

Leading with Empathy

Length: 1 Day

Summary: What makes great leaders? Is it their courage, their business acumen, their expert knowledge, or their ability to organize? Truly great leaders have a specific blend of skills, but they also possess something else, empathy. This course teaches you to lead with empathy by seeking to understand the perspective of another person. When empathetic communication is encouraged at work, individuals feel more comfortable speaking openly, and they feel safe, which is why empathy at work is crucial to company-wide success. Students will understand the principles of empathetic communication and strategies to help improve their approach to difficult conversations and learn how to converse empathetically to improve their one-on-one conversations and team interactions.

Audience: Leaders and Supervisors

COURSE CONTENT

1. DEVELOP HUMILITY AND EMPATHY

- Leaders are humble people
- Learn why humility is important
- Why should leaders be compassionate?
- Understand – at a deep, emotional level – why arrogance is so destructive
- Ensure that you are sympathetic
- Learn skills for leading with empathy

2. SUPPORT YOUR EMPLOYEES

- Empathy will help you better understand and support your employees
- Empathy will help you get to the root cause of problems
- Empathy will help you predict the effect of your future actions
- Empathy in the workplace will contribute to company success

3. RECOGNIZING EMOTIONS AT WORK

- Learn the importance of being mindful and present when trying to understand and decode emotions.
- Self-awareness
- Reading body language – non-verbal cues
- Listening skills
- Empathetic communication

4. LEAD WITH COMPASSION WHEN THERE IS NO PASSION

- How to deal with challenging employees
- Getting past the first response – interactions using an empathetic approach
- Strategies for improving conversation skills
- Making a plan and finding the words
- Strategies for dealing with different types of people
- Dealing with negativity