

Resistance Empathy Map

Empathise with two key people who are being personally impacted by the change.

Initials _____

Initials _____

SAY	DO	SAY	DO
THINK	FEEL	THINK	FEEL

Reflection Questions

Q1. What insights have you gained about the needs and experiences of people being impacted by the change?

Q2. What do these people need more of, or less of, in order to have a higher likelihood of positive engagement?

Q3. In what ways may our own beliefs, attitudes or behaviours be contributing to their current patterns of resistance?