Empathy in Civil Service CAN IT BE LEARNED?

Sympathy Vs Empathy

- PITY , CHARITY
- Externalize the issue
- I feel sorry but.....
- Optional to respond and alleviate

- IN THEIR SHOES
- "If I am in their situation what do I
- Justice is not an option



Operation Success and Patient Dead

- The travesty of babudo(o)m
- Solved Vs Disposed
- Process, Procedure Vs Final Result



YERUKULAS – PEOPLE WITHOUT NATIVITY



MISSION 100% - ALWAYS

- People Vs Statistics Rat Race
- Not 90%, Not 99.99%, But 100%
- PDS distribution- No one can go hungry
- Nutrition for pregnant mothers
- Last mile coverage, each point is a person



Right, Entitlement Vs Charity

- Go.Ms 34- Employment as a Right
- Resettlement Colony for PDF- Padmagudem
- Forest Rights Act Eternal Dilemma
- RIGHTS Vs REALITY- Win-Win possible?
- Bamboo harvesting Sirsinnapalli
- Grazing, fishing and fuel rights- BIG FISH



Trust is earned – Empathy & Compassion

- English judgment bhadrachalam, quechua
- Language of the heart- koya
- Understand their culture and way of life why do you feel the way you feel- Jal, Jungle, Jameen, Jobs
- To do what is in your power Chinchughat 70 year land issue
- Going that extra mile Mallapur

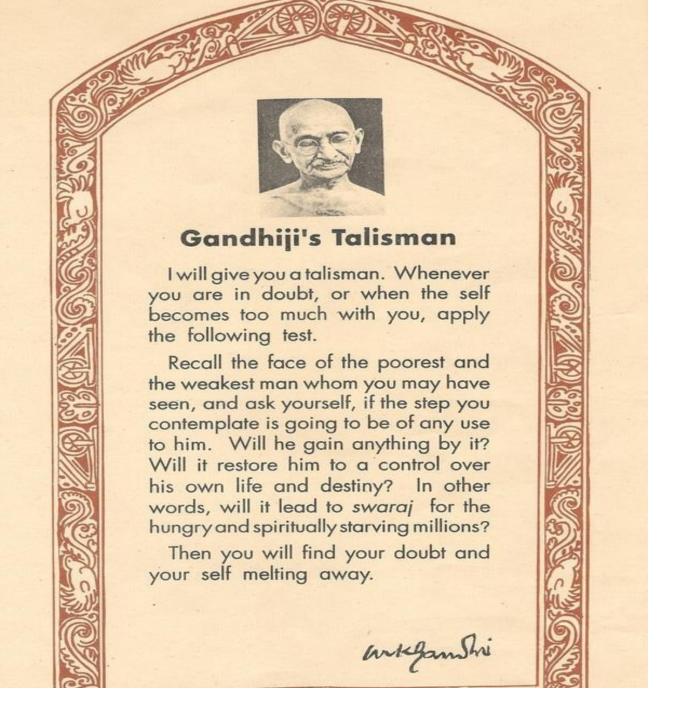
Empathy for your staff

- Project Rekhalu- Wings of Change
- Election Welfare Kit Food Fight
- RIMS, KTPS Minimum wages, ESI, EPF
- Reasonable Vs Unreasonable demands
- Unions and Associations as bad words
- WORKERS RIGHTS Vs CHARITY



CIVIL SERVICE TALISMAN

- Due Process
- Empathy
- Efficacy
- Efficiency



DON'T GET INSTITUTIONALIZED!

ALL THE VERY BEST