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This is a sample chapter from Indi Young's new book Practical Empathy. 2015 Rosenfeld Media. Chapter 2: Empathy Brings Balance. Going deeper than assumptions and opinions in your understanding of people is powerful. If your organization is captivated by metrics, empathy will balance out the numbers.

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For more on empathy visit our website. This is part of a larger documentary project by Edwin Rutsch on the nature of empathy. We hope you'll connect and get involved in Building a Culture of Empathy.

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We recently hosted a webinar with Indi Young, author, UX consultant, and founding partner at Adaptive Path. Check out the video to hear what Indi had to say about empathy, or read the full transcript of the session below! Transcript Martha: Okay, welcome everyone to the webinar this morning, my name is Martha Andrews, and I'm a marketer here at User Testing.

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