



# **Empathy**

## **1<sup>st</sup> 10 Tips**

Leadership from the Heart & Mind



**CreatingEdge**



# Empathy 1<sup>st</sup> 10 Tips



## 1. Make your intent on empathy clear, publicly

- Include Empathy in your own Goals & Objectives.
- Explore Empathy as one of your organisation values.
- Let the team know that Empathy is a very important focus for you.

## 2. People are your No.1 asset

- Your people are what makes the difference in your organisation.
- Understand them, nurture them, embrace them, love them.

## 3. Deepen your relationships in your team

- Get to know every team member personally, their likes, hobbies, family.
- Increase your personal connection by sharing similar information.
- Encourage the team to deepen their relationships with all team members.

## 4. Bring your personal self to the team

- Open up about yourself, be honest & be transparent on who you personally are to the team – no hiding behind leader personas.
- Don't leave people 2<sup>nd</sup> guessing, be you & be interested in your team.

## 5. Seek to fully understand

- Always repeat back what you hear from the speaker.
- Validate what is being said to fully understand what is being said.
- Ensure the speaker knows you are listening to what is being shared.

## 6. Be approachable in every way

- Adopt open friendly behaviours to increase your personal approachability.
- Increase access to yourself & walk the floor to engage with team members.

## 7. 2 ears & 1 mouth – use them in that proportion

- A culture of listening with empathy starts with a minimum 2:1 ratio.
- Listen intently to what is being shared & only speak when the speaker has finished to seek clarity on what has been shared.

## 8. Use inclusive language

- Use We, not Me, speak as a collective team together not as you personally.
- There is no I in Team, so use Us & Ours to promote collective language.

## 9. Don't make assumptions or pre-judgements

- Don't jump into solution mode or 2<sup>nd</sup> guess speakers, listen to everything shared without making any assumptions or thinking ahead.
- After full clarification with the speaker arrive at joint solution for maximum impact & understanding.

## 10. Focus on the speaker

- Don't think about anything else but the speaker – focus intently on what they share & watch for body language signals that support the dialogue.
- Remain in the moment, focused & avoid all distractions.