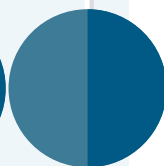
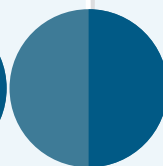
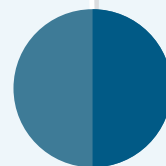


HABITS AND TRAITS OF EMPATHETIC LEADERS

Empathetic leaders build empathetic cultures

Empathy in a business begins with one individual, whether leader or not, choosing to act with empathy. While it's absolutely essential that empathy starts at the individual level, it can't stop there. For companies to live out empathy in real and meaningful ways, it must become the fabric of organizational culture. Next, we'll explore the benefits of empathetic company cultures and then investigate ways to foster that type of culture in your own organization.



Leadership can take many forms within an organization, and empathy can be expressed in many ways. Here are seven simple ways to train yourself to lead more empathetically.

1

Practice presence

If you feel constantly scattered and preoccupied, you'll have no capacity to consider others' perspectives or think clearly. Ground yourself through a daily practice of meditation or silence — even five minutes. Avoid distractions. Don't multitask.

2

Listen more, stay humble

Empathetic leadership requires restraint when listening to people's experiences, stories, and perspectives and drawing patterns from that information, without offering advice. Stay humble, and adopt a servant leadership mindset.

EMPATHETIC LEADERSHIP HABITS

3

Be curious

Highly empathic people (HEPs) find other people more interesting than themselves and are eager to learn about lives and world views different from their own. Stay open to other possibilities.

4

Explore with your imagination

Consuming stories that offer diverse viewpoints is a great way to get inside the minds of others. Immerse yourself in films, documentaries, art, theater, music, or biographies made by people whose lives are very different from the one you lead.

5

Cultivate confidence

Without a healthy store of self-confidence, it is much harder to be present, listen, and practice curiosity – when we're busy doubting ourselves and fretting over negative judgments, there's no energy left to empathize with other people. Tracking goals and celebrating progress along the way, keeping a high-five file, or finding an accountability partner to give you an objective point of view are great ways to bolster your confidence.

6

Get in the trenches

A leader should never deem any experience “beneath” them or customer interactions as a waste of time. Try a colleague's job, work the support phones, or go on a sales call.

7

Find common ground

Look for ways to connect with colleagues, employees, and customers alike. The place where experiences, abilities, and needs intersect offers a chance to come together and form a community.

