

Empathy: Your Secret to Working More Effectively

GoSkills online course syllabus

Skill level

Beginner

Lessons

17

Pre-requisites

No prior experience needed

Video duration

53m

Estimated study time

53m 20s

Instructor

Whitney Detar, PhD

Introduction

1 The heart of ethics

Being a person of empathy is important for many reasons, but the most important is merely because it is the ethical thing to do.

Why Focus on Empathy?

2 Connections to workplace outcomes

The majority of employees cite empathy as an important value for companies to demonstrate.

3 Building positive relationships

Sharing of emotions is one of the key ways humans bond and connect with each other.

Understanding Empathy

4 Components of empathy

What even is empathy? After this lesson, you'll be able to define empathy, identify it's function, and differentiate it from other emotions

5 Empathy and other emotions

Empathy is commonly confused with sympathy, to the detriment of our relationships.

6 Your Empathy Quotient (EQ)

Empathy starts with self-awareness. After this lesson, you'll be able to assess your current level on this important skill.

Strategies to Build Empathy

7 Capitalizing on opportunity
The first step in being able to show empathy is figuring out when is an opportunity for it!

8 Questions to empathize
Having a hard time empathizing? After this lesson, you'll be able to ask yourself key questions to help you empathize and 1 not to!

9 Prime yourself for empathy
There are times when it seems you cannot be empathetic.

10 Providing opportunities for empathy
In order to reap the benefits of an empathetic organizational environment, you must first create opportunities for them and yourself to demonstrate empathy.

Demonstrating Empathy

11 Empathy in action
It is not enough to know how someone feels in a situation - you have to be able to communicate it!

12 Demonstrating understanding
How do you make people feel heard and understood? After this lesson, you'll be able to communicate understanding of the emotions being expressed.

13 Showing interest
A simple question can go a long way in communicating empathy. After this lesson, you'll be able to communicate interest in the situation/person.

14 Putting it all together
Putting the two components of communicating empathy can be short and simple.

Situational Empathy

15 Job interviews
The job interview is a glorified social skills test.

16 Remote work environments
Remote workers often feel disconnected from the team.

Conclusion

17

Demonstrating empathy

Now that you've watched this course, you should be able to recognize what empathy is, how you can build this skill, and what demonstrating empathy looks like at work.

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