

The Critical Role of **Empathy in Leadership**

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An Empathy Problem (4:34)

- A lack of empathy is one of the most pertinent issues facing our world.

Focus on the Human (6:40)

- Human Resources could be a profession with a unique transformational power to do good for others.

A Rise of Apathy (10:00)

- There are people who live life unseen, unheard, and unconnected to their fellow humans.

A Loss of Trust (13:28)

- Our public trust is broken.
- We are now unwilling to work collectively to make our communities better.

An Empathy Deficit (14:42)

- We have given up on understanding the hearts of our fellow human beings.
- We have set up permanent rivalries: me versus you.
- Lacking empathy is easy.
- Our media is fragmented so we can curate exactly the right messages that make us feel good or make us feel aggrieved, depending upon what entertains us on that day.
- Deep down, we all want the same things; the problem is that each of us want to do it in our own way.
- At one time, we were grounded in a notion of a common good and collective responsibility.
- As humans, we want to know and understand each other.

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Strengthening our Empathy Muscle (18:29)

- Empathy is inherent in human nature.
- Empathy is a muscle we all have, but we need to strengthen it, because it has atrophied.
- It is our responsibility to strengthen empathy in our societies.

Pat's Story (19:40)

- We all have a breaking point, even the strongest of us.
- Ask questions and truly listen, not for judgment or to find a solution, but to understand.
- Knowing someone comprehends the depths of our challenges helps us to know that we're not alone.
- Once you establish a baseline of understanding and trust, only then are you able to work together to find a way forward.
- As leaders, we must start with ourselves.
- As leaders, we must practice empathy daily.

Discuss — Not Debate (24:16)

- Our goal in having discussions with people should be to learn about them, not assert our own perspectives or win an argument.
- Be an extreme listener: not listening to respond, but to understand.
- Great leaders listen extremely well with their eyes, as well as their ears.
- We must be present and observe each other to hear what others are saying, as well as what they are not saying.

Embrace Diversity (25:36)

- Start with recognizing that human beings have a lot more in common than we are different.

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- We should celebrate, not denigrate, our differences, not only in race, gender, and age but also in background, personalities, and opinions.
- Receiving people with honor does not automatically equate to condoning their opinions.
- Every time you hear someone say something that doesn't sit right with you, stop and ask yourself, "I wonder why that person said that."
- Before we tell others how to behave, we must hold up the mirror and look at ourselves.
- The more we do this, the more credibility we will gain with others.
- Meet people where they are and understand how they got there, before you help them go where they need to be.

Be Kinder (27:20)

- We have to be kinder as human beings.
- Kindness need not be grandiose or showy.
- The most memorable acts of kindness come wrapped in small packages, tied together with the attitude of gratitude.
- Kindness is contagious, better caught than taught.
- The thought always outweighs the act.
- Kindness has an immeasurable ROI.
- Recipients of kindness see that you see them.

If I Had My Life to Live Over Again (29:00)