

Teap.

Everyone deserves a little couch-time.



Monthly Wellness Seminar

**Empathy in the Workplace:
Fostering Understanding and Connection**

September 2024



About your Presenter

- **Licensed Professional Counselor**
- **Educator for 15 years**
- **Neely Counseling Center**
- **Works w/Adults, Teens and Couples**
- **Loves to Travel**

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Today's Takeaways:

- Understanding Empathy
- The Science Behind Empathy
- Case Study: Empathy in Action
- Empathy Mapping
- Practical Strategies for Fostering Empathy
- Empathy in Leadership
- Measuring Empathy in the Workplace

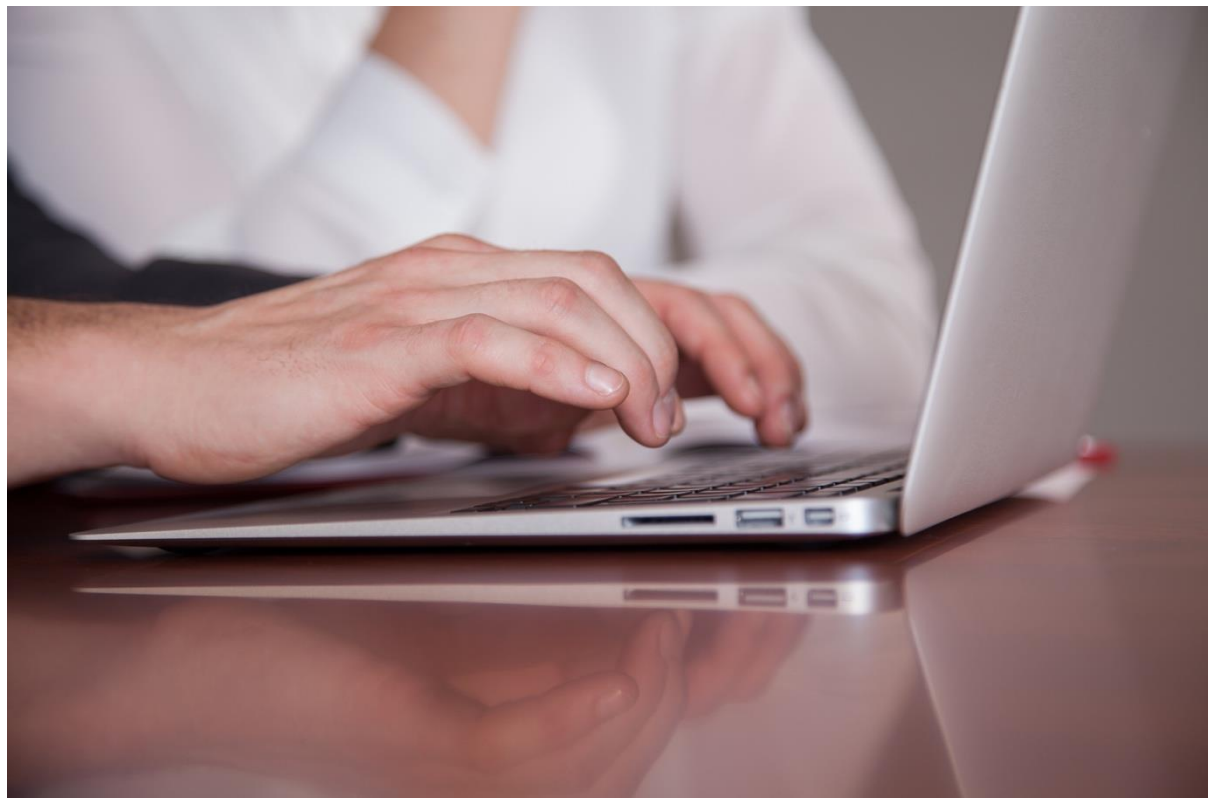
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#1

Understanding Empathy

- What is empathy?
- Why is it important in the workplace?
- What are the different types of empathy?
- How does empathy differ from sympathy?





The Benefits of Empathy in the Workplace

- Studies show that empathetic workplaces have higher employee satisfaction, better teamwork, and lower turnover.

- Higher Overall Productivity
- Enhanced Team Collaboration
- Reduced Stress and Burnout
- Increased Employee Engagement and Satisfaction
- Higher Employee Retention
- Better Conflict Resolution

The Science Behind Empathy

- Mirror neurons play a key role in how we experience and respond to others' emotions.

- Linked to boost in oxytocin “the love hormone”
- Linked to higher levels of serotonin “prosocial behavior”
- Linked to Dopamine contributes to motivation to help others.
- Empathy is linked to emotional intelligence, which is crucial for managing relationships.



Case Study: Empathy in Action - "The Strained Team"

Background

- A mid-sized market agency
- Toxic environment
- Sarah and Mike

Problem

- Launch of a major client project
- Stick to schedule vs creativity
- Business impact

Intervention

- The mediator
- Empathy mapping
- Both perspectives

The Empathy Based Solution

- Listening to each other
- Understanding the impact
- A new workflow

Outcome

- Significant improvements
- Improved Quality
- More engage and supportive team

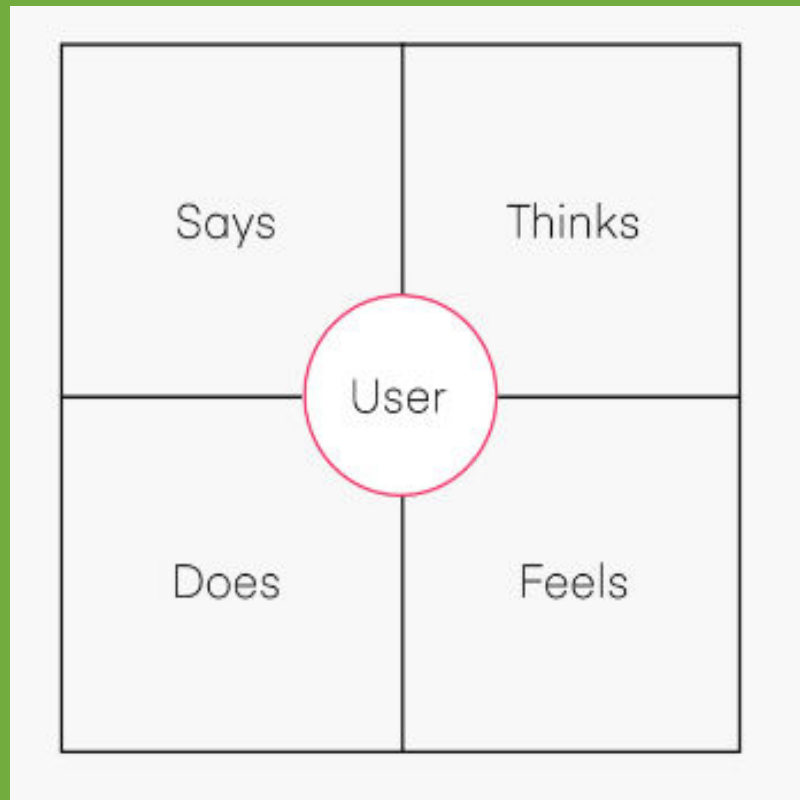
Key Takeaways

- Empathy in conflict resolution
- Balancing structure and creativity
- Ongoing communication

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#2

Empathy Mapping



Identify the person or group you want to understand.

- Consider a specific colleague, team, or even a customer.

Fill in each quadrant of the map.

- Use observations, known behaviors, and any available data.

Discuss and analyze the insights gained.

- How do their thoughts and feelings align or conflict with their actions and words?

Apply the insights to improve interactions

- Use your findings to enhance communication, support, and collaboration.



Practical Strategies for Fostering Empathy

Culture of Empathy Within Teams

- Use phrases like 'I want to understand your point of view' or 'Tell me more about that.'

Active Listening

- One of the simplest ways to show empathy is by truly listening to others without interrupting.
- Listen for the purpose of understanding vs the purpose of responding.

Role-Playing

- Create and practice role-playing scenarios.
- Revisit past situations and process how empathy may have led to different outcomes.

Empathy in Leadership

Importance of empathetic leadership

- Empathetic leaders inspire trust, loyalty, and higher performance from their teams.

Leaders model and encourage empathy in their teams

- The modeling of empathy leads to the mirroring of empathy. A safe space for connection is established.

Examples of empathetic leadership in action

- Consider leaders you admire. How do they use empathy to build strong, resilient teams?



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#3

Measuring Empathy in the Workplace



Tools and techniques for assessing empathy within teams.

Employee surveys, 360-degree feedback, and direct observation can help gauge empathy levels in your team.

The impact of empathy on employee engagement and productivity.

High empathy correlates with better employee engagement and satisfaction.

Track progress and improvement in empathetic practices.

Establish benchmarks and regularly assess how empathy initiatives are improving workplace dynamics.

Thanks For
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Empathy in the Workplace

Types of Empathy

- **Cognitive Empathy:** Understanding and/or believing another person's perspective or mental state without necessarily feeling what they feel.
- **Emotional Empathy:** Actually feeling the emotions that someone else is experiencing.
- **Compassionate Empathy:** Not only understanding and sharing in another's emotions but also being moved to help or take action.

Practical Strategies

- Use phrases like 'I want to understand your point of view' or 'Tell me more about that.'
- One of the simplest ways to show empathy is by truly listening to others without interrupting.
- Listen for the purpose of understanding vs the purpose of responding.
- Create and practice role-playing scenarios.
- Revisit past situations and process how empathy may have led to different outcomes.