

# HOW DO I USE EMPATHWAYS?

*Empathways* can be used in provider trainings, during program or research design, and more. It is designed for use in pairs of young people and family planning service providers.

Light facilitation is recommended, particularly to ensure respectful conversations, keep the activity to time, introduce and conclude sessions, and share experiences between each of the three rounds.

## WEB VERSION

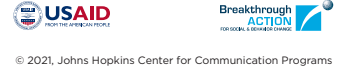
*Empathways* and additional facilitator resources are available online at: [www.breakthroughactionandresearch.org/empathways](http://www.breakthroughactionandresearch.org/empathways)

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**EMPATHWAYS**  
an empathy-building card activity

**INSTRUCTIONS**  
for Facilitators



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# WELCOME

*Empathways* is a card activity designed to take youth clientele and their family planning service providers on a dynamic, engaging journey from awareness, to empathy, to action.

The objective is to forge greater empathy between these groups, and then for providers to apply this empathy to improve youth family planning service delivery.

**This pamphlet includes a tool overview, planning tips, and a sample facilitator script.**

Completing *Empathways* can take four to five hours if moving swiftly, and can also become a deeper, full-day activity when plenary discussion is added. We recommend that participants take short breaks in between each Round. **If you are short on time, we recommend:**

- Selecting just two "Icebreaker" cards from Round 1;
- Selecting just two or three "Scenario" cards from Round 3 that best reflect your community's needs.

If needed, you can trim additional cards from each of the deck's three "Rounds" to focus on specific RH/FP challenges facing young people and providers in your community.

**We encourage you to work with local youth organizations and health district youth leads to help with this process.**

## TIMING

**Facilitation:** When planning, think about how participant literacy, age and gender dynamics might impact the activity. During the session, pay attention to body language to ensure participants feel safe and comfortable - and that facilitators are prepared to intervene if needed to ensure participant well-being.

**Room setup:** *Empathways* is designed for use between pairs of young people and providers. Placing a small table between the young person and the provider might make each feel more comfortable and interested to better understand young clients. Consider reaching out to local youth associations to help you plan the activity, invite young people, and even co-facilitate sessions with you.

should be spaced far enough away to put their belongings. Each pair lean, personal space, and somewhere focused. They have somewhere to sit on other pairs to allow for some privacy.

Using *Empathways* is simple, but it requires some preparation.

**Card review:** When planning your session, consider your participants' needs and readiness to talk about reproductive health and family planning. Review all cards in the deck. Remove any you think will be counterproductive to the activity.

**Participants:** The deck is designed to be used with adolescents, who are somewhat familiar with reproductive health and family planning services, and with providers who are interested to better understand young clients. Consider reaching out to local youth associations to help you plan the activity, invite young people, and even co-facilitate sessions with you.

## GETTING STARTED

- Empathways* includes three rounds:
- 1 "Open Up"** to help participants develop rapport;
  - 2 "Discover"** to explore the factors that impact family planning attitudes and service delivery;
  - 3 "Connect"** which presents service delivery scenarios and invites providers to commit to improving youth family planning service delivery.

## TELL ME MORE

# THE DAY OF YOUR SESSION

1 Start by gathering participants into pairs: one healthcare provider and one young person. Ask them to turn off their phones :)

2 Each pair will need their own deck. You should also have at least two “facilitator” decks. If you removed any cards, all participant and facilitator decks must have the same cards, in the same order.

3 Starting with Round 1, participants should discuss the content on each card.

• The cards are in numbered order and should be discussed one at a time.

• Each card indicates who should respond to the questions on the card.

• During Round 1, participants will take a pledge to respect each other and to keep an open mind throughout the activity. This is key to establishing trust between partners.

4 Once the participants have completed Round 1, move on to Rounds 2 & 3.

5 After completing Round 3, consider inviting participants to share their thoughts as a group. In particular, ask providers to write down how they will use *Empathways* experience to improve youth family planning service delivery.

The remainder of this introduction provides short, suggested scripts to introduce the activity and each round. Remember, be conscious of time and know when to start and stop each Round. Have a great journey!

## INTRODUCTION

The facilitator should have the visual on the bottom of this card drawn on flipchart paper or projected on the wall for participants to see while you read the below.

*Empathways* takes users on a **journey** from thinking about their own experiences, to understanding their partner’s experiences and then working together to improve youth family planning service delivery. Here is a representation of that journey. Take a moment to identify where you are right now, and again at the end of the day of how far you’ve gone.



## CONFIDENTIALITY

The facilitator must read this aloud to participants before starting. Make sure all participants understand. Have a plan in place for how you will respond to any participants who may not wish to participate.

All information shared during this activity will be kept confidential. Your participation is voluntary and there will be no incentive for your time. You may stop or pause at any point.

Your participation in this activity will help to improve service delivery in your area by establishing the importance of empathy in providing services which are authentically and wholly youth-friendly.

If you have understood this information, please confirm your participation by saying “yes” to the facilitator. If you wish to stop participating at this time, please let the facilitator know.

### INSTRUCTIONS

## ROUND 1 OPEN UP



**FOR FACILITATOR:** Before beginning, divide participants into provider-youth pairs. Ask participants to each take The Pledge included in this deck on Card 2. If you removed cards from the deck, let participants know which cards are missing, and that you tailored this discussion just for them.

**FACILITATOR READS ALOUD:** This first Round encourages you to share personal experiences, perspectives and more. We'll also talk about “family planning” a bit. Who can help us define this term? [allow time for response]

This round will set the tone for an open, honest conversation. There's an instructions card in your deck - you'll have just one or two minutes per card - get ready, and have a little fun!

### INSTRUCTIONS

## ROUND 2 DISCOVER



### FACILITATOR READS ALOUD:

This deck builds on Round 1 and invites you to discuss how your own experiences and relationships shape your family planning needs, attitudes and preferences.

In this round, we'll talk about “health services,” “healthcare providers,” and “family planning methods.” Who can help explain each of these terms, so we each understand them well? [allow time for participants to respond, validate correct responses]

Again, an instructions card is included in the deck for guidance, and you'll have just a few minutes per card - off we go!

### INSTRUCTIONS

## ROUND 3 CONNECT



### FACILITATOR READS ALOUD:

In this final Round, you are invited to imagine how the trust, compassion and understanding that you have built in Rounds 1 and 2 can be applied to improve family planning service delivery for youth.

**SCENARIO** This Round starts with scenario cards. Take turns reflecting on each scenario, and answering the discussion questions. Most of these scenarios are based on real-world experiences from young people around the world. This round may include terms like “IUD,” “Depo,” “condom,” and “menstruation cycle.” Who can help us define these terms before we begin?

**DISCUSSION QUESTIONS** After completing the scenario cards, providers specifically will be asked to reflect on their takeaways from Rounds 1 and 2 and connect these insights to youth family planning service delivery. Young participants will also be invited to share their takeaways in this final round. Again, you've got an instructions card in your deck. While we will have a little more time per card here, the facilitators will still help everyone keep moving so we'll have time to share afterwards.

**FACILITATOR NOTE:** After participants complete Round 3, we suggest allowing at least 20 minutes to ask providers to share their “commitments,” for young people to react, and to conclude the session.