



# Empathetic Leadership

# Objectives

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.





# Four Qualities of Empathy

- Perspective taking
- Staying out of judgment
- Recognizing emotion in others
- Communicating your understanding of other's feeling



# Empathy in the Workplace

 Why can it be difficult to demonstrate empathy?

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

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



# Activity: Conversation Redo

- Recall a situation when you could have used empathy.
- What prevented you from demonstrating empathy?
- How could you have connected to the situation personally?



*“When we understand our team, we have a better idea of the challenges ahead of us.”*

- DeLores Pressley, Motivational Speaker and  
Personal Power Expert

