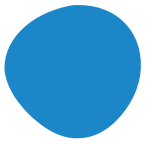
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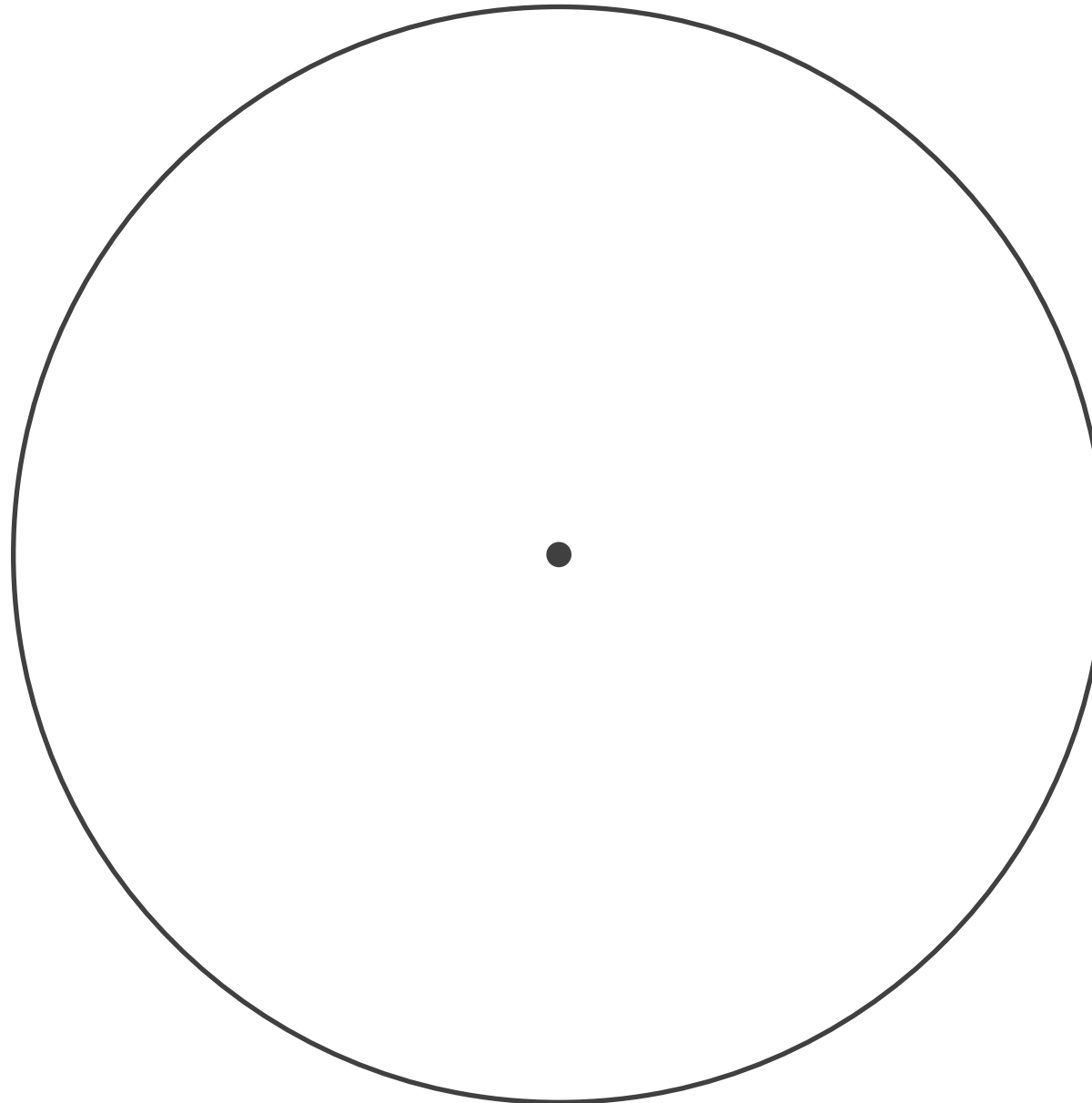
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# EMPATHY WHEEL

Complete a personal reflection of your own empathy archetypes. Think about which ones feel like a fit for you and why?



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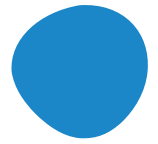
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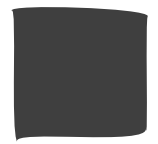
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Example





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