



# Leading with Empathy

---

Joanne Lee, she/her, Learning Design & Delivery Professional

“If you're asking how to create a more empathetic workplace, you're already way ahead of everybody else.”

- *Daniel Lubetzky, Founder of KIND*







# LEARNING OUTCOMES

---

Define empathy

Identify strategies to integrate empathy into leadership

Create a plan for empathy-driven personal leadership

# EMPATHY DEFINITION



**Refers to the capacity or ability to imagine oneself in the situation of another, experiencing the emotions, ideas, or opinions of that person.**

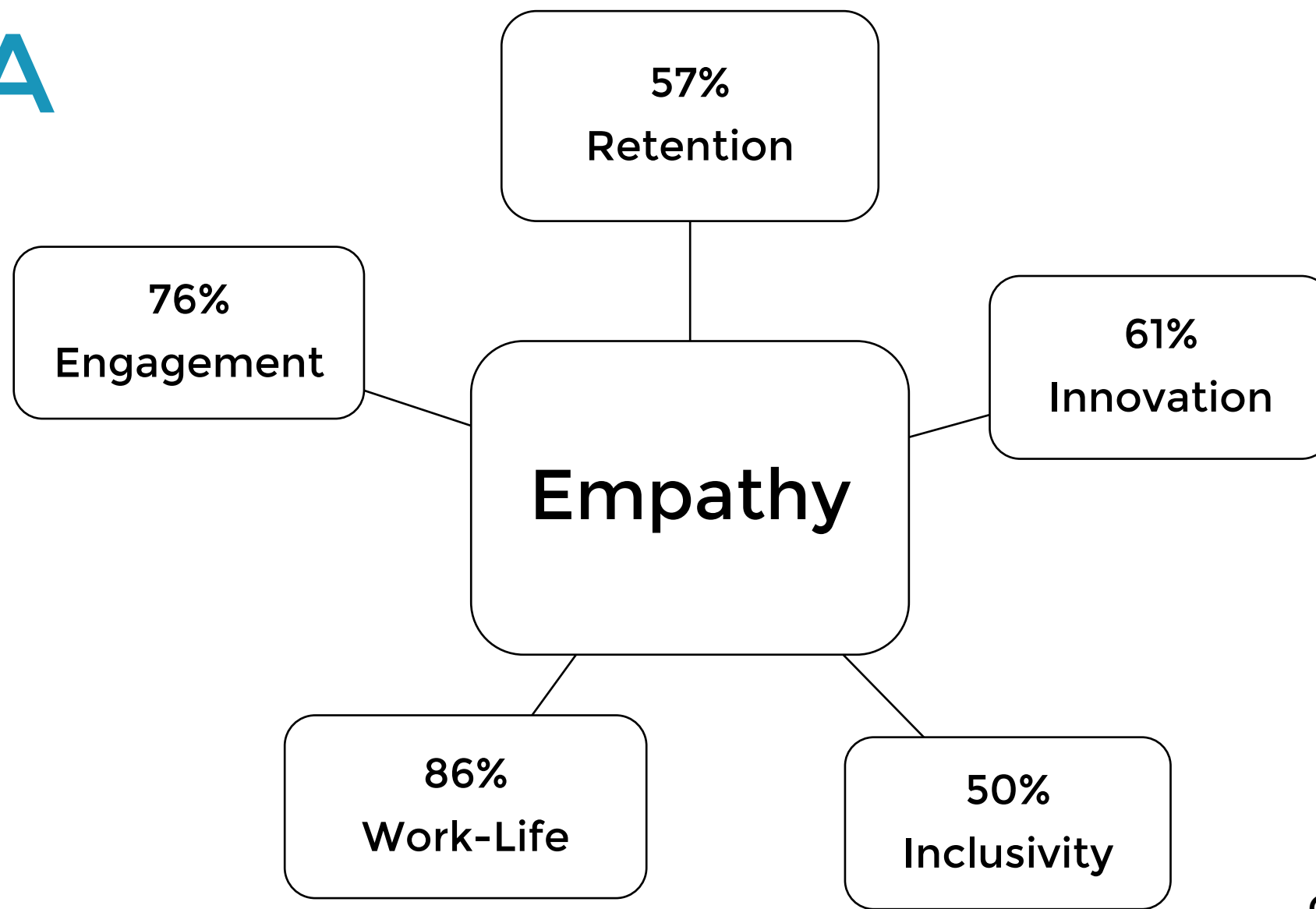
**- Center for Creative Leadership**



# WHY DOES EMPATHY MATTER?

---

# DATA

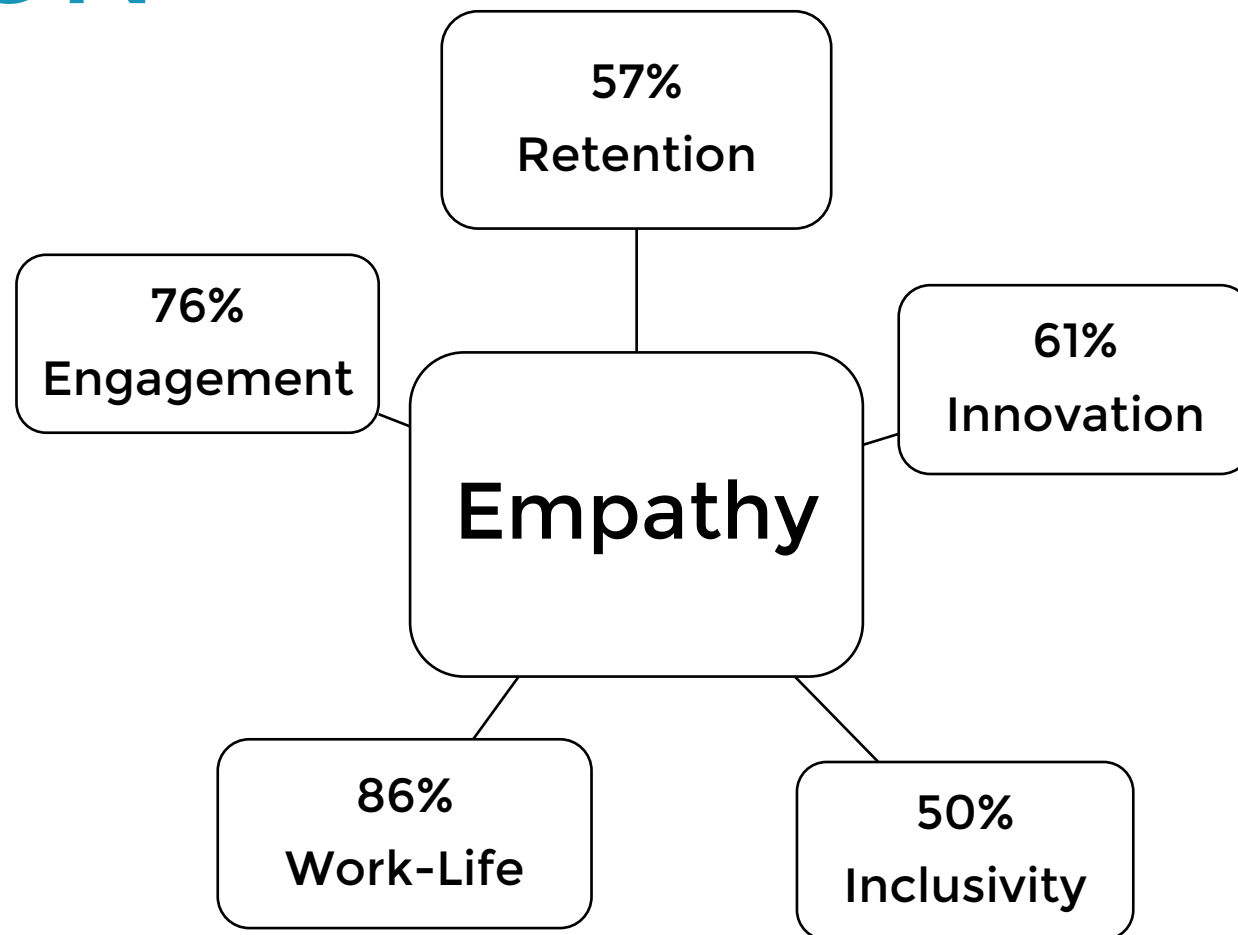




# RAPID REFLECTION

**Which effects of empathy are most important to you and your team?**

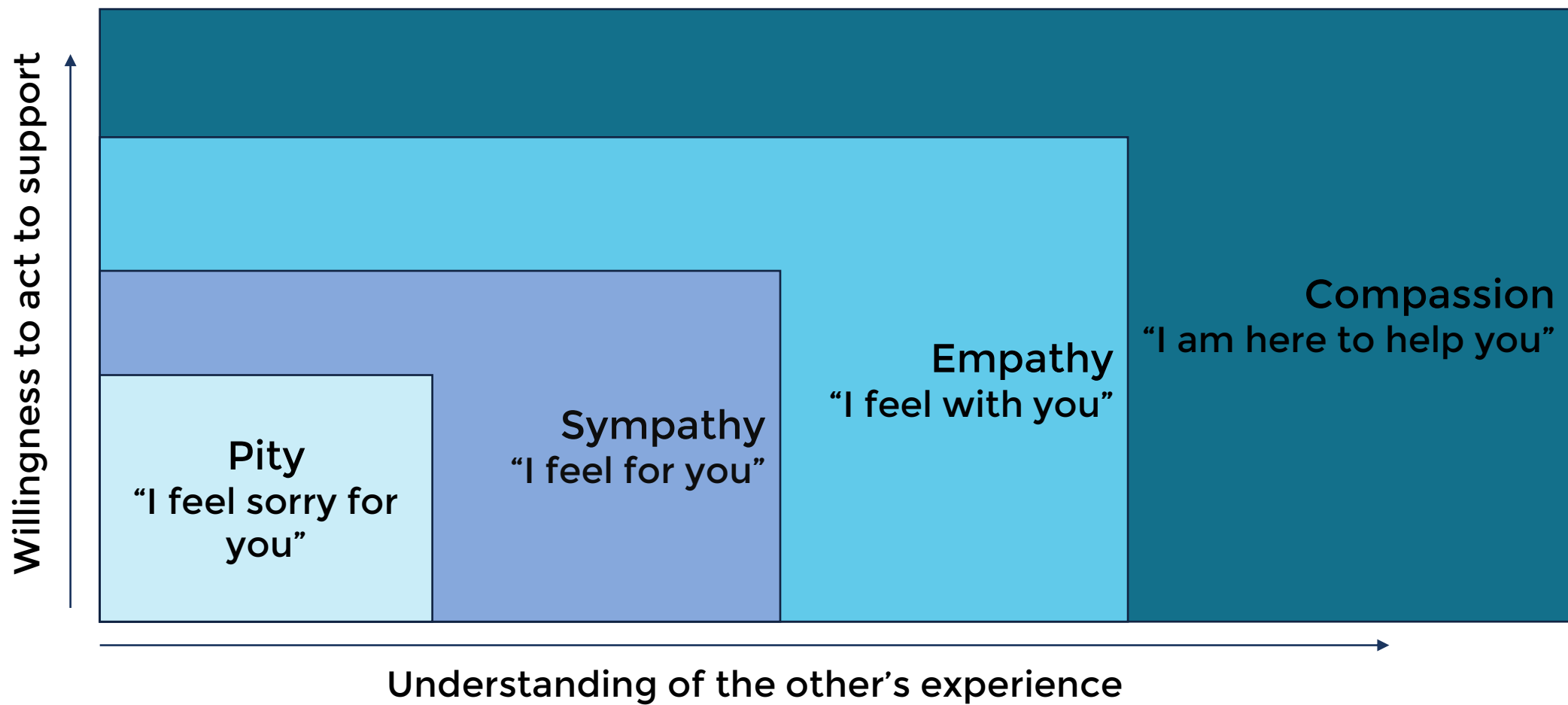
**What problem will this help you solve?**



# EMPATHY VS SYMPATHY







Source: Potential Project, HBR



# STRATEGIES TO DEVELOP EMPATHY

Ability to feel or imagine other person's emotional experience



- Cultivate curiosity
- Step out of your comfort zone
- Receive feedback
- Examine your biases
- Walk in the shoes of others
- Difficult, respectful conversation
- Join a shared cause
- Read widely

Positive Psychology, 2020

**A TEAM MEMBER RECENTLY LOST  
A FAMILY MEMBER TO COVID.**

---

**EMPATHY SCENARIO**



“Empathy is a choice. It’s a vulnerable choice because in order to connect with you, I have to connect with something in myself that knows that feeling.”

– *Brené Brown, Author,  
and Researcher*



# TAKING NEXT STEPS



**1. Trading Places**



**2. Random Act of Kindness (RAK)**



**3. Empathy Mapping**





---

# 1. TRADING PLACES

YOU AND YOUR SUPERVISOR ARE BOTH ON A HIRING COMMITTEE BUT DISAGREE ON TWO CANDIDATES. YOUR SUPERVISOR HAS STRESSED THAT ONE CANDIDATE WITH LESS EXPERIENCE WOULD HELP TO DIVERSIFY THE TEAM, BUT YOU PREFER ANOTHER LESS DIVERSE CANDIDATE WITH MORE YEARS OF EXPERIENCE.

---

EMPATHY SCENARIO





---

## **2. RANDOM ACT OF KINDNESS**

**A NEWLY HIRED SUPERVISOR IS  
BRAND NEW TO THE STATE  
AGENCY.**

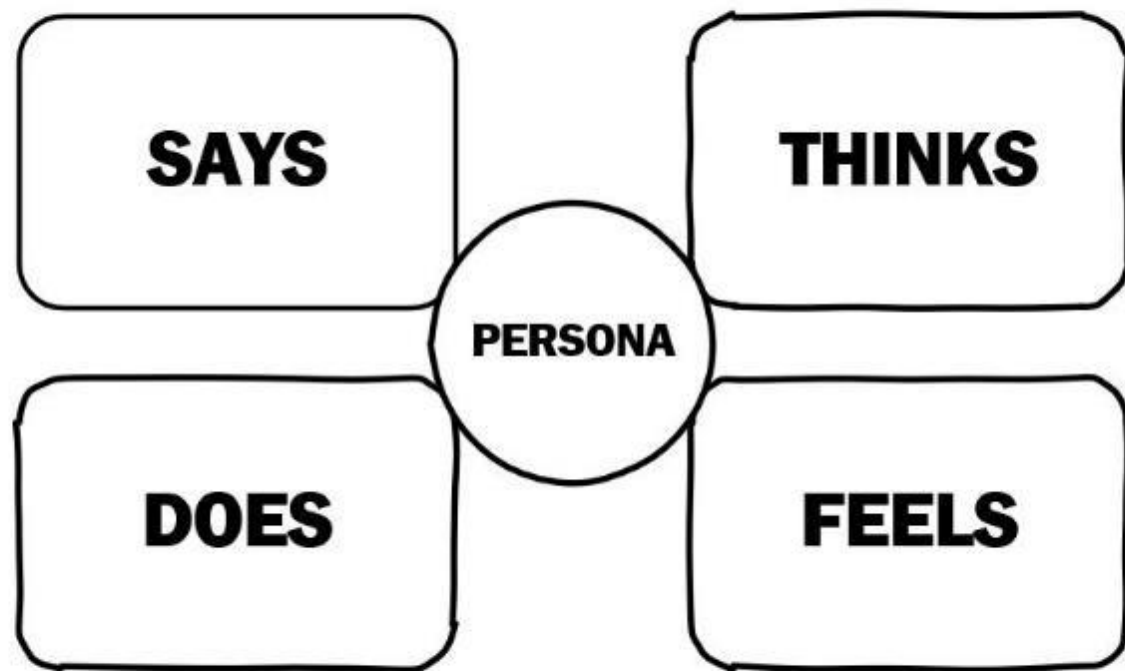
---

**EMPATHY SCENARIO**

# BEAT-THE-CLOCK

Make a list of acts of kindness for your team member or colleagues in 1 minute!





---

## 3. EMPATHY MAP



# A STAFF MEMBER FEARS PUBLIC SPEAKING.

---

EMPATHY SCENARIO





# CREATE A PLAN AND ACT

What actions can you take today to promote empathy in the workplace?



# QUICK WRITE

---

List action steps  
you can take  
today promote  
empathy in your  
workplace.



# IS YOUR CULTURE AUTHENTICALLY EMPATHETIC?

- Are you all aligned on mission and values?
- What internal policies or practices are in place to foster empathy?
- Are you building a safe and trusting environment?
- Are you hiring right?
- Do you implement proactive and flexible customer and employee policies?

# THANK YOU



Joanne.Lee@des.wa.gov



951.314.8110



<https://des.wa.gov/>