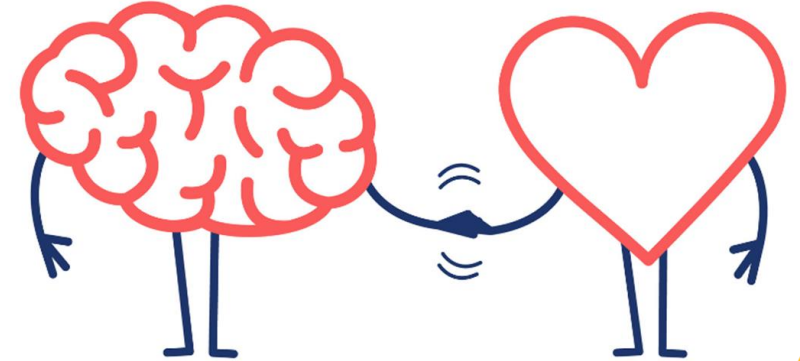


EMPATHY IN THE WORKPLACE

CREATED AND PRESENTED BY NANCY BOYLE,
EMPLOYEE ASSISTANCE PROGRAM TRAINER VILLAGE BUSINESS INSTITUTE

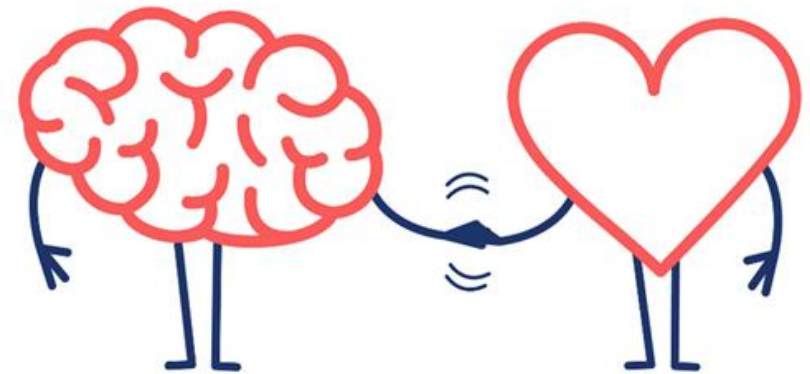
OBJECTIVES:

- Define empathy and understand how it differs from sympathy
- Discuss importance of empathy in the workplace
- Learn how to become more empathetic



EMPATHY

- em · pa · thy
- the ability to understand and share the feelings of another.

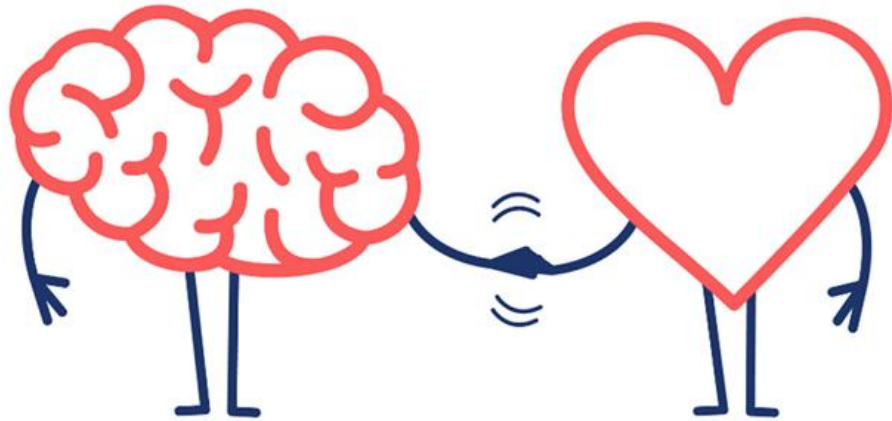




3 STAGES OF EMPATHY

Cognitive Empathy

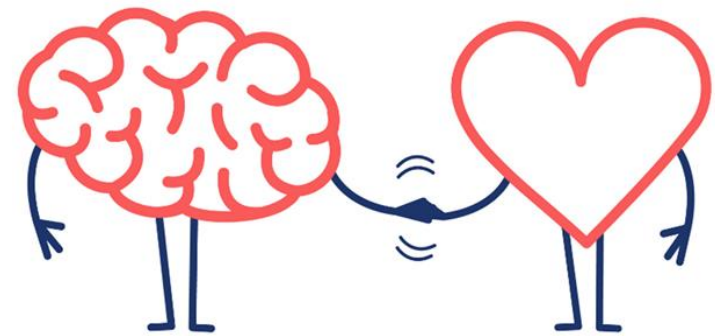
- Cognitive empathy is the ability to understand what another person might be thinking or feeling. It need not involve any emotional engagement by the observer



3 STAGES OF EMPATHY

Emotional Empathy

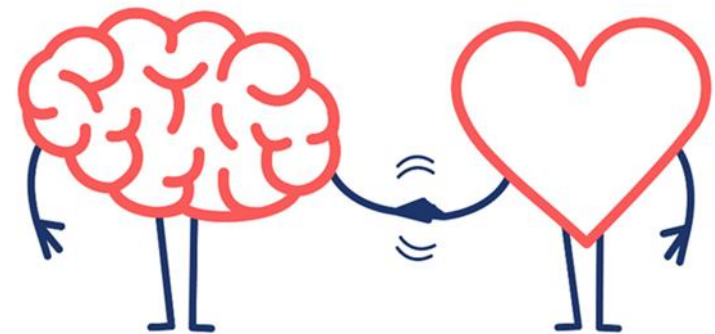
- Emotional empathy is the ability to share the feelings of another person, and so to understand that person on a deeper level. It's sometimes called "affective empathy" because it affects or changes you. It's not just a matter of knowing how someone feels, but of creating genuine rapport with them.



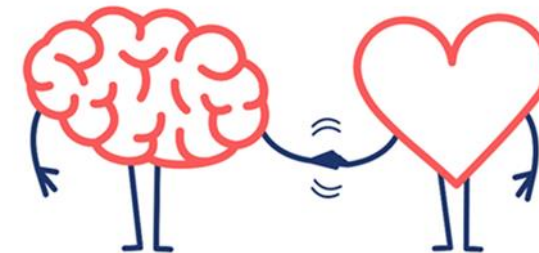
3 STAGES OF EMPATHY

Compassionate Empathy

- Compassionate empathy is the most active form of empathy. It involves not only having concern for another person, and sharing their emotional pain, but also taking practical steps to reduce it.



BENEFITS OF EMPATHY IN THE WORKPLACE



Improved Retention

Showing support for your team decreases employee turnover by 26%



Produce Better Work

Understanding employees' emotions and feelings can increase productivity by 15%



Build a Positive Change

Fostering positive company culture can increase customer satisfaction by 30%



Increase Participation

Showing empathy at work raises willingness to collaborate by 29%

TEN KEY REASONS WHY EMPATHY IS IMPORTANT

1) YOU WILL BETTER UNDERSTAND THE NEEDS OF PEOPLE AROUND YOU

- If you express empathy towards the people you work with, you will be able to understand what they need from you, and how you can treat them the way they want to be treated.

2) YOU WILL MORE CLEARLY UNDERSTAND HOW YOU AFFECT OTHERS

- By understanding another person's viewpoint, you can evaluate more clearly how your words and actions affect or influence them



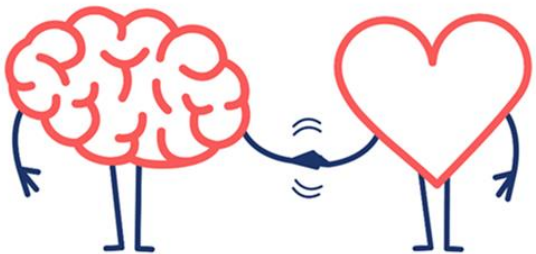
TEN KEY REASONS WHY EMPATHY IS IMPORTANT

3) YOU WILL UNDERSTAND NONVERBAL CUES

- By focusing on your intuition, you'll be better equipped to understand unspoken communication with others. This means you will be able to improve your interactions with others in the workplace and in social spaces.

4) YOU WILL BE BETTER AT YOUR JOB

- Besides better knowing and understanding your colleagues, empathy will make you a more efficient and effective provider to your clients. You will be better able to read or anticipate the needs of your clients or customers at work.



TEN KEY REASONS WHY EMPATHY IS IMPORTANT

5) YOU WILL BE BETTER EQUIPPED TO DEAL WITH INTERPERSONAL CONFLICT

- Engaging with another's perspective will help you in both your personal and your professional relationships. It will help you to resolve any potential conflict that may arise from misunderstandings.

6) YOU WILL MORE ACCURATELY PREDICT OTHER PEOPLES' BEHAVIOUR

- By focusing on what motivates other people's behavior, you will be better able to understand how to interact with the people you work with or are close to. You may also be able to predict their actions or reactions.



TEN KEY REASONS WHY EMPATHY IS IMPORTANT

7) YOU WILL BE BETTER ABLE TO MOTIVATE THE PEOPLE AROUND YOU

- If you know what motivates others, how they want to be treated and what they want to achieve, then you will be better equipped to inspire and motivate them.

8) YOU WILL MORE EFFECTIVELY CONVINCe OTHERS OF YOUR POINT OF VIEW

- If you've established yourself as a good listener and a caring coworker, people will be more likely to listen to your viewpoint.



TEN KEY REASONS WHY EMPATHY IS IMPORTANT

9) YOU WILL LEARN TO LOOK AT THE BIGGER PICTURE

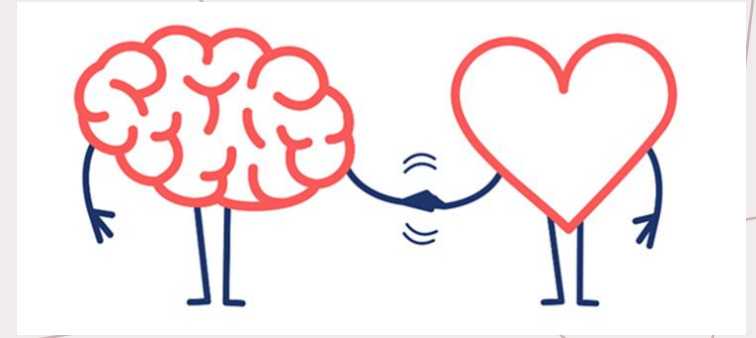
- When you incorporate several different perspectives or worldviews, you will be able to see the bigger picture of an issue or concept.

10) YOU WILL BECOME A BETTER LEADER, WORKER AND FRIEND

- Empathy will help you understand your coworkers, family and friends better. You will be in a better position to effectively lead and inspire others, as well as develop more caring and compassionate relationships.



BENEFITS OF EMPATHY IN THE WORKPLACE



Rapport and Trust Building

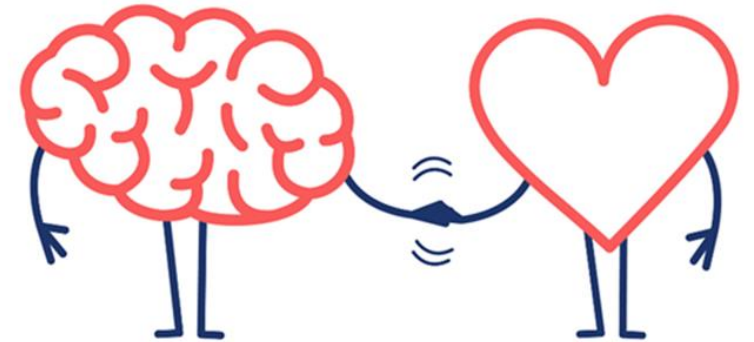
“a relationship characterized by agreement, mutual understanding, or empathy that makes communication possible or easy.”

- Building rapport is the process of developing the connection in a relationship
- Often that happens through what we share that is the same—the same shared interests, experiences, sense of humor, values.”

BENEFITS OF EMPATHY IN THE WORKPLACE

Rapport and Trust Building

- Rapport can establish trustworthiness
- Finding common ground with employee- shared interest, value or perspective
- Observe interactions, and reactions

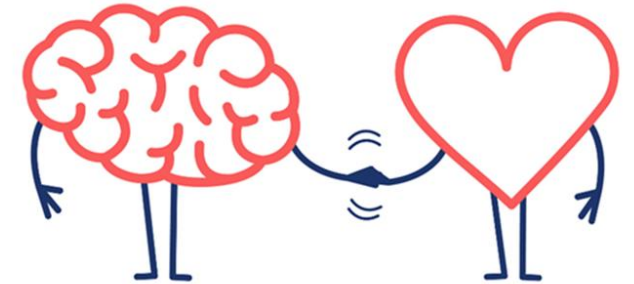


BENEFITS OF EMPATHY IN THE WORKPLACE

Awareness, acknowledgement and understanding

- Lived experience
- Perspectives
- Cultural competency

Belonging and commitment

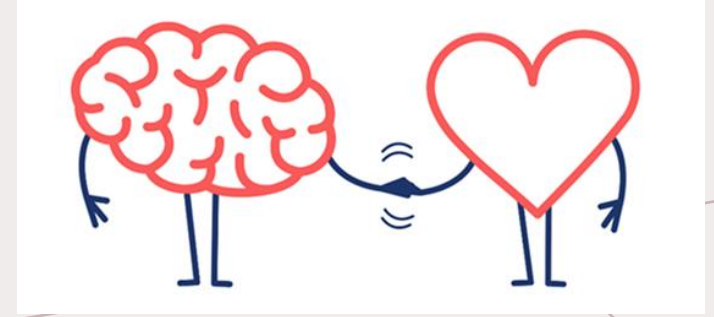




BENEFITS OF EMPATHY IN THE WORKPLACE

- Connection
- Effective communication
 - Understanding non-verbal cues
- Improved emotional wellbeing
- Support
- Stress reduction

EMPATHETIC LISTENING



Provide the speaker with your undivided attention



Be non-judgmental



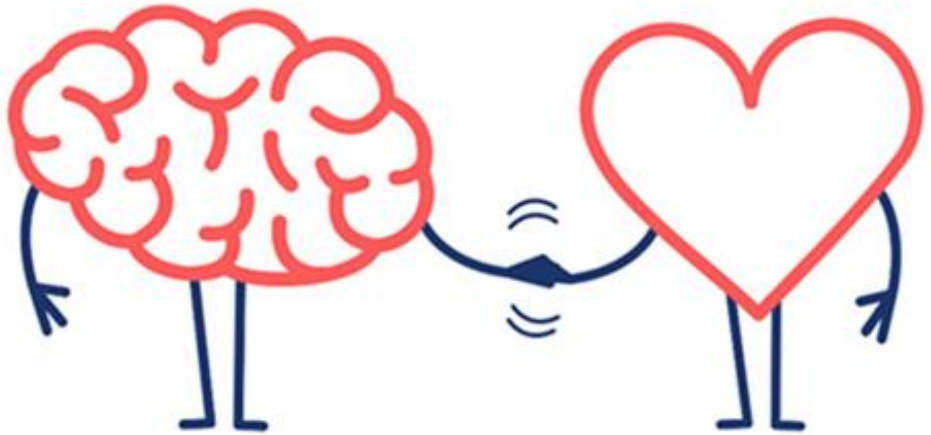
Read the speaker



Be Quiet



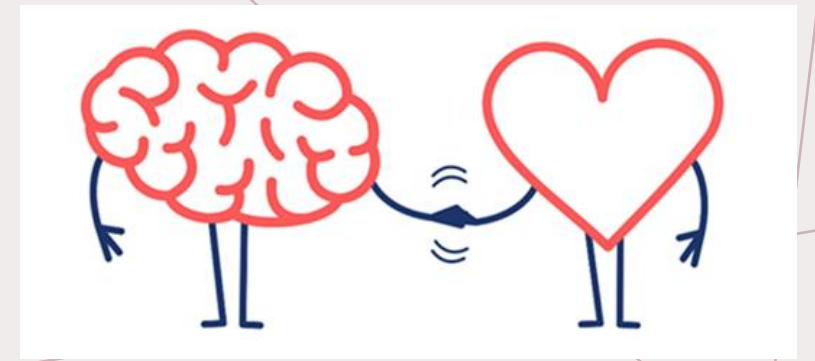
Assure your understanding



DEVELOPING EMPATHY

- ✓ **Observe how you react to people:**
 - ✓ look honestly at how you think and interact with others. Try to be more open to their perspectives and needs.
- ✓ **Don't be judgmental**

DEVELOPING EMPATHY



- ✓ **Be humble:** humility doesn't mean that you're shy or lack self-confidence. When you practice humility, you can still know what you did, and be quietly confident about it.
- ✓ **Keep employees informed:** Transparency assists in making employees feel safe

4 WAYS LEADERS CAN SHOW EMPATHY IN THE WORKPLACE

1. Watch for signs of overwork in others.

- Work burnout is a real problem today, and it comes at greater risk during times of intense stress and pressure. Many people are stressed, putting in more work hours than ever before and finding it difficult to separate work and home life.

2. Show sincere interest in the needs, hopes, and dreams of other people.

- Leading with empathy involves working to understand the unique needs and goals of each team member and how to best match work assignments to contribute to both performance and employee satisfaction.



4 WAYS LEADERS CAN SHOW EMPATHY IN THE WORKPLACE

3. Demonstrate a willingness to help an employee with personal problems.

- Keeping open lines of communication and encouraging transparency is a good way to [foster psychological safety and help team members feel comfortable sharing](#) when it's necessary.

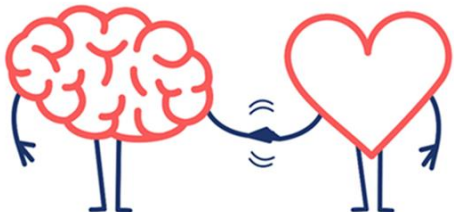
4. Show compassion when other people disclose a personal loss.

- Personal loss is something we all have experienced, so even if we can't relate to the specific loss our team member experiences, we can act empathetically and let them know they're supported.

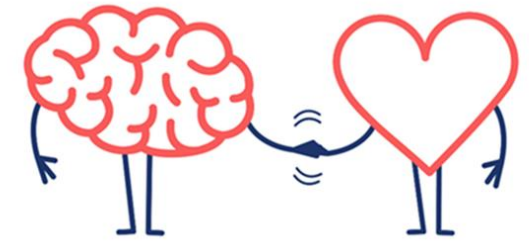


PSYCHOLOGICAL SAFETY

- Ask powerful, open-ended questions, and then listen actively and intently to understand feelings and values, as well as facts.
- Agree to share failures, recognizing that mistakes are an opportunity to learn and grow.
- Use candor, whether expressing gratitude or disappointment.
- Ask for help, and freely give help when asked.
- Embrace expertise among many, versus a “hero” mentality.
- Encourage and express gratitude, which reinforces team members’ sense of self.



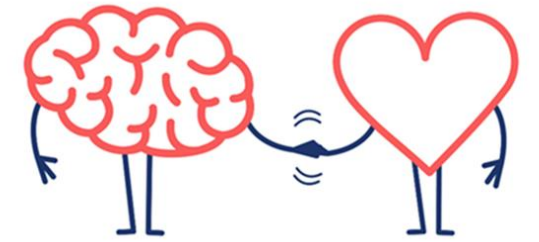
HOW EMPATHETIC IS YOUR ORGANIZATION?



Here's a list of questions to ask yourself:

- Do you put your employees' needs first or your bottom line?
- Do you have an employee engagement program?
- Do you reward employees that provide stellar customer service?
- How diverse is your workforce?
- Do you have support for those who have mental health challenges?
- Do you provide financial assistance to struggling employees?
- Do you allow employees to work from home or have flexible hours?
- Do you offer daycare or financial support for daycare as employee benefits?
- Do you provide education that can help your employees increase their earning power?
- Have you outlined a company mission that goes beyond making a profit?

SHOWING EMPATHY WITH COMPASSIONATE POLICIES



Put your employees' needs first: Make sure that you look out for your staff's mental health, financial well-being, work-life balance, and ambitions through financial and educational assistance, provisions for daycare, remote work, and flexible schedules, and programs that encourage employees to seek help for mental health and addiction issues.

Start an employee engagement program: Encourage your employees' ideas. Put them in place as many times as you can.

Promote diversity: Nine out of ten CEOs have observed that a more diverse workplace is a more empathetic one.

They can "get things"
in the management.

