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02 인간과 사회 · 교재 p.60

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Although empathy is widely praised by scholars and public figures, not everyone is an empathy booster. Critics of empathy argue that empathy will not save us from interpersonal and intergroup conflict. In fact, they argue, empathy makes such conflicts worse. ① These critics maintain that empathy can be exhausting and lead to burnout or insensitivity to suffering. ② They argue that we tend to empathize strongly with our in-group and resist empathizing with out-groups, and even enjoy the suffering of out-groups in competitive or threatening contexts. ③ Many universities now offer special courses on public speaking. ④ Thus, the prescription for more empathy is often ineffective in cases of conflict. ⑤ Empathy, they argue, can further encourage conflict and force us into an us vs. them mentality. Finally, even when we try to empathize with others who are dissimilar from us or in unfamiliar contexts, sometimes we are unable to accurately empathize with their experiences, causing further misunderstandings and frustration. Critics of empathy argue that we should give up on empathy and employ other tools in pursuit of social harmony, e.g., rational compassion or moral emotions like fear, anger, and shame.

1. 무관한 문장 윗글에서 전체 흐름과 관계 없는 문장은?

① ② ③ ④ ⑤

2. 요지 윗글의 요지로 가장 적절한 것은?

① 공감은 모든 갈등을 해결한다.
② 공감은 외집단에 더 강하게 작용한다.
③ 공감은 결코 지치게 하지 않는다.
④ 이성적 연민은 갈등을 악화시킨다.
⑤ 공감 비판론자들은 공감이 갈등을 악화시킬 수 있으므로 다른 수단으로 사회적 조화를 추구해야 한다고 주장한다.

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The concern about how we appear to others can be seen in children, though work by the psychologist Ervin Staub ① suggests that the effect may vary with age. In a study where children heard another child in distress, young children (kindergarten through second grade) were more likely ② to help the child in distress when with another child than when alone. But for older children—in fourth and sixth grade—the effect ③ reversed: they were less likely to help a child in distress when they were with a peer than when they were alone. Staub suggested that younger children might feel more comfortable acting when they have the company of a peer, whereas older children might feel more concern about ④ judging by their peers and fear feeling embarrassed by overreacting. Staub noted that "older children seemed to discuss the distress sounds less and to react to them less openly than younger children." In other words, the older children were deliberately ⑤ putting on a poker face in front of their peers.

1. 어법 윗글의 밑줄 친 부분 중, 어법상 틀린 것은?

① ② ③ ④ ⑤

2. 요약문 완성 윗글의 내용을 한 문장으로 요약하고자 한다. 빈칸 (A), (B)에 들어갈 말로 가장 적절한 것은?

Younger children were more likely to help a child in distress when (A) _____ a peer, while older children helped less in front of peers because they were concerned about being (B) _____.

	(A)		(B)
①	with	……	ignored
②	without	……	judged
③	with	……	judged
④	without	……	praised
⑤	with	……	rewarded

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Empathy is frequently listed as one of the most ① desired skills in an employer or employee, although without specifying exactly what is meant by empathy. Some businesses stress ② cognitive empathy, emphasizing the need for leaders to understand the perspective of employees and customers when negotiating deals and making decisions. Others stress affective empathy and empathic concern, emphasizing the ability of leaders to gain trust from employees and customers by treating them with real concern and ③ indifference. When some consultants argue that successful companies foster empathy, what that translates to is that companies should conduct good market ④ research. In other words, an "empathic" company understands the needs and wants of its customers and seeks to fulfill those needs and wants. When some people speak of design with empathy, what that translates to is that companies should take into account the ⑤ specific needs of different populations —the blind, the deaf, the elderly, non-English speakers, the color-blind, and so on—when designing products.

1. 어휘 윗글의 밑줄 친 부분 중, 문맥상 낱말의 쓰임이 적절하지 않은 것은?

① ② ③ ④ ⑤

2. 제목 윗글의 제목으로 가장 적절한 것은?

① What Businesses Really Mean by Empathy
② Empathy Is Useless in Business
③ Why Leaders Should Ignore Customers
④ Market Research Replaces Products
⑤ Design for the Average Person Only

정답 및 해설

2-09 **1.**③ **2.**⑤ · 2-10 **1.**④ **2.**③ · 2-11 **1.**③ **2.**①

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1. ③ 글은 공감 비판론자들의 주장을 소개한다. ③은 대학의 말하기 강좌 이야기로 흐름과 무관하다.

2. ⑤ 공감은 소진을 낳고 내집단 편향을 강화해 갈등을 키울 수 있으므로 이성적 연민 등 다른 도구를 써야 한다는 비판론자들의 주장이 요지다.

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1. ④ 또래에게 '평가받는' 것을 걱정하는 수동의 의미이므로 being judged가 알맞다. ④ judging → being judged.

2. ③ 어린 아이들은 또래와 '함께' 있을 때 더 도왔고, 큰 아이들은 또래에게 '평가받을까' 걱정해 덜 도왔다.

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1. ③ 정서적 공감을 강조하는 기업은 진정한 관심과 '연민'으로 대해 신뢰를 얻는 능력을 중시한다. ③ indifference → compassion.

2. ① 기업이 말하는 공감은 관점 이해, 진정한 배려, 시장 조사, 다양한 사용자를 고려한 설계 등 다양한 의미를 가진다는 글이다.