



empathetic
LEADERSHIP

Write one thing that worries you or makes you anxious about your work...something that you feel you can't share with many people.

Position Yourself as a
LEADER...

Before you have any
followers.



Model The Way

- Your behavior wins you respect.
- Never ask anyone to do what you are not willing to do yourself.
- Leaders' deeds are more important than their words.
- Words and deeds must be consistent.
- Exemplary leaders go first.

Inspire a Shared Vision

- Leaders have the desire to make something happen.
- Leaders have the desire to change the way things are.
- Leaders help colleagues realize how the dream (department/project goal) is for the common good.

Challenge the Process

- Leaders search for opportunities to grow, innovate and improve.
- No one has ever achieved their personal best simply by keeping things the same.
- Leaders must recognize and support good ideas—even if it's not their own.

Enable Others to Act

- Leadership is a team effort.
- Exemplary leaders enable to do good work.
- Leaders engage everyone who must make a project work and those who must live with the results.

Encourage the Heart

- Genuine acts of caring, acts to uplift the spirit, and to propel people forward.
- Show appreciation for colleagues' contributions.



The Importance of

empathy

SYMPATHY: to have compassion for, or feel sorry about, someone else's sorrow or misfortunes

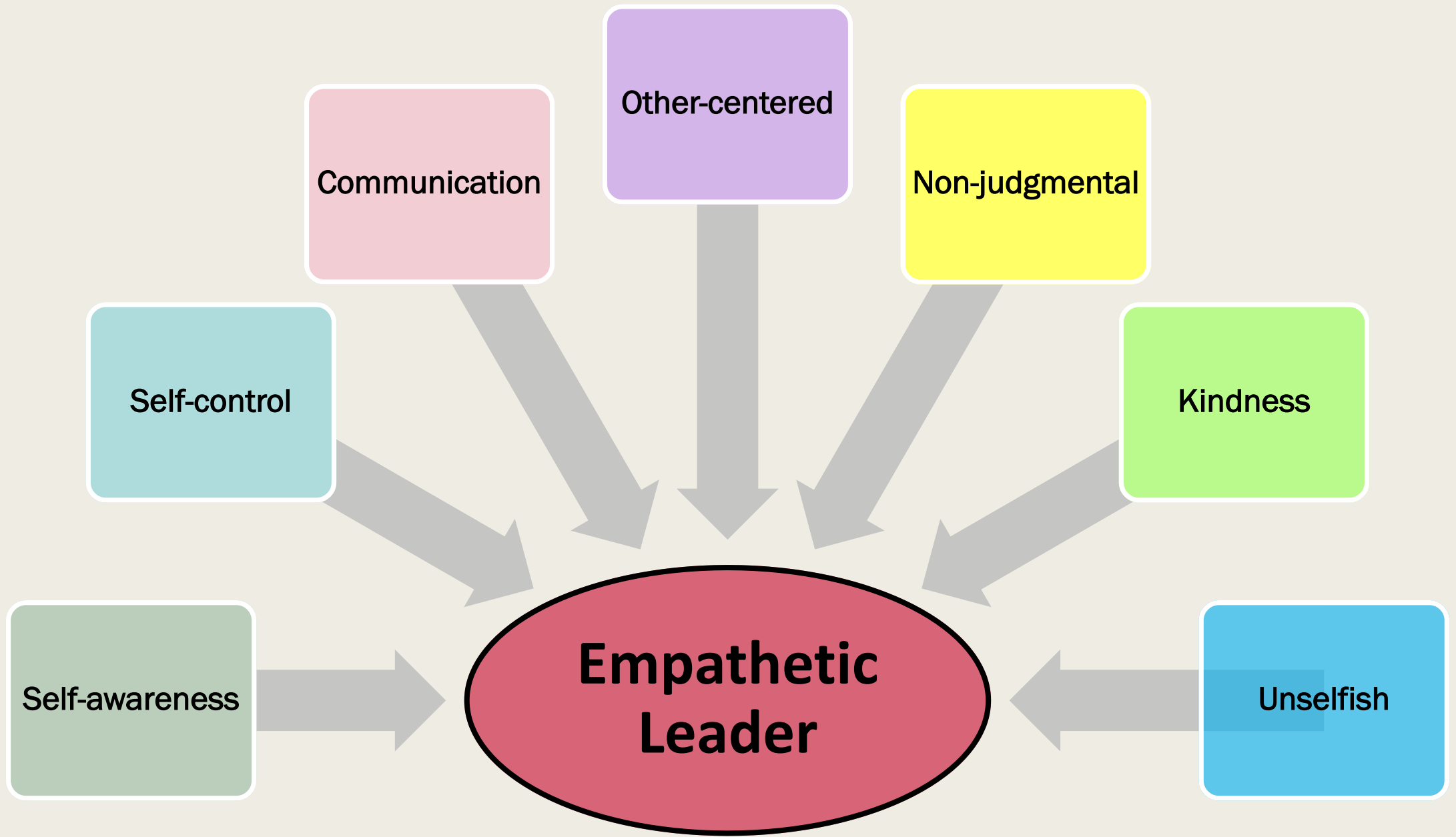
EMPATHY: understanding or experiencing someone else's emotions or experiences as if they were your own, or as a shared experience

Correct Word?

- Having also faced serious financial troubles, Caroline had sympathy for Donnell over his money woes.
- I have empathy for those families who lost their house in the storm. A tornado once destroyed my house.
- Tandeer recently lost her mother to cancer, so she felt great sympathy for Juan during his chemotherapy.
- Their sympathy for the victims led them to donate.
- I was sometimes late to work when I had a new baby, so I was had empathy on my employee who was late.



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*Nobody cares how much
you know, until they know
how much you care.*

~Theodore Roosevelt

“You can never understand someone unless you understand their point-of-view, climb in that person's skin or stand and walk in that person's shoes.”

~Atticus Finch In Harper Lee's *To Kill A Mockingbird*