

Six Ways to Develop Empathy of Educators

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Abstract: Lack of empathy among educators can affect educational process. The focus of this study is the understanding and developing others which is taken from concept of empathy Goleman-Noriah. Multi-case single-site case study design was used in this study. Some experts were interviewed in-depth (n = 8) and by group (n = 24). All the data were analyzed qualitatively by using NVIVO 8 Software. This research found six ways to develop empathy among educators. Attention, tolerant and humble and flexible with others were ways that can be used to develop in understanding others. Meanwhile, provide support and encouragement, reveal opportunities and provide awareness are ways to develop others potential. To explain the effectiveness of this study, the findings of the previous experts was used as a comparison.

Key words: Development, empathy, educators, qualitative analysis, potential

INTRODUCTION

Empathy is one's ability to realize feeling, importance or want, problem or suffer (concern) that is felt by others. Empathy has been described as an elusive concept (Basch, 1983), one that is difficult to define and hard to measure (Kestenbaum *et al.*, 1989). Therefore, individual that possess empathy will always understand other people from their perspective, able to develop others potential, always have desire to fulfill others importance and able to understand The communitie's feeling and the leader of an organization. Corey and Corey, stated that individuals with empathy can understand a person's feeling and able to see their world from their perspective. Rogers by Corey *et al.* (2003) also stated that person that shows empathy is easier to interact with others, especially in a process of helping someone (Corey *et al.*, 2013).

Stain and Book gave opinion on empathy that is an ability to realize, understanding and appreciate feeling and thought of others in a a different language, he also added that empathy is "to get fit in" observation on what, how and understanding background feeling and also other's thought as how the person experienced and thought of it. According to him, individuals with high empathy able to understand other persons from their perspective, very concern by showing interest and high attention towards the person. Ummah *et al.* (2003) describe the nature of

empathy with the term "sensitive, caring, positive and participative". Nature sensitive, caring and participatory reflect on one's attention to the changes and emotional state of others. Someone who has a high sensitivity can feel the troubles of others as if he himself experienced it. The individual is able to provide the best solutions to the problems people are facing while the positive properties reflect on one's ability to always try to speak positively and avoid negative sentences.

As alluded to earlier empathy domain covered in this article is "understanding others and developing the potential of others. Understanding other people (understanding others) is the person's ability to detect other people's feelings from the perspective of the person. There are express a desire to help the problem faced by the person. This person also continues to actively listen to them about what is told by one. Developing the potential of others (developing others) is a person's ability to detect potential possessed by someone and will be able to develop this potential, even though it not realizing that he could have the potential to be developed. A person who has this trait would recognize and reward the ability and success obtained by others. He also continues to provide a response to an edge that is owned by someone. He is always ready to become counselors in order to help develop the potential of individuals (Goleman *et al.*, 2002).

MATERIALS AND METHODS

Problem formulation: The teaching profession is a very noble profession. However, the professionalism depends on how the teacher's attitude towards that profession. As an educator one must be able to set him or herself as a role model for the students, always reflect themselves, good manners and have high empathy (Parsons and Stephenson, 2005). In Islam, job as a teacher was inherited from Prophet Muhammad (SAW). The success key of Prophet Muhammad was making himself as a good model in educating the Ummah that was under his leadership. This fact is enshrined in Q.S. al-Ahzab as follows: "Verily in the messenger of Allah ye have a good example for him who looked unto Allah and the Last Day and remembered Allah much (Q.S. al-Ahzab)".

The findings of Goldstein and Winner (2012) indicates that Empathy is very important for everyday interaction, collaboration and learning the culture. Thus, for teachers who have high empathy trait is more favored by the students than teachers who do not have these properties. According to them, the teachers who have empathy and social skills are easier to understanding students, so that students feel more comfortable in the learning process. Parallel with this opinion, Ginanjar (2005) also specify empathy is very important to achieve success, whether in business or education. According to Ary Ginanjar serious problems for workers today is the issue of commitment, empathy, integrity, motivation, creativity and maintain working morale. Ary Ginanjar also states, build technical skills are easier compared with those skills because the skills are related with internal of individual.

There are a few opinions that stated empathy can be formed (Dulewicz and Higgs, 2004; Goleman, 1998). However, the extent of these properties can be built is still being debated (Goleman, 1998, 1996). Goleman stated the development of empathy competency is different from development of intellectual. Goleman (1999a, b) states the individual's cognitive ability was relatively unchanged, vary with the nature of empathy that can be learned and improved throughout life. However, the question is "What kind of training necessary for building an empathetic nature?" According to Ary Ginanjar most training is done only impacts per second, so the training has an impact on a person's attitude changes (Ginanjar, 2005). According to Ginanjar (2005), one needs to do training on an ongoing basis (continuously improvement) that form a personality that have high trait empathy.

Noriah stated that some of the teachers act aggressively towards their students in school (Goleman,

1996). The aggressive act not just damage the teacher's image themselves but also the image of teaching profession generally. Why this thing could happen? Aren't they truly understand their responsibilities? Aren't the teachers supposed to have empathy towards their students and profession? Goldman by Noriah (2005) stated that; Cognitive intelligence may provide some individuals entry into particular (work) setting, however emotional intelligence "empathy" could play a vital role in determining how successful they will be after entering the work setting.

A few observation outside and inside the state found that there is importance of empathy beside intellectual intelligence (IQ) among the educators (Ghafar, 2000; Ginanjar, 2005; Skovholt and Rozario, 2000). Parallel with this opinion, Kohlberg (1969) saw empathy and moral development as relational and some studies have used the two ideas to support one another in claims of importance (Carlozzi *et al.*, 1983; Sezen-Balcikanli, 2009). To that end, it is important for teachers to have the skills. Training associated with such empathy must be taken when preparing educators. Therefore, this article presents the results of the study on ways of fostering empathy training is done. Specifically, this article tries to answer the following questions: "How experts view to fostering empathy trait among teachers?"

RESULTS AND DISCUSSION

Problem solution: Pay attention to the situation of others is a basic for someone to be able to understand others. Impossible for a person to feel what other people felt if he cannot pay attention to that person. Paying attention not just to feel what is perceived by others but try to do something to help these people to solve their problems in accordance with ability. Someone who has a concern about the state of nature, he's trying to find a solution even if it is sometimes necessary to involve outsiders. This is in line with the view of Goleman (1999a, b) state that a person who has the attention in himself has a high sensitivity to the social environment, he can understand precisely the situation that occurs in the environment. This individual does not stop here but try to see what opportunities that can contribute to the environment if there is something that needs to be corrected. If it is associated with the profession of a teacher, the attention to the situation of others is a basic fact that it is very important for the teacher to make a good teacher (Goleman, 1999a, b).

Pasiak (2007) stated that a person who is always attentive to others, makes him a better and more sensitive to other people's circumstances. In terms of health, this

person is more healthier than people who are less sensitive to other people who just busy thinking about themselves and do not care about the environment. Why does this happen?. Taufiq represent individuals who are sensitive to the circumstances of others always improve themselves first before extending his support to the other person. This individual is seen as a high value. The value is the effective medicine to enhance immunity in a person's body that affect their health. Indeed, prove the reality of life, if someone feels worthless or useless in their environment, it can cause stress on them. As always in a state of stress, it is easy to attack other diseases (Pasiak, 2007).

If it is associated with the Islamic view of other people's attention to the situation is assessed as very good act and can bring relief from God against individuals who have the trait. As stated in the Qur'an; Q.S Muhammad; 7: "Anyone who helps Religion of Allah, Allah will help them."

Those who help His religion is meant by this verse is among those who realize the importance of God's servants, who served as the inheritors of the earth. If God wills, something that was not thought of by our intellect could have happened because He is the Almighty knows and He can do something by his will which may not be affordable by the human mind.

Further more, tolerant and humble ego is also can help a person to be able to understand others. Individuals who always saw himself more than anyone else, or often said as a selfish individual, in reality it is often seen as less sensitive or less sensitive to the situation of others. These individuals usually have a hard heart, heavy for him to be on equal footing with others, whether they are in a position below the others. He felt himself more powerful, more capable than others. This condition which makes him has the difficult feelings of others. Features easy-tolerant individuals gradually and degrading ego always easy to give an award to someone else, give sincere attention, listen when others talk about himself, always make other people important in ahead of him, it is easy to apologize when feeling guilty, mild tongue to say thank you to someone else, it is easy to give praise to others and always try to understand other people's feelings (Ginanjar, 2005). Individuals who have these characteristics are of course very easy to understand other people because he sees other people is very valuable to him and love others as loving yourself.

Individuals that have tolerant and condescending ego usually have the principle of always giving and initiates (Ginanjar, 2005). This principle is the principle of Bismillah. If you look in the Qur'an all the early verses begin with it. This sentence means "with the name of

Allah who is Most Gracious and Most Merciful". His Gracious and Merciful cannot be compared to others because he is not only loves and cares for Muslims but He loves all the creature's invention. In other words, He is not favoritism. Mercy and compassion of Him is love and it is sincere, unparalleled and never asked. This is what is meant by Bismillah that is the principle always give and get started. God has promised that He will avenge every act done by slaves as described below even we are noticing or not. "Whoever does good even for seed particles, he will see it! And whosoever does evil equal to the seed particles though, it must be seen (Q.S. Al-Zalzalah: 7-8)."

The last method from this study for the construction of understanding others is "flexible towards others", a person's willingness to accept others in various situations. In other terms, it also referred to accept others unconditionally. In reality, it can be proved that a person who can accept others unconditionally is very easy to understand the positions of others because people like to see others not according to his size but he tried to understand others by condition of the person. This is what caused him very easy to understand others. This is in line with the view of Goleman (1999a, b) which states that individuals have the ability to detect the flexible nature of the feelings of others from the perspective of the person. Show the deep desire of needs and problems faced by others. According to Goleman these individuals are very sensitive to the behavior exhibited by a person and are interested in listening to the various problems that someone told him.

Formation of trait empathy that develop the potential of others. The results also show that there are three methods described by experts for develop the potential of others are "give support and encouragement, provide opportunities and provide awareness". The results of this study are in line with the view of Goleman *et al.* (2002) which states to develop the potential of others is encouraged someone to provide support and encouragement to individuals who want to be helped. According to them, someone who has the skills to provide support and encouragement to others is able to detect the importance and potential that should be developed in such people. This individual has a unique way to reward a person on the strength and success. Features that are unique to the individual can become mentors to others are always offering a challenging job to someone for the purpose of forming and developing the potential of the individual.

Someone who always see the importance of developing the potential of other people think that the people who is not useful for others is not considered as

a successful person. In other words, individuals who succeed are the people who can help others succeed together with him, this is called the concept of Islam as "Blessings" which is the principle of success for everyone. Someone who has this principle will feel uncomfortable if he cannot help people around him to obtain success together. This is what is meant by Q.S. al-Qasas: 84 which means; "Anyone who brings good rewards are better than good that he did (Q.S. Al-Qasas: 84)."

Gardner (1999) argued that the work of the group is better than working alone. According Gardner work in groups is not only have an effect on the scores obtained by students but also bring benefits to the way we communicate and interact among these students. Working in groups in can make each of individual contribute ideas to the group. Any idea that was presented maybe is seeing from different perspectives, thus creating to the diversity of views within the group. Diversity shown by each member in the group, indirectly a training platform for individuals to respect the views of others. Respect the views of others means to support, encourage and provide opportunities for people to give their views on other issues. This is the equation of Gardner's view in this study.

Provide opportunities to others is also a method presented by experts to develop the potential of others. Provide opportunities to others indirectly give them the confidence to prove what they have. A person who is given the opportunity to act a responsible job, how acceptance and the way they carry out such work will differ from those who are employed under the observation of others. Indirectly this way is the method to develop the potential of others. While Rogers was one of the first researchers to unpack and see the need for empathy in the work of therapists, he also saw its importance in all human relationships (Furman, 2005). Including develop the potential of others is a responsibility, then he will feel proud and happy to see others succeed.

The third method generated in this study to develop the potential of others is to "raise awareness". Al-Ghazali categorize the four major groups of human, one of it is "a group of people who knew, but he did not know that he knows". In the reality life, we always see the groups of people like this. People like this need others to remind them because he does not realize that he has the potential to grow better than what is available now. According to Goleman (1999a, b) this individual is associated with a low awareness of oneself or have the less creativity to assess the strengths and weaknesses of himself. Indeed, these individuals need other people to bring awareness to them so that they can look back to their potentials. In Islam,

this method seeded Prophet to develop his people together toward success. As stated in Q.S. Ali-Imran: 104: "And let between of you has group of people who call to virtue, do the good thing and prevent it from being unjust and they are the ones who are lucky (Q.S. Al 'Imran: 104)."

Do the good thing of this verse is meant by including a warning to people who cannot see his potential well. Individuals who use this method is associated with luck. This luck means that individual is success to recall the individuals who have been less seen the potential in him. Third method that generated in this study is likely to be in line with the measures carried out by people who helped develop the potential of others.

CONCLUSION

The nature of empathy actually build in a person. It is can developed throughout continuous process in life. The exercise process can be done by always feel by others feel. Respect for the feelings of others, accept others unconditionally. To realize the ideals of education, these properties should be raised and clothes, not be separated from himself an educator.

ACKNOWLEDGEMENT

This researcher was supported by DIPA Raden Intan State Institute of Islamic Studies (IAIN) Lampung, Indonesia.

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