

Tell Me More About That: Solving the Empathy Crisis One Conversation at a Time
Book Group Discussion Guide

1. What were your overall impressions of the book? How about: What 2-3 general themes did you take away from the book? Which specific theme resonates most for you and why?
2. How did your understanding of cognitive empathy change after reading this book?
3. We want to hear your story. Tell us about a time where you felt truly heard by a someone. How did that impact your relationship? How did it impact the way you felt about yourself?
4. Rob was quite vulnerable sharing his stories throughout the book. Tell us about a conflict you may have had with someone special to you. Did it resolve to your satisfaction? What made the resolution feel satisfactory or not? What impact did it have on how you felt about that person? Why?
5. What is asking a good question? How do we ask better questions of each other? What makes people curious?
6. How does our judgement play into empathy or acceptance of others? What did the moldy pancake story inspire for you?
7. Is there a particular individual or group of people would you like to have more empathy with? Why them?
8. Volpe writes that empathy enables outcomes like compassion, collaboration, communication, ideation, trust, forgiveness and more. Where do you find empathy helps you in your life? What examples can you share where empathy helped you?
9. *It's not about me* is a common refrain (mantra?) the author repeats to himself to keep himself open to what he is hearing. What specific things do you say to yourself, or think about, when others are speaking? What internal thoughts would be helpful to quiet when you're speaking with others? What do you do to keep yourself open to listening to other people without judgment?
10. Why is empathy so important? What difference does it make in our lives?
11. How have you used empathy differently since reading the book or advice from the book you plan to embrace moving ahead?

Email speaking@5stepstoempathy.com to see if the author, Rob Volpe is available to join your book club discussion!