



**EMPATHY AND  
WORKING TOGETHER IN  
THE WORKPLACE**

**EMPATHY**

# Working Together

- Empathy Fuels Connection and Performance
- Empathy Promotes Client Oriented Teams
- How to Lead Empathically



# Empathy Fuels Connection and Performance

- According to Forbes: “Empathy has a compelling impact work satisfaction motivation and productivity”
  - Empathy neutralises negativity clearing the way for solving problems
  - Increases leadership’s recognition
  - 90% of employees reported that mental health also improves what increase satisfaction and employee retention



# Empathy Fuels Connection and Performance

- Self-compassion, a necessary intermediate step on the way to empathy, with a positive impact on **performance**
  - Increase % of success if you give yourself a healthy dose of self-compassion after you fail
  - Coming down on yourself reduces the chances of rebounding
  - If you have self-compassion you will most likely show it to others



# Empathy Promotes Client Oriented Teams

- What's Customer Empathy:
  - Customer empathy means completely and unfailingly – rewriting rules for each unique customer. No one cares about your business processes. Change them for your customers always.



# Empathy Promotes Client Oriented Teams

- Statements that promotes empathy:
  - I understand how frustrating it is when...
  - I realize how complicated it is when...
  - I can imagine how upsetting it is when...
  - I know how confusing it must be when...
  - I am sorry to hear that...

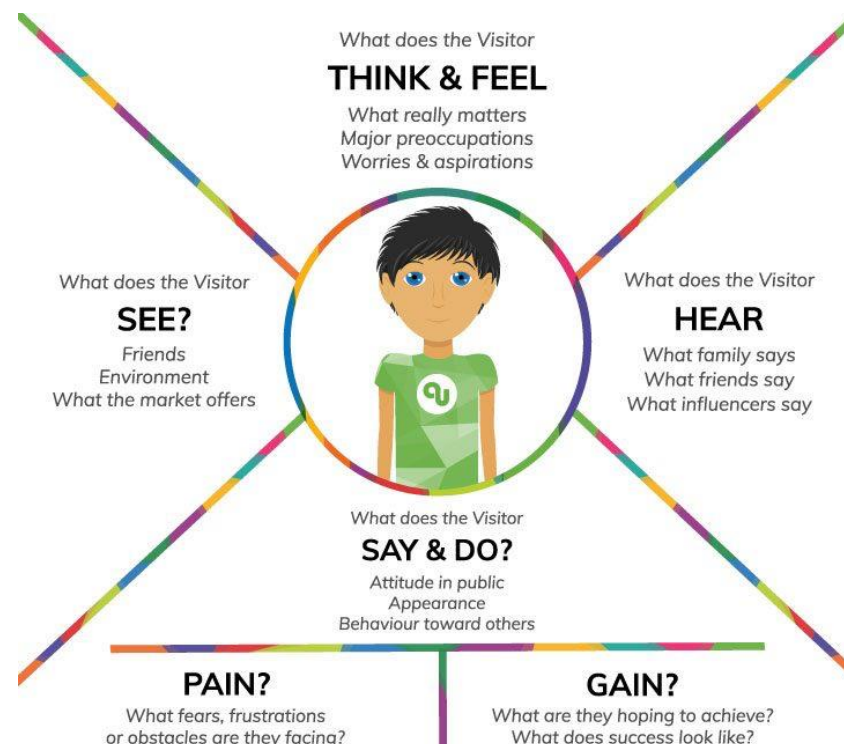


# Empathy Promotes Client Oriented Teams

- Empathy attitude with customers:
  - Listen Carefully and Make it your problem
  - Allow them "to get it all out"
  - Be respectful
  - See it through their eyes.
  - Understand their priorities



# The Empathy Map





# How to Lead Empathically

- Only 40% of frontline leaders were "proficient or strong in empathy", according to Forbes.
- According to the DDI Study, empathy is the ability to understand and share the feelings of others and it is highly correlated with key management skills including coaching, engaging and making sound decisions.



# How to Lead Empathically

## Challenges:

- **No Time** to truly hear the employee as well as deep and sincere listening skills with suspended judgement
- Difficult to relate empathy and **ROI** (region-of-interest)
- Companies search for “**tough managers**” and “**tough teams**”
- Hard-boiled managers are push to **results** and **numbers**



# How to Lead Empathically

Yet at macro management level only 30% of employees are fully engaged, 70% are functioning at “going through the motions”



# How to Lead Empathically

As Aristotle once said, "Virtue is the happy medium between two extremes"

Analytical



Emotional

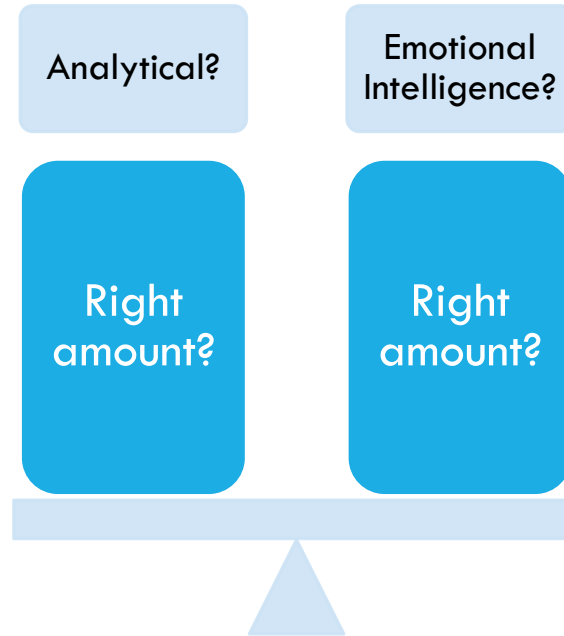


# How to Lead Empathetically

- The best managers balance analytical and emotional approaches
- They use both hemispheres, both neurological networks when solving problems
- They are opposing poles of reason
  - Analytical Network - More about information and analysis
  - Emotional Network - People and qualitative observations



# How to Lead Empathically



# What's your "to-go" network?

- In a TIWA environments, managers must be aware of their "to-go network" of predilection
- The one that they normally and naturally lean on when dealing with an issue
- And exercise the "not-to-go" network of predilection all the time



# How to Lead Empathetically

Be aware of your  
issue solving approach

Empathic  
Network?

Emotional  
Network





# Ways to work on your empathic network

- Complete at least one 15-minute conversation each day in which your sole purpose is to understand the other person giving full attention, **not to solve their problem or give advice.**
- Extract the whole picture from what they are saying, their body language, tone of voice, emotional cues, etc.
- Challenge all your assumptions and consider all possibilities.



# Ways to work on your empathic network

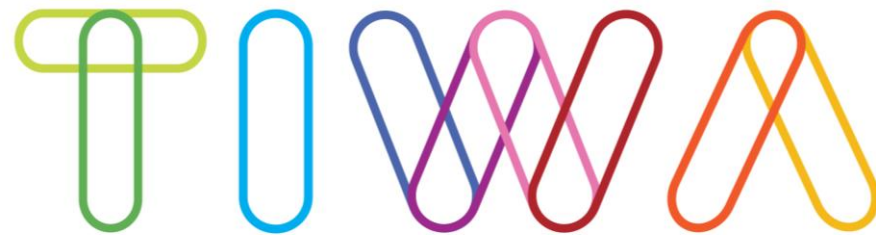
- Schedule specific windows of time within which to complete certain analytical tasks.
- Identify a situation at work that requires changes and do some research on options.
- Write down the pros and cons considering costs and contribution.
- Connect your notes together into a framework to help you decide.
- Uncover trends hidden in the numbers.



# References

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THE IDEAL WORKPLACE ATMOSPHERE



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