

Build Trust and Increase Employee Engagement by Leading with Empathy

GoSkills online course syllabus

Skill level

Beginner

Lessons

18

Pre-requisites

No prior experience needed

Video duration

47m

Estimated study time

47m 47s

Instructor

Minette Norman

Introduction

1

Welcome to empathetic leadership

Empathetic leadership is a skill you can develop, and it's the secret to unleashing your team's talent and capabilities.

Introduction to Empathy

2

What is empathy

Empathy is often misunderstood, so it's important to have clarity on what it truly is.

3

Why leaders need empathy

Empathy may be the most important leadership skill in today's workplace.

4

Myths about empathy

Empathy isn't a "soft" skill that makes leaders less effective.

How Empathy Improves the Workplace

5

Create connection

Human beings need to feel seen and heard.

6

Foster inclusion

An inclusive workplace ensures that everyone has the opportunity to fully participate.

7

Prevent burnout

Burnout is a serious problem people are facing today, and empathetic leaders can help reduce burnout.

8

Promote learning and innovation

Empathetic managers can create the conditions in which employees learn and innovate.

9

Improve employee retention

Employees who have empathetic managers are less likely to leave an organization than those who feel their manager doesn't respect or appreciate their individual circumstances.

Developing Empathy

10

Strengthening empathy

Most human beings have the capacity to strengthen their empathy through deliberate practice.

11

Listening with curiosity

While people often think they are listening, too often they are preparing their response rather than truly listening.

12

Asking empathetic questions

The way leaders ask questions can determine whether employees believe that they can respond openly and honestly or whether they feel they need to hide information.

13

Group dynamics

The key to successful, collaborative teams is to ensure that employees care about the wellbeing of their colleagues.

14

Other ideas for developing empathy

There are many ways to improve your empathy, including reading fiction, learning a foreign language, observing others, and getting more in touch with your own feelings.

Empathy Challenges

15

Working with difficult colleagues

Nothing challenges us more in the workplace than working with colleagues, managers, or staff members with whom we don't get along easily.

16

Can you be too empathetic

Everyone needs to be aware of their empathetic reactions, as they can inadvertently take on negative emotions from others, resulting in stress and burnout.

17 Leadership and empathy

A leader's job sometimes involves making hard decisions, including giving tough feedback, restructuring, and letting employees go.

Conclusion

18 A lifelong practice

There will be times when your empathy is challenged and times when empathy comes naturally.

[Go to GoSkills.com](https://www.goskills.com)