

Why

We will discover the importance of empathy in leadership. Empathy is a crucial trait for leaders to have as it creates a positive work environment, fosters collaboration, and leads to better results.

Learning Objectives

- To understand the definition and importance of empathy in leadership
- 2. To learn how to cultivate empathy in oneself as a leader
- 3. To be able to apply empathy in different leadership situations

How



Learn:

We will discuss how empathy enables leaders to connect with their team members and foster a positive work environment.



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Practice:

We will learn how to listen actively, recognize and validate emotions, and show compassion. We will also practice putting ourselves in other people's shoes and seeing situations from their perspective.

03

Apply:

We will practice communicating with team members with empathy, providing feedback with empathy, and handling conflict with empathy.

04

Share:

We will discuss the challenges we faced while practicing and applying empathy in leadership and how we overcame them. We will also share tips and tricks with each other.



Exercise

One exercise that a leader can practice to develop empathy is active listening. Active listening involves not only hearing what someone is saying but also understanding and acknowledging their emotions and perspective.

Active Listening

This exercise involves listening to a video recording of a person's message and then reflecting on the emotions and perspectives expressed in the message.

How



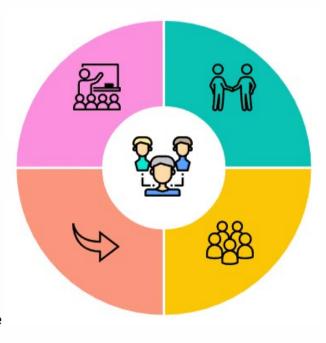
Learn:

Active listening is a communication technique that involves fully focusing on and understanding the speaker's message. It also includes paying attention to nonverbal cues, such as facial expressions and body language.



Apply:

- a. What emotions did the speaker express?
- b. What perspective did the speaker offer on the topic?
- c. How did the speaker's message make you feel?



02

Practice:

Listen to the recording carefully, paying attention to the emotions and perspectives expressed by the speaker. Now paraphrase what you just heard in the message and write it down.



Share:

Pair up with another participant and take turns sharing your thoughts and feelings about the message you heard. Be sure to listen actively to your partner's reflections and validate their emotions.