

COMPASSION COUNTS

Elevating
Empathy



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“Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another.”

– Alfred Adler.

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Based on the latest research, compassion, empathy and listening skills are consistently ranked as qualities of the best leaders. Gallup research also identified compassion, hope and stability as the top leadership traits identified by team members as to why they choose to 'follow' a leader.

Compassionate Communication aims to give leaders new insights and a range of practical tools to enable them to understand and develop their levels of compassion and empathy in the workplace. We also discover the neuroscience of compassion – we are a social species and our influence, and ability to connect can go well beyond what we may realise. As leaders our ability to engage empathetically drives a whole new level of understanding.

We use the SCARE model to further explore five trigger domains that can impact our own and others ability to think and perform at our best. This insight and awareness supports building the foundation skills to communicate more effectively through change, challenge or when things are not going to plan.

Discover the power in empathetic listening- so powerful as it gives you accurate data to work with. You are listening with your ears, your eyes and your heart. You listen for feeling, for meaning and you listen for behaviour. It is more than 'active listening' or reflective listening. Deep, positive relationships can only be developed by listening to each other (Weger, Castle and Emmett 2010)

At a core value in the workplace, growing compassion creates efficacy in leaders; it helps them undergo a positive transformation to become not only a better leader but also a superior human being

Who Should Attend?

This course will be of value to all leaders who wish to elevate success through building better relationships at work and want to elevate a leading skillset for today's workplace and world.

What's covered?

- The business case for compassion, empathy and listening
- Develop Communication strategies to create more understanding and connection
- SCARE model communicating through change and uncertainty; Move beyond unhelpful stories and judgements of yourself and others.
- Deepen your relationships through the power of empathy
- Discover Compassion in three forms

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The Center for Creative Leadership recently concluded that the only statistically significant factor differentiating the very best leaders from the mediocre ones is ...

caring

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A study by Christina Boedker from the Australian School of Business of more than 5600 people across 77 organizations, found that the single greatest influence on profitability and productivity was the ability of a leader to be **compassionate.**



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