



EMPATHY

Pocket Card



CreatingEdge



EMPATHY - 1st 10 Tips



- Publicly state your intent on empathy
- People are your No.1 asset
- Deepen relationships with your team
- Always bring your personal self
- 2 ears, 1 mouth – use them in that ratio
- Seek to fully understand
- Be 100% approachable
- Use inclusive language
- Don't assume or pre-judge
- Focus on the speaker

