

# GG203x: EMPATHY AND EMOTIONAL INTELLIGENCE AT WORK

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<http://greatergood.berkeley.edu/>

Team Leader Guide

Dear Empathy and EQ at Work Team Leader,

This guide is designed to support your efforts in organizing an Empathy and EQ at Work Team during the edX course GG203x: Empathy and Emotional Intelligence at Work, which will bring together thousands of participants from around the world.

As an Empathy and EQ at Work Team leader, you will play a key role in helping other students connect, learn, and apply the course to their own lives; you'll also enrich your own learning experience by serving in a leadership role for your team.

This guide explains the basics of organizing an Empathy and EQ at Work Team. Please feel free to reach out to us with questions and ideas, and let us know if we can help your Empathy and EQ at Work Team in any way.

With gratitude,

The GG203x staff

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## OVERVIEW

### **What is an Empathy and EQ at Work Team?**

Empathy and EQ at Work Teams are groups of students who meet regularly in-person or virtually to review and discuss the course, and try empathy and emotional intelligence practices together. Although students are encouraged to participate in discussions within the edX forums, joining an Empathy and EQ at Work Team allows for deeper and more personal engagement with the course and with a smaller group of other students.

What happens at Empathy and EQ at Work Team meetings is totally up to the Team leader, but we suggest you use the course content to inspire your activities and discussions. You may even choose to enroll in The Science of Happiness at Work Professional Certificate series and support each other throughout the program.

### **Why lead an Empathy and EQ at Work Team?**

At GG203x, we know that empathy and emotional intelligence are not just intellectual exercises. Becoming more empathic and emotionally intelligent at work means engaging with the scientific findings and applying them to our own jobs, collaborations, and organization-wide. By leading an Empathy and EQ at Work Team, you are committing more deeply to this process and offering others social support, accountability, and a positive environment in which to explore these ideas.

### **Examples of Empathy and EQ at Work Teams**

Empathy and EQ at Work Teams can be organized around a location, an interest, or an organization. It's up to the Empathy and EQ at Work Team leader to decide on the Team's theme. Here are some examples of Empathy and EQ at Work Teams you might form:

**Place-based Empathy and EQ at Work Teams.** Organize an Empathy and EQ at Work Team in your neighborhood, your city, or your state.

**Professional-based Empathy and EQ at Work Teams.** Empathy and Emotional Intelligence at Work Teams of students who work in the same field, or aspire to the same professional goals. These Empathy and Emotional Intelligence at Work Teams could spend some meeting time discussing how the course material applies to their specific work or career paths.

**Organization-based Empathy and EQ at Work Teams.** Organize an Empathy and EQ at Work Team at your immediate office or department, or your organization or company as a whole.

## **Empathy and EQ at Work Team projects**

In addition to working with course material, we also encourage Empathy and EQ at Work Team members to collaborate on a project during the course. For example, you might volunteer to clean up the neighborhood where your office is located, start a meditation group at your company, implement a gratitude initiative or spark a kindness cascade in your organization, plan a social event for your office, or anything else you can imagine.

Projects are not mandatory, but they can be a fun and creative way to get engaged and make an impact. We believe these ideas can change the world, and your Empathy and EQ at Work Team is a great opportunity to do that. Tell us about your Empathy and EQ at Work Team project and we may highlight it in a course-wide email.

# LEADING AN EMPATHY AND EQ AT WORK TEAM

## What qualifies someone to lead an Empathy and EQ at Work Team?

Empathy and EQ at Work Team Leaders should be comfortable in front of a group, either in-person or virtually, friendly, and committed to completing the course material. Anyone can be an Empathy and EQ at Work Team leader, as long as you are willing to put a little extra heart into managing your Team.

## Key roles

The key roles of an Empathy and EQ at Work Team leader include:

- ❑ **Finding a space** for your group to meet, such as a library, cafe, conference room, or community center. If you're setting up an online Team, see Resources for Online Meetings below.
- ❑ **Managing logistics** by scheduling the meetings and ensuring you have wifi, name tags, snacks, or whatever else the group might need.
- ❑ **Leading discussions** and deciding how to structure each meeting.
- ❑ **Taking notes** so you can share your Empathy and EQ at Work Team's experiences with other students in the edX discussion forums.

## Tips for leaders

- ❑ **Find co-leaders.** You might decide to share your leadership responsibilities with one or two other people.
- ❑ **Send invitations** that explain what people can expect in the meeting and how many members are coming. Include links to the content you will be discussing.
- ❑ **Pick a venue** that's large enough to fit your group and quiet enough for conversation.
- ❑ **Welcome people** so they feel comfortable arriving. You might print out a sign with the GG203x logo so newcomers recognize you.

- **Have people introduce themselves** and break the ice by telling a joke, or sharing one thing that makes them happy, for example.
- **Be respectful and curious.** Treat each person's experiences and thoughts as valid. Be kind and nonjudgmental of those who find it difficult to be happy.
- **Moderate the conversation** to make sure everyone who wants to speak gets a chance.

## How often to meet

At your first meeting (or beforehand), consider asking students how often they prefer to meet and what times work best for them. It's common for Teams to meet every week or every two weeks.

## Sample schedule

**5 minutes:** Welcome and introduction

**30 minutes:** Review course material

You might rewatch key course videos, ask people to share the material they found most interesting or challenging, or have them present summaries of the material (assigned beforehand). Each meeting could be associated with a specific module or topic from the course, so that students know which material to complete before attending the meeting.

**30 minutes:** Discussion questions

Talk about some of the discussion questions with the group. Later, you might share some of the group's insights on the edX forums.

**30 minutes:** Learning by Doing

If possible, work on a Learning by Doing activity. If not, invite people to share their experiences trying the activity or plans for doing it in the future.

**30 minutes:** Empathy and Emotional Intelligence at Work Team project

If you decide to work on a project, use this time to plan and collaborate on it. If not, you might spend extra time on the discussions.

## Resources for online meetings

- [Google Meet](#) (free): Up to 30 people can join an audio or video call on Google Meet.

- [Skype](#) (free): Up to 25 people can join an audio or video call on Skype.
- [FreeConferenceCall.com](#) (free): Up to 1,000 callers can join your conference call, and you can generate local phone numbers for international callers.
- [GoToMeeting](#) (paid): You can give a presentation or share your screen in a GoToMeeting video conference.
- [Zoom](#) (paid): You can host a video meeting or webinar for up to 500 people.



## FAQs

### **What kind of time commitment should I prepare for if I lead an Empathy and EQ at Work Team?**

It's up to you—you need to factor in preparation time (before the meetings), the amount of time you spend together as an Empathy and Emotional Intelligence at Work Team, and any follow-up and documentation you intend to do. All in all, it should take no longer than two hours per week (plus the meeting itself)—but please remember, the group will not run itself, you are the leader.

### **How long are meetings?**

Our suggested schedule is a one-hour meeting, but you can choose to have a shorter or longer meeting depending on how often you meet and what you plan to do during the meetings. For example, an Empathy and EQ at Work Team within your company might choose to meet during a one-hour lunch break.

### **Can I charge money for these meetings?**

GG203x is a free online course, so we encourage you to offer the meetings for free if possible. If you need to charge a nominal amount to cover the cost of meeting space, just make sure to explain to members exactly what the money is going toward.

### **What is the maximum number of people I can have on my Empathy and EQ at Work Team?**

To accommodate a range of business sizes, we have not constrained the number of members that can join an Empathy and EQ at Work Team. However, you may consider limiting members to a group size that allows all members to contribute meaningfully (e.g. 40). Remember, people may be busy or may drop out of the course, so it would be rare for every person to turn up for every meeting.

## INFORMATION ABOUT GG203x

As an Empathy and EQ at Work Team leader, you may receive questions about the course from students. Below are answers to some of the most common queries:

- GG203x is a self-paced, online course. Material can be accessed on the main course site on edX.
- To earn a verified certificate, students have to pay extra (\$149). Verified certificates require students to confirm their identity via photos and ID. They can be useful if students want to put the course on their job or school applications. The deadline to register for verified certificates will be announced on edX, but is typically a few days before the course closes.
- To earn a passing grade or any kind of certificate, students must receive a grade of 60% or higher by the course end date, which you can find on the main course site on edX. Self-Inquiry, Learning by Doing, and Progress Checks count toward student grades.
- Students can earn continuing education credit from the course. US mental health professionals who are interested can find out more on the [Continuing Education Page](#) on the Greater Good Science Center website.