

Leading with Empathy™

Compassionate Leadership. Extraordinary Results.

People who work for empathetic leaders are far more engaged, productive, and loyal than those who don't.

Research proves the impressive influence of an empathetic leader. These special leaders show compassion for their people and help them in times of difficulty while still holding them accountable to do a good job.

But there is a wide empathy gap in the workplace: many leaders don't know how to demonstrate it, and many employees feel their managers lack it.

A workplace lacking empathy is undermined by disengagement poor productivity, little collaboration, and high turnover. In contrast, an empathetic leader manages people who are highly engaged, productive, collaborative, and loyal.

Blanchard's Leading with Empathy teaches this essential skill. It shows leaders how to understand and support their people, build deeper relationships, and achieve the results the workplace demands.

Empathetic leaders get better results and are generally happier and healthier than their counterparts.

It's a winning situation for everyone.

Outcomes



Strengthen Leader-Team
Connections



Inspire Excellence
Through Engagement



Raise Performance and
Accountability



Improve Retention
and Loyalty



Learning Objectives

- How curiosity, helpfulness, and self-awareness boost leaders' empathy
- Three skills for leading with empathy
- A set of behaviours to support people who are struggling while maintaining their autonomy

Leading with Empathy™ Skillset



Who Should Attend?

- Individuals
- Teams
- Managers
- Senior Leaders
- Anyone who wants to strengthen their empathy skillset to build deep and trusting relationships in the workplace

Help Your Leaders Find a More Compassionate and Supportive Way to Lead

Leading with Empathy is an asynchronous, online, on-demand module that takes 30–45 minutes to complete. It is available as a Blanchard-hosted or a client-hosted solution. A Reflect and Share session is scheduled separately and conducted by a Blanchard facilitator or a client facilitator.

Leading with Empathy Mindset

- Curiosity: taking a sincere interest in understanding people's feelings, goals, and experiences
- Helpfulness: the generous intention to be of service to others
- Self-Awareness: the ability to understand your feelings and how others perceive you
- Communicate Intentionally: asking respectful questions to better understand the challenges a person's facing and following up on past issues.
- Feel Their Feelings: trying to feel what the other person is experiencing. What would it be like to walk in their shoes?
- Respond Thoughtfully: considering relationships and results. This helps a leader be empathetic and informed while still holding people accountable

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