



**EMPATHY AND
WORKING TOGETHER IN
THE WORKPLACE**

EMPATHY

Empathy

- Empathy Vs Sympathy
- The Benefits of Empathy
- Practices to get the ball rolling



What is empathy?

- The capacity to understand or feel your colleague's thoughts, feelings or experiences **form their frame of reference.**
- That is, the capacity to place yourself in another's position.



Going deeper...

- It is not about what “you” would feel in that specific situation. It is actually the choice that you made to feel what the other person is feeling.
- In order to be empathetic one has to connect to something within oneself that resonates with what the other person feels.



What empathy is not



Understanding logically



Finding agreement



Judging



Faking interest



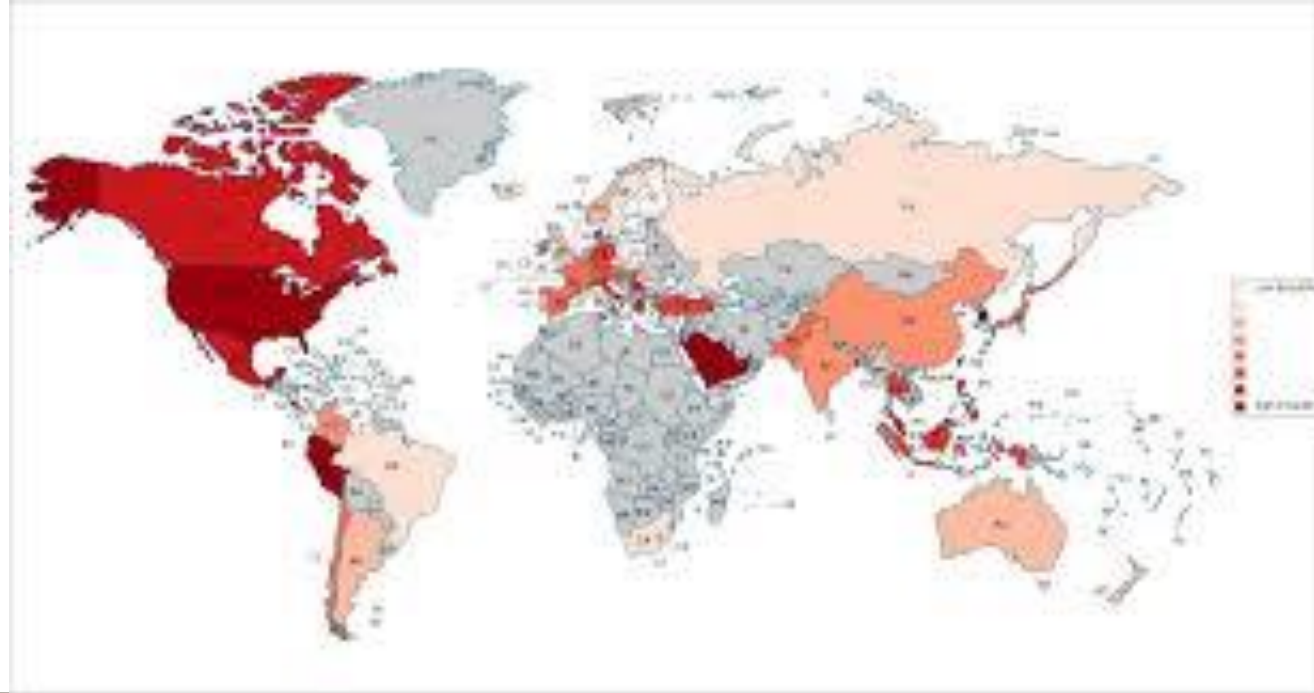
Suffering together



Automatic nice answers



Empathy: The most empathetic countries in the world

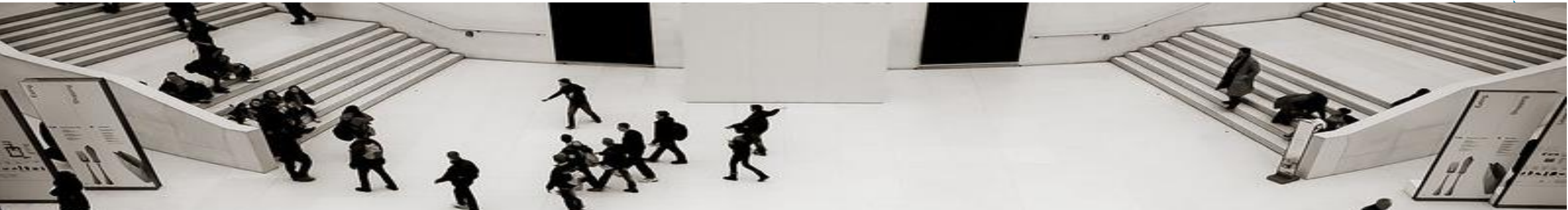
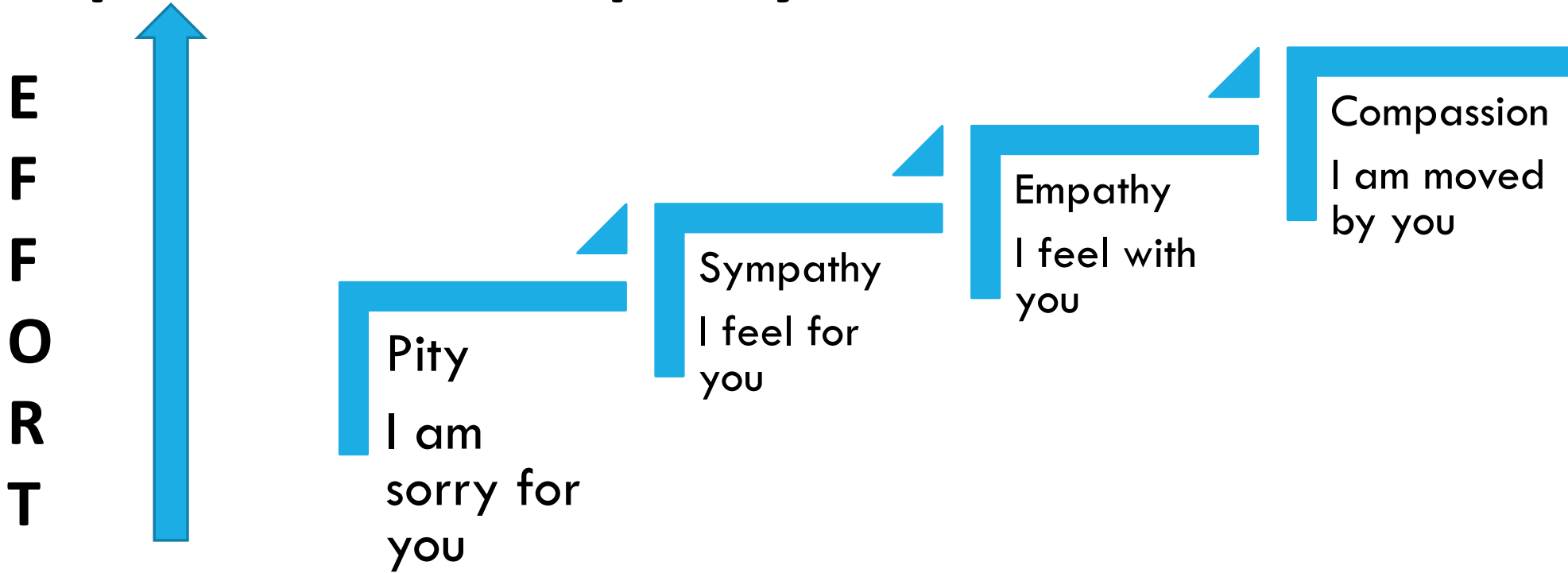


What is sympathy?

- It is a feeling of concern for someone, a sense that they could be happier. It doesn't involve shared perspectives or emotions.
- You can feel sympathy for someone “crying in the street” without knowing anything about their situation.



The spectrum of empathy

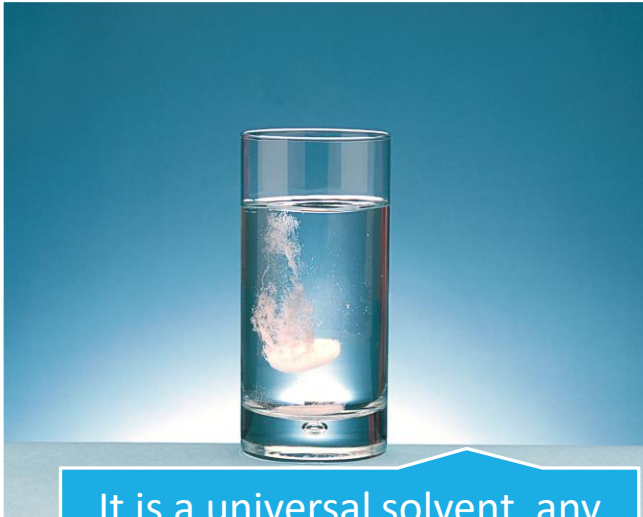


Examples of empathy Vs sympathy

Empathy – Focus on emotions	Sympathy – Rational analysis
From what's you are telling me things must be really hard.	That's terrible, don't worry it will change soon.
I think I know how you feel wanting to do a good job but not having the technical skills needed.	That's very stressing and unfair.
I think you are saying that it is very difficult to be creative within a company that doesn't allow errors.	I understand what you are going through. You need to find another job!
Your boss walks into your office and says your numbers are down for the third quarter in a row Are you OK? I'm worried about you? What's going on?	Your boss walks into your office and says your numbers are down for the third quarter in a row. Are the markets shrinking? Do you need specific training? Are you visiting your clients regularly?



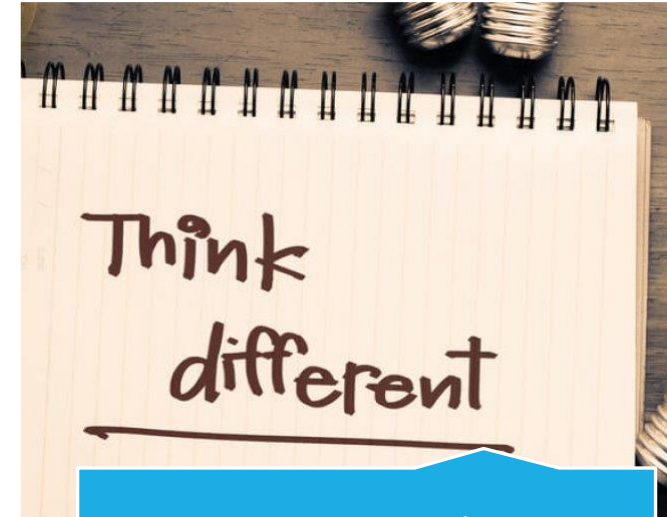
Benefits of empathy for businesses



It is a universal solvent, any problem immersed in empathy becomes soluble



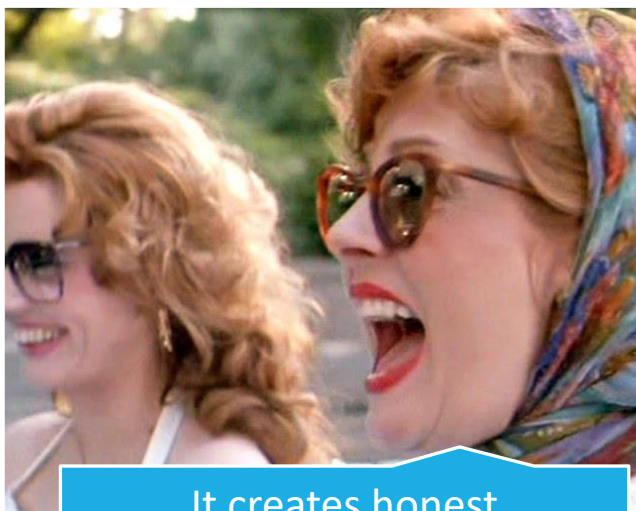
It fuels connection, team work and mutual concern for the company and the clients



Boosts teams productivity creativity and innovation



Benefits of empathy for businesses



It creates honest relationships and therefore a real bond

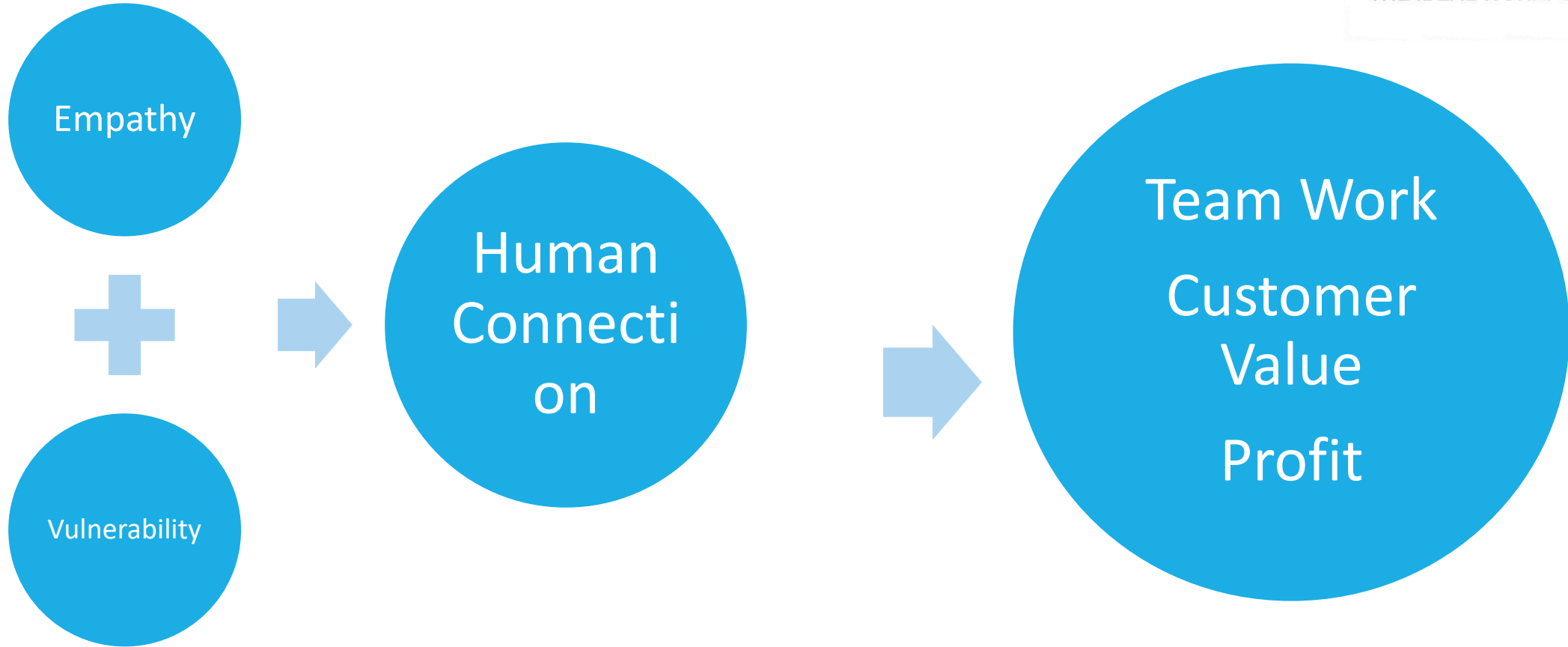


It helps developing a company's culture of "real" people and clients can feel that



Empathy cascades to clients and increases profits





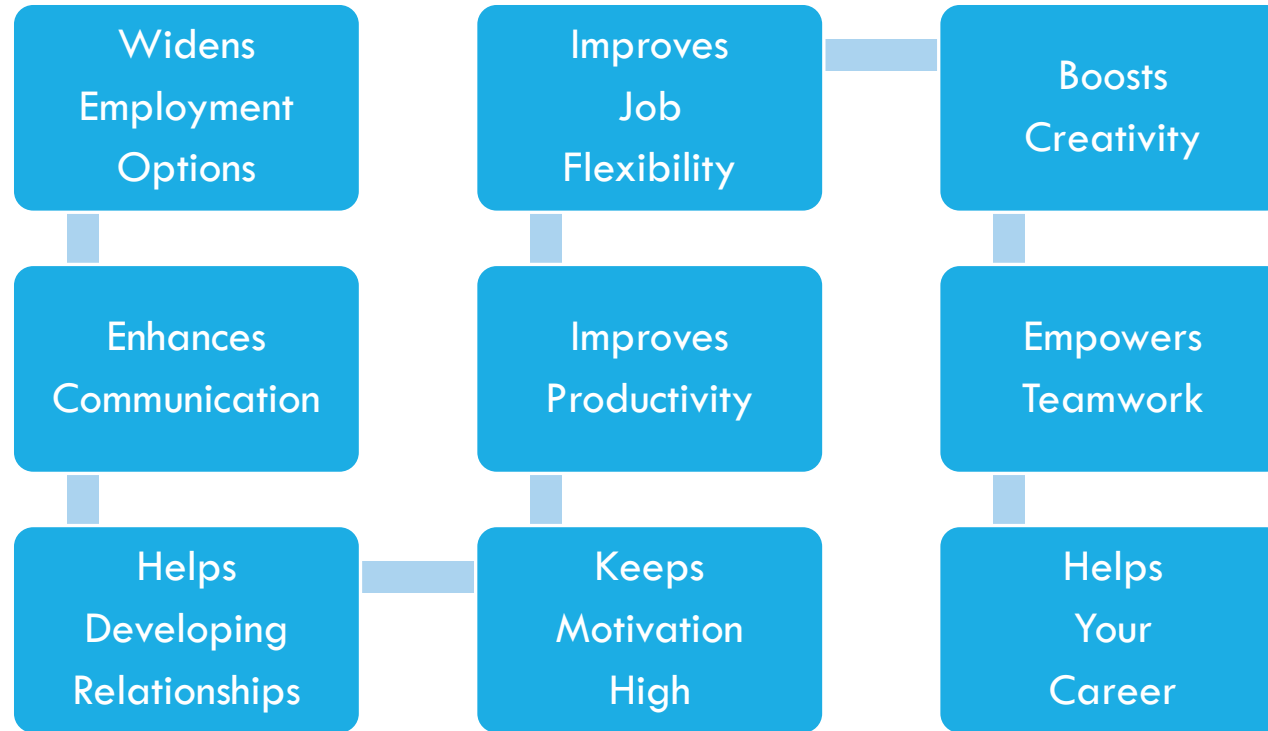
Empathy: Benefits at all levels



- Negotiation
- Customer Loyalty
- Productivity
- Sales
- Conflict Resolution



Benefits of empathy for the employee



Requirements for empathy to flourish

- A safe environment of shared feelings and emotions
- No judgement agreement
- Excellent listening skills
- A business culture that accepts vulnerability as a strength
- A trained team in the “art of questioning”
- An ongoing development programme with practical group exercises



Easy practices to get the “ball of empathy rolling”

- Active Listening:

Individuals shouldn't seek out conversations to listen in on, necessarily, but rather pay closer attention to the conversations around them, and actively listen to and feel what's going on.



Easy practices to get the ball of empathy rolling

- Weekly Highs and Lows:

Gather your team for a quick stand-up meeting, either at the beginning or end of each week. Ask each team member to share one personal high and low point of their week, personal or professional. This exercise helps tearing down protecting walls.



The Payoff

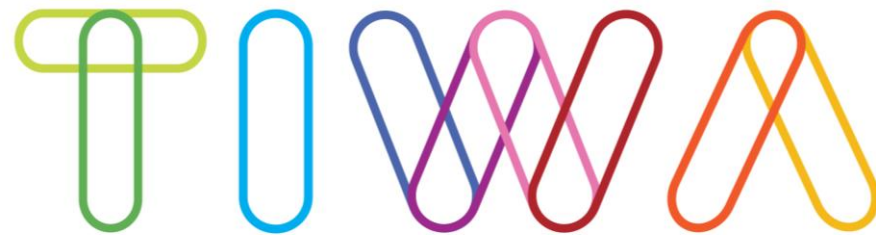
- Regular empathy practice keeps you on the edge of your emotional fitness, but the benefits are enormous:
 - ✓ Banishes loneliness
 - ✓ Develop a natural ability to connect and relate to colleagues and clients
 - ✓ Protects from idiot management superiority
 - ✓ Widens and deepens the ability to offer meaningful products and services
 - ✓ As your empathy grows, you'll find that it's infinite and that through it, the company as whole transcends its challenges.



References

- Nielsen Norman Group [NNG](#)
- University of Oregon [University Oregon](#)
- Harvard Business Review [Harvard Business Review](#)
- Brene Brown [Brene Brown](#)
- Escuela Europea de Management [Escuela Europea de Management](#)
- Mindtools [Mindtools](#)





THE IDEAL WORKPLACE ATMOSPHERE



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