



THE EMPATHETIC LEADERSHIP



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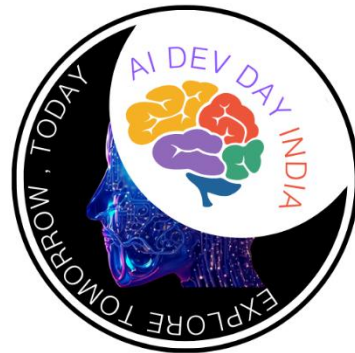
Who am I?

Sanjay Saini

Approx. 25 years, worked across different domains – healthcare, manufacturing, energy efficiency, banking etc.

Wanted to be a fighter pilot, dolphins in my pool and horses in my farm

Will be a co-learner along with you all during the session



Would like to develop teams and organizations where I can send my kids to work

What is Empathy?

समानुभूति

the ability to imagine how another person is feeling and so understand his/her mood

Empathy in action

Share the time you felt truly heard
or understood in a workplace
setting.

Types of Empathy

Cognitive Empathy

Emotional Empathy

Compassionate
Empathy

Mental
Understanding than
emotional
connection

Feeling as it were
happening to you

Understanding,
feeling and taking
action

Why Empathy?

Higher Employee
Engagement

Improved Employee
Retention

Increased Productivity

Reduced
Absenteeism and
Burnout

Enhanced Innovation

Better Customer
Satisfaction

Why Leaders are not Empathetic?

1. Performance over People – the pressure to deliver results
 2. Lack of self-awareness
 3. I don't have the mental energy
 4. That's not how I was trained
 5. Fear of being seen as Weak
 6. No one is doing it
 7. I can't read the room
 8. I don't know how to be empathetic
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Empathy – Soft Truth and Hard Fact

Being Empathetic makes you a better leader

*Being Empathetic can make you unfavorable
with top management*

Empathy – Soft Truth and Hard Fact

Being Empathetic makes you a better person

*Being Empathetic can drain you emotionally
and impacts your mental well being*

Empathy – Soft Truth and Hard Fact

*Being Empathetic makes your employees
give their best*

*Employees may treat you as a weak leader
and may take advantage of you.*

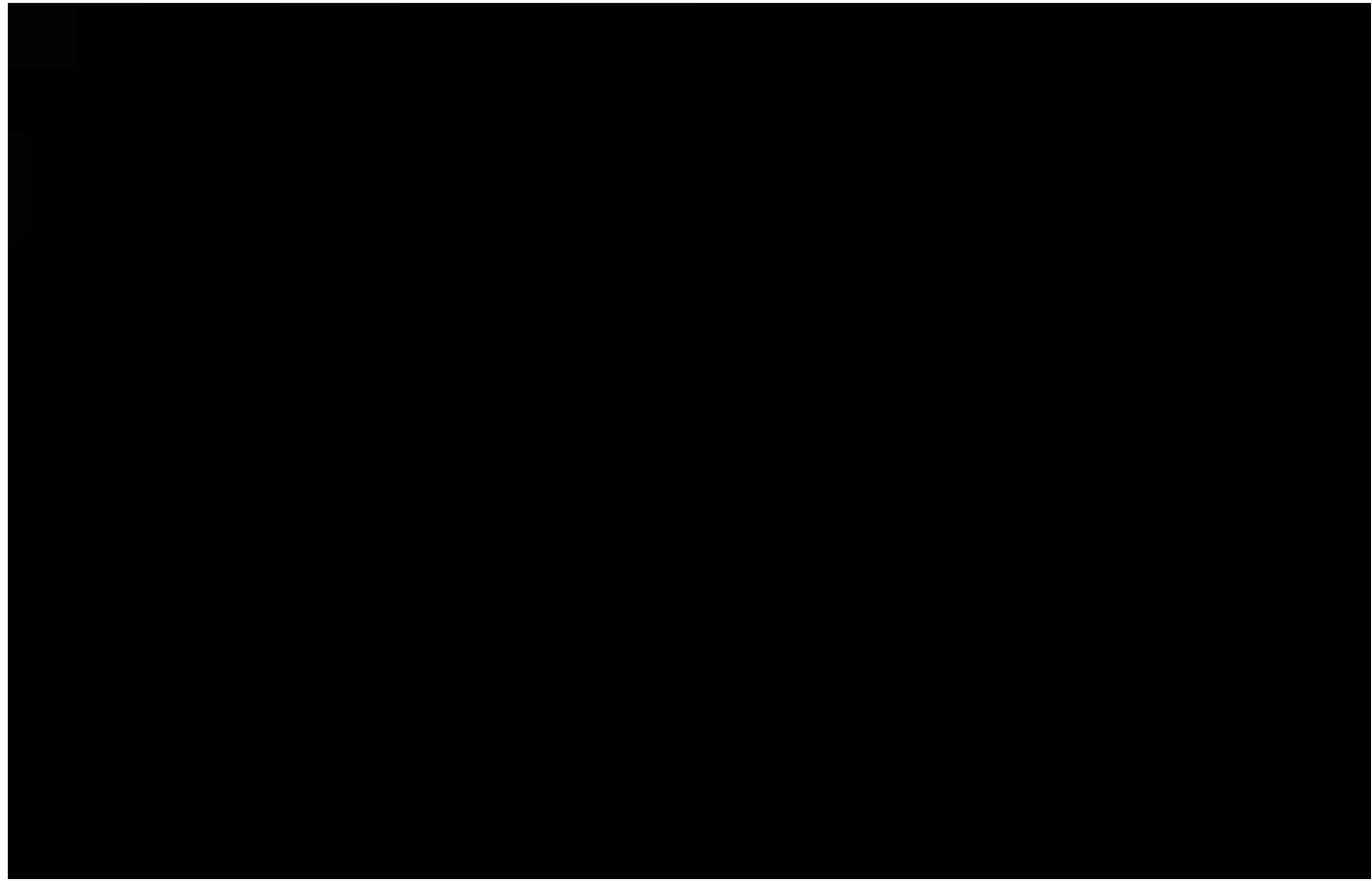
Empathy – Soft Truth and Hard Fact

*Being Empathetic mean you always care
about your people*

*Empathetic leaders have to make tough
decisions that hurts people*

Can Empathy be learned or taught? How?

1. Active Listening



Can Empathy be learned or taught? How?

1. Active Listening

2. Practice small acts of empathy

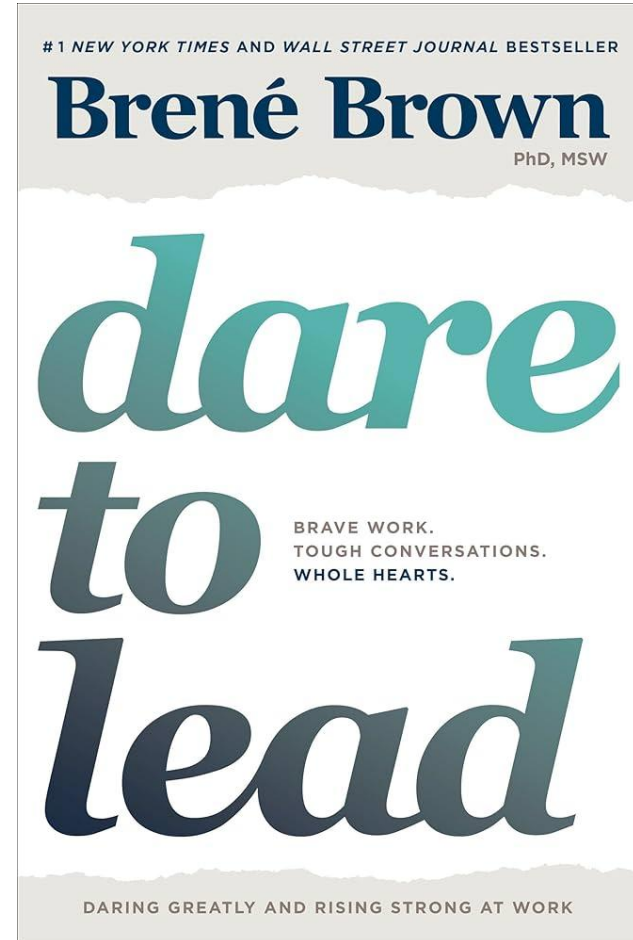
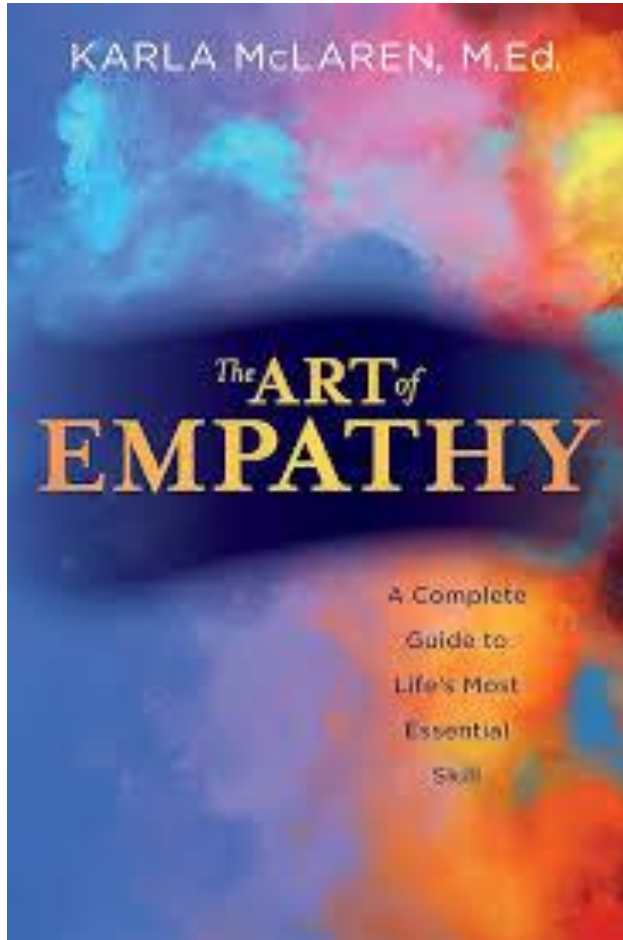
3. Exposure to diverse perspective

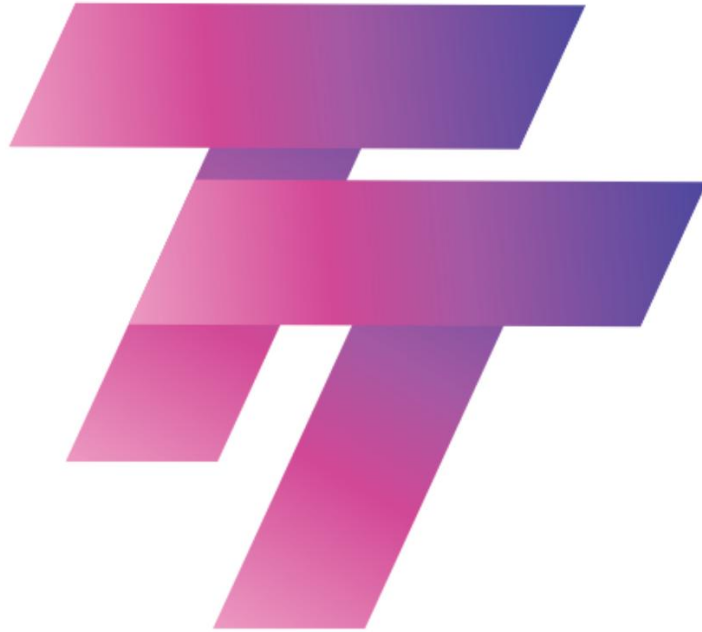
4. Self-awareness and reflection

Empathy in action – Role reversal

1. Form a group of 5-7 participants
 2. All of you are a Manager/Leader
 3. As a manager/leader, share your concerns with team, delivery timeline, quality issues, pressure from management, customer challenges etc.
 4. Note down the common concerns
 5. Read as an employee working for the manager/leader
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Reference Reading





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Connecting Passion With Action

