



# ITD WORLD

Your Global Coaching &  
Leadership Development Partner

FACILITATOR  
KC Lee

## Leading with **EMPATHY**



# LEARNING OBJECTIVES

## **At the end of this one-day workshop, participants will be able to:**

- Be familiar with the concepts of empathy and how it differs from sympathy, pity or apathy.
- Recognize the impact and significance of empathy at the workplace and in building trust and high performance culture.
- Develop skills and habits that will nurture awareness and practice of empathy at work.
- Take steps to see the perspectives of colleagues and stakeholders at work.
- Raise awareness and make intentional choices of holding back judgement to allow for deeper appreciation and understanding of the other party.
- Practice the art of empathetic listening.
- Use effective feedback and questions to convey understanding and address difficult conversations.

# PROGRAM CONTENT

## 0. Introduction

- Facts about Empathy
  - State of Empathy in Leadership (HBR)
  - The Most Empathetic Companies
  - Global Ranking of Empathy
- How Empathetic Are You?
  - Self Assessment

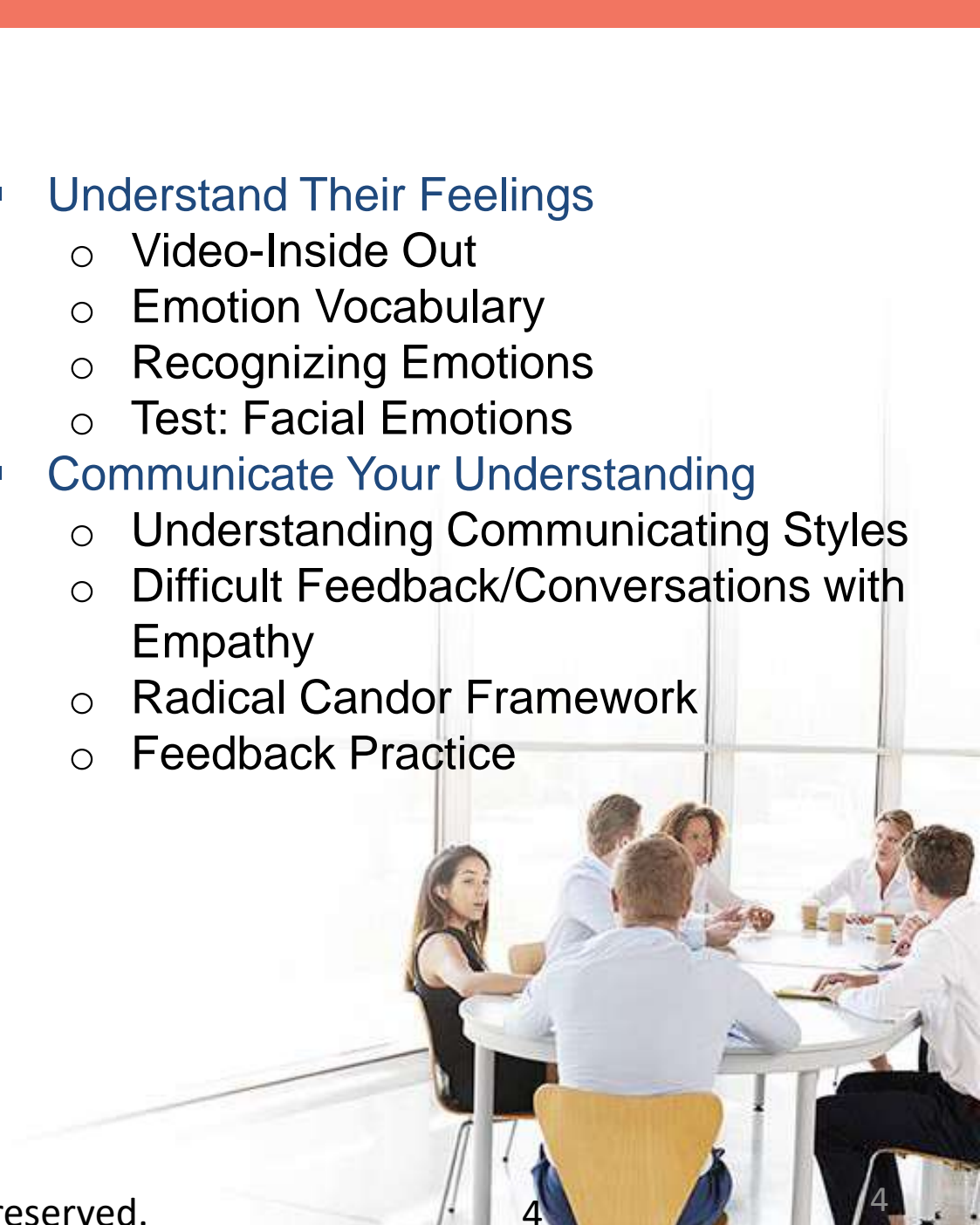
## 1. Understanding EMPATHY

- What is Empathy?
  - Polling/Quiz: Empathy Vs Sympathy
  - Three Types of Empathy
  - What Empathy is NOT
- What Empathy Matters @Work?
  - Employee Engagement
  - Team Diversity/Collaboration/Innovation
  - Design Thinking
  - Staircase Negotiation Framework (Chris Voss)
- Barriers to Empathy

## 2. Developing EMPATHY@Work

(Source: *Four Attributes of Empathy*, Theresa Wiseman)

- **See Their World**
  - Perspective Taking
  - Walk a mile in their shoes?
  - Exercise: The Perceptual Positions
- **Be Non-Judgmental**
  - The Art of Appreciation
  - Video : It's not about the Nail
  - Keys to Empathetic Listening
  - Triad Activity : Listen to Understand
- **Understand Their Feelings**
  - Video-Inside Out
  - Emotion Vocabulary
  - Recognizing Emotions
  - Test: Facial Emotions
- **Communicate Your Understanding**
  - Understanding Communicating Styles
  - Difficult Feedback/Conversations with Empathy
  - Radical Candor Framework
  - Feedback Practice



### 3. Wrap Up and Action Plans

- Q&A – Application of Empathy @ Work
- Personal action Plan for Developing Empathy



# TRAINER PROFILE

## KC LEE

- Certified Facilitator & Instructor, John Maxwell's Developing the Leader Within You™, The 360° Leader™, Winning with People™, Essential Coaching Skills, The Heart of Coaching™, The Leadership Challenge®, DISC Behavior Profiling Assessments and Project Management programs.
- Certified Coaching & Mentoring Professional (CCMP) & Associate Certified Coach (ACC), ICF, USA.
- Adjunct Professor with Asian Institute of Management (AIM) from 2008.
- Facilitated workshops in Malaysia, Singapore, Thailand, Vietnam, Indonesia, Philippines, South Korea, Taiwan, China, Mauritius, Tanzania and South Sudan.
- Trained and coached business executives in various industries, including clients such as Intel, ams, Altera, Agilent, Western Digital, Osram, Motorola, Flex, Renesas, B Braun, Bosch, 701 Search, Microsoft-Nokia, Citibank Jakarta, Standard Chartered Bank, Pepsico, Singapore Press Holdings, Star Paper, Bank of Tanzania, United Nations South Sudan, Sanofi, Japan Tobacco International, and many more.





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