

Empathetic Leadership

Version 1.00
June 2015

Course Preparation

Overview

Discuss the importance of empathy in the workplace and how it impacts teams and relationships.

Course Time

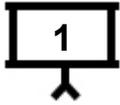
Module	Time
Introduction	1 minute
Four Qualities of Empathy	4 minutes
Why is Empathy Hard?	4 minutes
Module 3: Handle That Call!	10 minutes
Wrap-Up	1 minutes
Course	15 minutes

Support Materials

Trainer	Participant
Empathy and Leadership Slideshow	Handout

Empathetic Leadership

Welcome

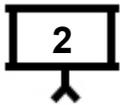


Empathy is a skill. Possibly one of the hardest management skills.

Examples of skills we have had to learn:

- Tying shoes
 - Giving feedback
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Objectives

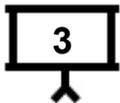


Review the course objectives with participants.

By the end of this course, participants will:

- Understand the 4 qualities of empathy
 - Describe the impact of empathy at work
 - Describe the importance for leaders to be empathetic.
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Four Qualities of Empathy



Distribute handouts.

Ask: In the video, what did Brené Brown state as the four qualities of empathy?

- Perspective taking.
- Staying out of judgment.
- Recognizing emotion in other people.
- Communicating your understanding of other's feelings.



Ask:

- Which of these qualities is the easiest for you?
 - Which is the hardest?
 - What can you do to improve on the hardest quality?
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Empathy in the Workplace



Ask: Why can it be difficult to demonstrate empathy?

Possible responses:

- Empathy is a vulnerable choice and makes us uncomfortable.
 - You disagree with the person's point of view.
 - We judge too easily.
 - Can be seen as a sign of weakness.
 - There is a lot of work to be done. Don't have time to deal with individuals.
 - Demonstrating empathy takes time and effort to show awareness and understanding.
 - It's not always easy to understand why an employee thinks or feels the way they do about a situation.
 - It means putting others ahead of yourself, which can be a challenge in today's competitive workplace.
 - Many organizations are focused on achieving goals no matter what the cost to employees.
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Empathetic Leadership

Empathy in the Workplace, contd.



Let's talk about how empathy directly impacts our teams and relationships.

Refer to space in handout to take notes

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- There is a lot of work to be done. Don't have time to deal with individuals.
- Demonstrating empathy takes time and effort to show awareness and understanding.
- It's not always easy to understand why an employee thinks or feels the way they do about a situation.
- It means putting others ahead of yourself, which can be a challenge in today's competitive workplace.
- Many organizations are focused on achieving goals no matter what the cost to employees.

Ask: What are the benefits to your team if make you the choice to be empathetic?

Possible responses:

- Shows a deep respect for co-workers/team members
- An empathic leadership style can make everyone feel like a team and increase productivity, morale, and loyalty
- Team will follow leader's example
- Employees will work harder knowing they are personally cared about.
- Employees will stay at the job knowing they are personally cared about.
- Encourages leaders to find the root cause behind poor performance.
- Empathy allows us to feel safe with our failures because we won't simply be blamed for them.
- It encourages leaders to understand the root cause behind poor performance.
- Empathy allows leaders to build and develop relationships with those they lead

Ask: How can empathy make you a better leader for your team?

Possible responses:

- You gain a greater awareness of the needs of your employees.
- Empathy allows you to create an environment of open communication and more effective feedback.
- It allows us to understand and explore problems employees face and how to help them resolve them.
- Being empathetic with your employees helps to validate what they're going through.

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Empathetic Leadership

Activity:
Conversation
Redo



Time	Activity Setup: 2 minutes Activity: 3 minutes Activity Debrief: 3 minutes
Activity Objective	Allow participants to determine how to use empathy with their employees.
Trainer Instructions	<ul style="list-style-type: none">• Direct participants to page 2 of handout.• Explain activity.• Give participants a few minutes to answer the questions.• If time, have participants role-play the scenarios.• Debrief activity.

Wrap Up



Ask:

- How will you apply this to your team?
- Does anyone see an immediate opportunity to apply it?

Tips for applying empathy with your employees:

- Pay Attention.
 - Explore gently.
 - Adjust your approach accordingly.
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