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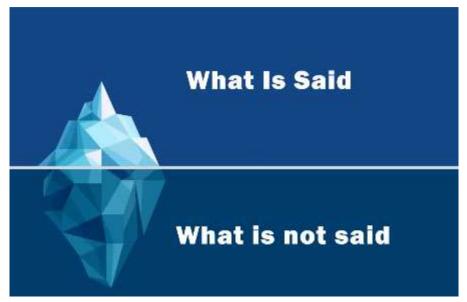
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Training Consulting Coaching Development

Empathy in Business – Webinar Handout

Empathy

- Can be described as walking in someone's shoes.
- Emotions are more important than facts.
- How someone feels about something can influence if someone purchases a product or service.



The Three Types of Empathy:

- 1. Cognitive Empathy You understand what someone is going through; you can relate to another time where you felt the same way.
- 2. Emotional Empathy You feel the same emotions as someone else; you are drawn in emotionally.
- 3. Compassionate Empathy You feel strongly and moved to take action for someone else.

Empathy and Leadership

- As a leader, it's important to model empathetic behaviour and encourage your team to follow your lead.
- Professional Skills training can help your team develop their empathy skills like active listening, perspective-taking and emotional intelligence.



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Across North America

Training Consulting Coaching Development

Talent Development and Professional Skills

- The largest skills gaps are professional skills.
- Fun fact: 20% of CEOs spend more time learning professional skills than the average learner.
- Ask yourself are you actively working on developing these professional skills?
 - Communication
 - Empathy
 - Emotional Intelligence
 - Initiative-taking
 - Adaptability
 - Growth Mindset
 - Time Management

Active Listening Skills

There are five levels of listening:

- Level 1: Listening for the Gist.
- Level 2: Listening to Rebut.
- Level 3: Listening for Logic.
- Level 4: Listening for Emotion.
- Level 5: Listening for Their Point of View.

How to Demonstrate Empathy:

- Focus 100% on listening and understanding, not the outcome.
- Be present.
- Remove judgement and preconceived ideas.
- Use empathy statements such as I appreciate you letting me know what's going on.
- Recognize the other person's feelings as legitimate and respect them you don't have to agree with them!
- Ask yourself what is not being said? What is their body language like?
- Be soft on the person, hard on the problem.

Catch the <u>replay</u> or browse our <u>free resources</u>. Ready for the next step? Register for our next <u>Emotional Intelligence - The Path To Professional Success</u> class or browse our <u>Professional Skills</u> course library.