

Empathy During Uncertain Times



For Intermediate Level



100 Minutes



Learning Objectives

- + Understand the value of leading with empathy during uncertain times.
- + Assess one's empathy mindset and behaviors
- + Embrace strategies and ways to improve empathy using relevant tools and tips



Learning Tools

- + Facilitator driven discussions
- + Individual reflections
- + Group exercises
- + Self - assessment
- + Tips and tools
- + Action Plans
- + Video based discussion



Your Takeaways

- + Demonstrate reflective listening
- + Show compassion towards others
- + Build trust
- + Recognize emotions better
- + Develop action plan for enhancing empathy

Learning Modules

- + Empathy - meaning, need and correlation to leadership
- + Components of empathy
- + Types of empathy - cognitive, emotional and compassionate
- + Healthy empathy balance - Self imposing, self demeaning and self connected
- + Communication with empathy
- + Traits of an empathetic person
- + Traps to empathy
- + Tactics for developing empathy