



**Category:**  
Essential Skills

**Course Prerequisite:**  
None

**Course Length:**  
16 hours

**Facilitator Fee:**  
\$350 per hour

**Materials:**  
Included

**Cancellation Policy:**  
Less than 30 days, 100% non-refundable with ability to reschedule within 60 days

**Minimum Number of Students:**  
6

**Maximum Number of Students:**  
20

**Delivery:**  
vILT or cILT  
(virtual or classroom)

**Pre-work:**  
None

## The Language of Empathic Leadership

Organizations today face unprecedented disruption, uncertainty & change – AND immense opportunity. Essential to their resilience and future success is a culture of honest, authentic, human-centered leadership that prioritizes employee well-being and workplace relationships.

From multinational corporations to local teaching hospitals, savvy leaders are incorporating empathic practices and realizing benefits including increased employee engagement & productivity, greater constructive conflict, growing customer/client loyalty and improved business results.

In this interactive course, participants will practice communication skills & behaviors foundational to empathic leadership and develop an action plan for immediate application in their workplaces.

The Language of Empathic Leadership introduces key principles and practices of leading experts in empathy in organizations and empathic communication including Marshall B. Rosenberg, PhD, Daniel Goleman, Marie R. Miyashiro, Simon Sinek, and Helen Reiss, MD.

### Course Topics Include:

- What Is Empathy and Why Does It Matter?
- Assessment: Your Empathy Quotient (*AP: looking for a more business-friendly, free online tool*)
- Empathy in Action
- Empathic Leadership Styles
- Empathic Listening
- Empathic Communication Skills (verbal & non-verbal)
- Behaviors that Cultivate Empathic Presence
- Connection First!
- Self-Empathy Skills
- Empathy-Inspired Conflict Mediation
- Identifying & Overcoming Roadblocks to Empathy
- Dispelling Myths: What Empathy is *NOT*
- Empathy Action Plan

According to a 2021 Workforce Empathy study\*, 84% of CEOs said empathy leads to better business outcomes. And yet, 7 in 10 CEOs find it difficult to implement. Even for those without a strong natural inclination, empathy *can* be learned.

\*Source: *Businessolver - theempathybusiness.com*

**GROWTHco**

[www.growthco.com](http://www.growthco.com) | [jimd@growthco.com](mailto:jimd@growthco.com) | 978.827.3133