

Empathy

A Leadership Power Skill

Presented by: Dr. Maggie Sizer



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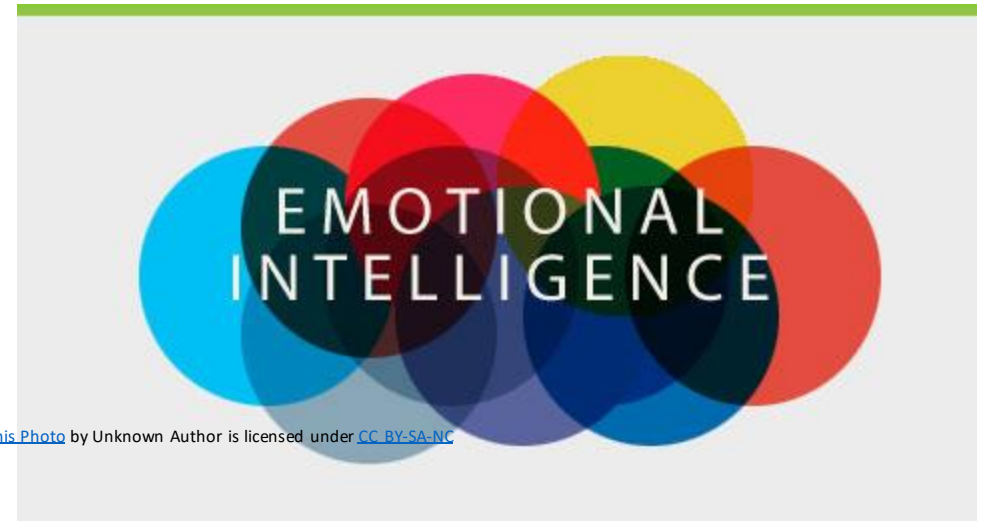


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Empathy: A Leadership Power Skill

Agenda

- Introduction to Emotional Intelligence
- Organizational Benefits
- The Role of Empathy in Emotional Intelligence
- Habits of Empathic Leadership
- The Language of Empathy



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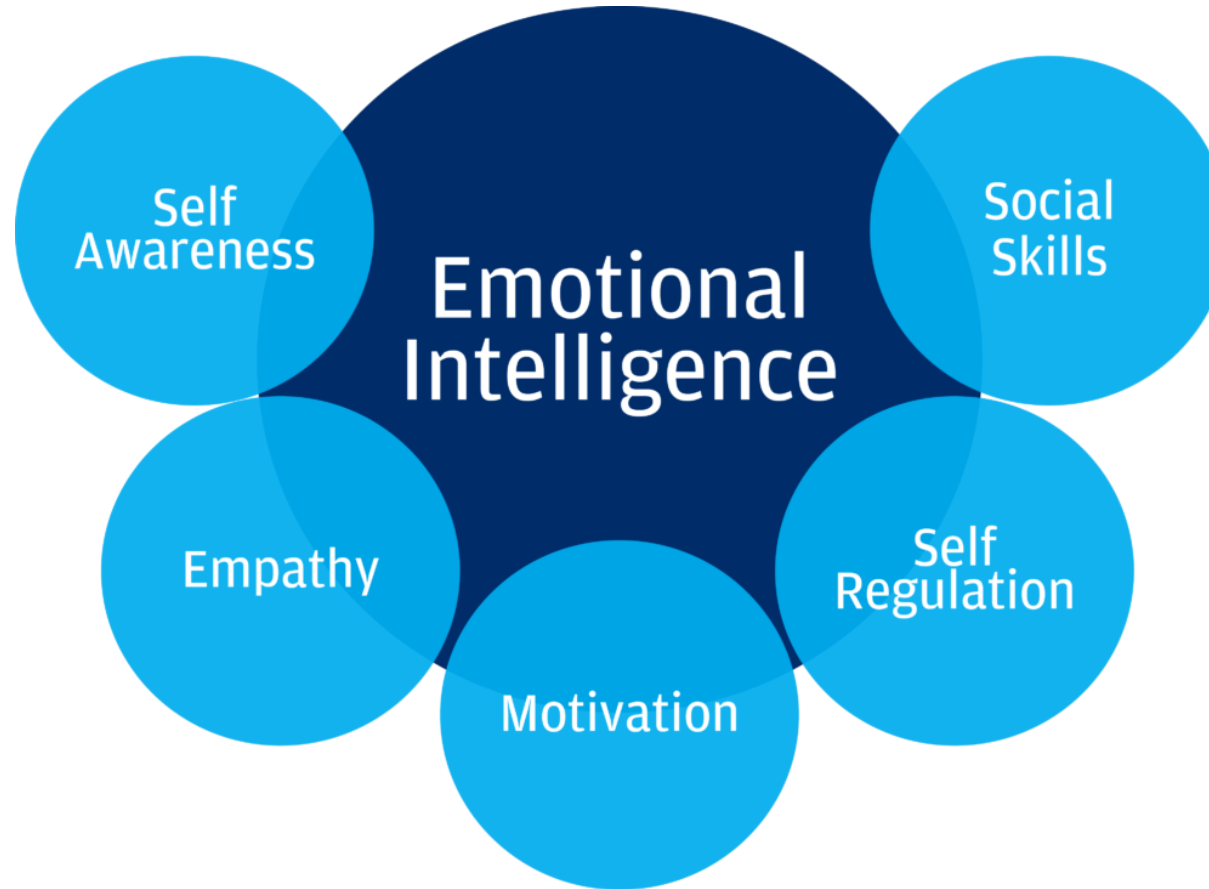


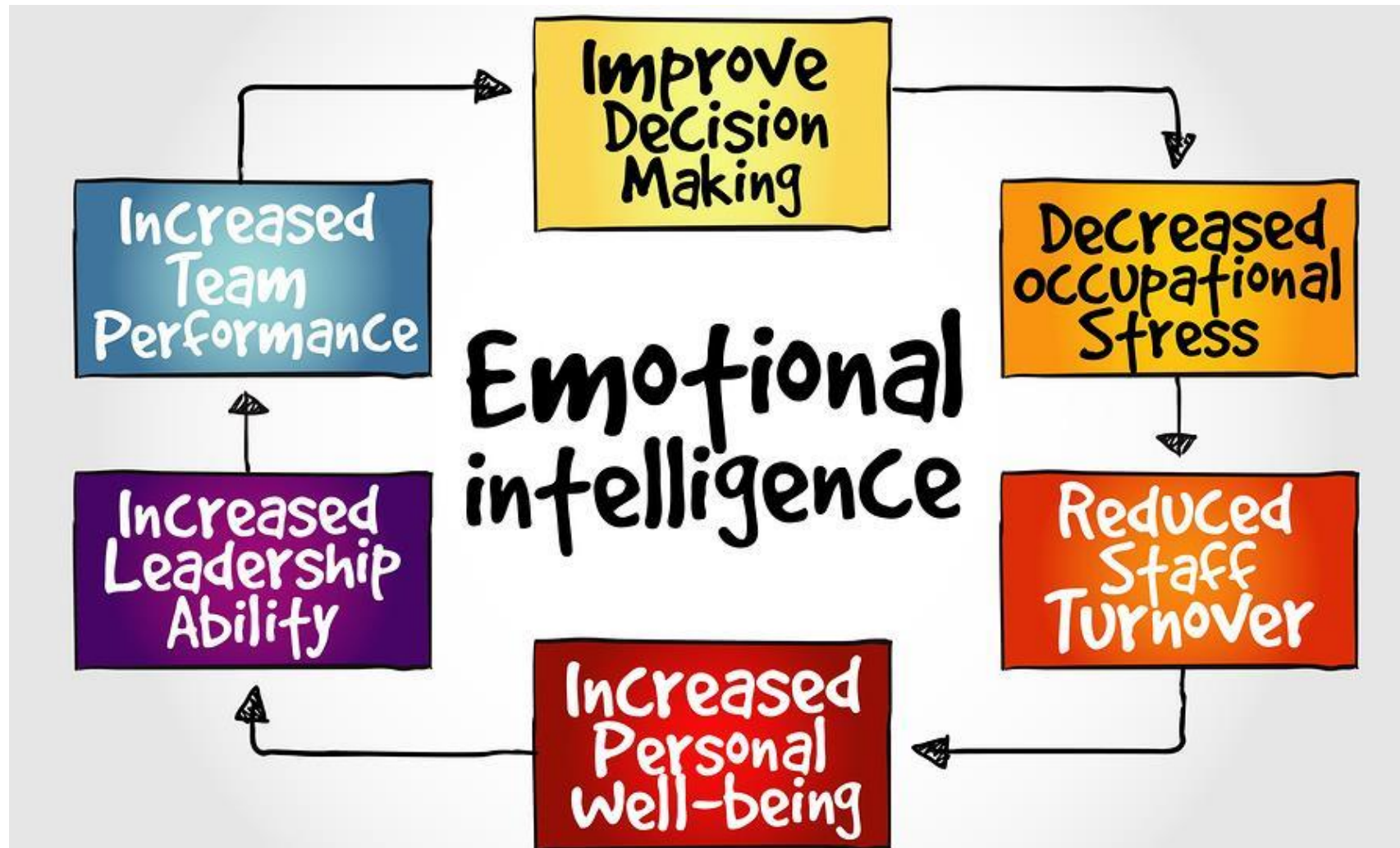
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Empathy: The New Leadership Power Skill
On Track Coaching, LLC Virginia Beach VA
www.ontrackcoaching.net

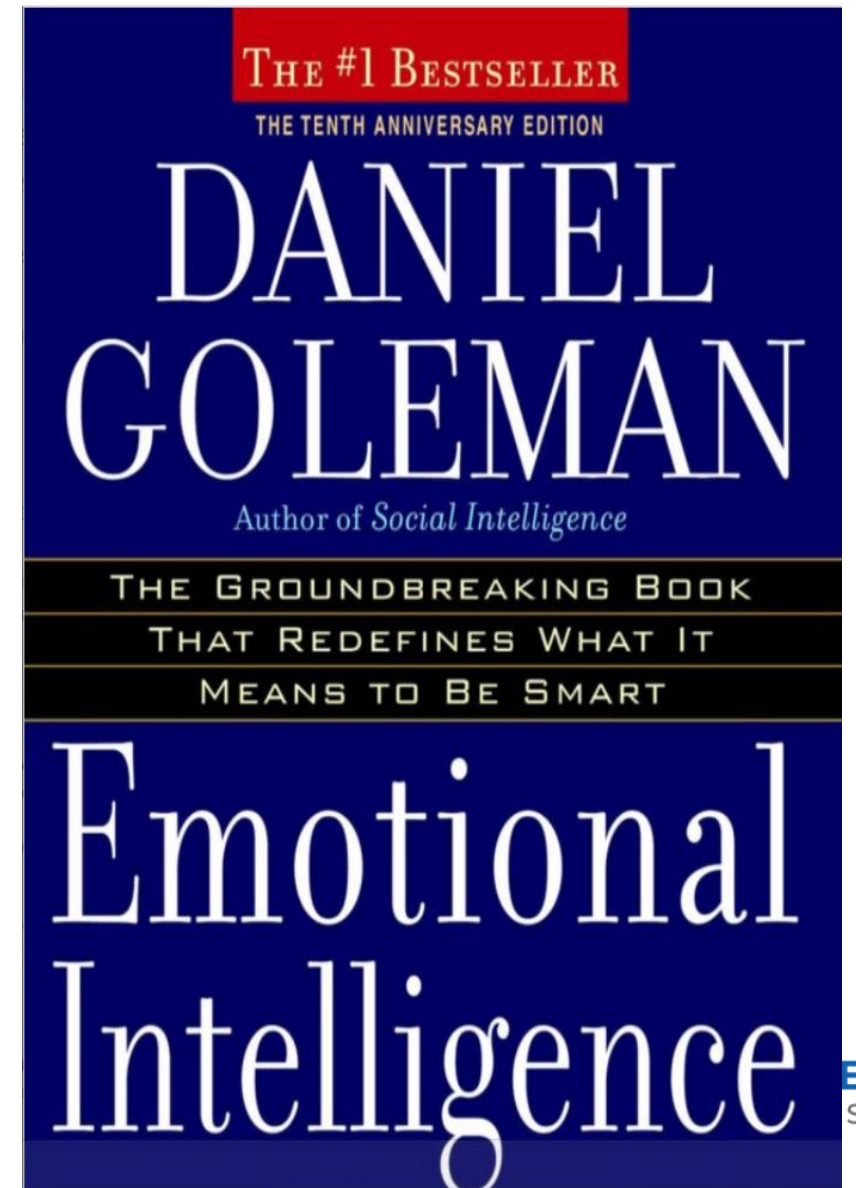
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Introduction to Emotional Intelligence





Daniel Goleman on Emotional Intelligence



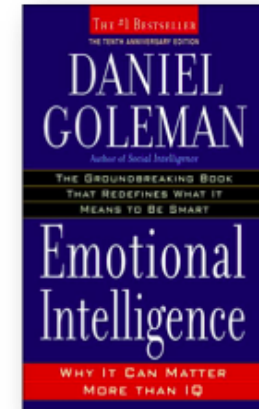
Why Emotional Intelligence?

Why Emotional Intelligence?



90%

of the difference between star performers and average performers in senior leadership positions is EQ.



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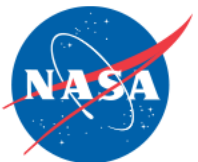
Emotional Intelligence Framework





Personal Benefits of Emotional Intelligence (EI)

- Greater career success
- Stronger personal relationships
- Increased optimism and confidence
- Better health



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Professional Benefits of Emotional Intelligence

- Effective leadership skills
- Improved communication
- Less workplace conflicts
- Better problem-solving skills
- Increased likelihood of promotion



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A woman with dark, curly hair and a light blue button-down shirt is looking directly at the camera. The background is a blurred office or library setting with bookshelves.

Empathy Is a Skill You Can Improve

Empathetic Leadership

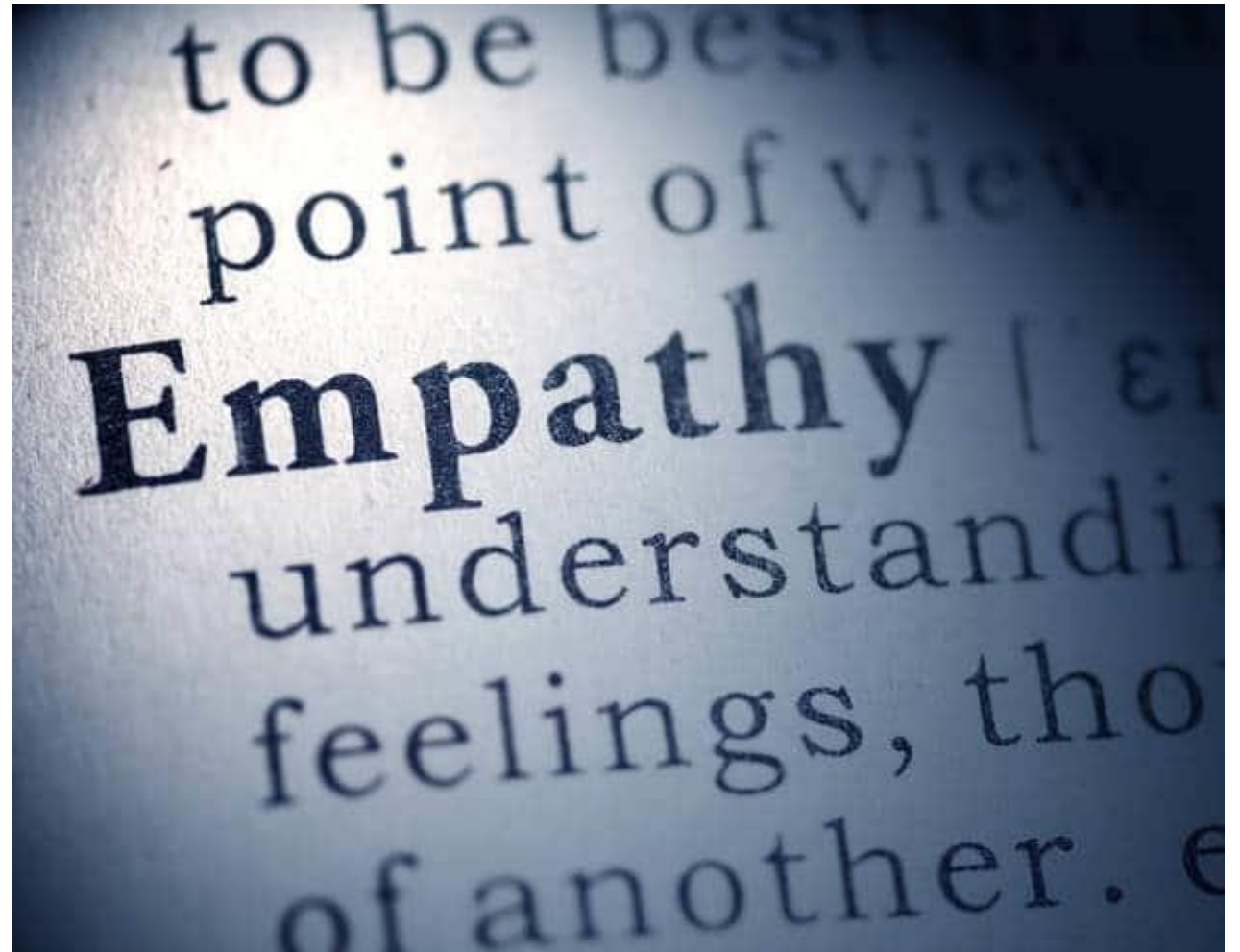
- Cognitive
- Affective
- Compassionate



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7 Habits of Empathetic Leaders

- 1. Eye Contact**
- 2. Muscles of Facial Expression**
- 3. Posture**
- 4. Affect**
- 5. Tone Of Voice**
- 6. Hearing**
- 7. Your Response**

7 Habits of Empathetic Leaders

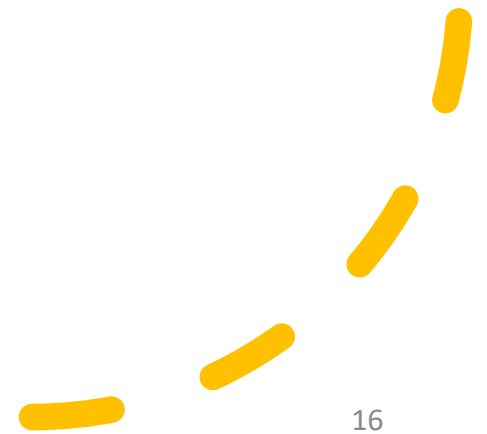
Eye contact. Looking someone directly in the eyes is a critical component of nonverbal communication and essential to creating a positive connection with someone during a conversation.

7 Habits of Empathetic Leaders

Muscles of facial expression. Great eye contact skills can support leaders in paying closer attention to messages conveyed and received through other facial expressions.

7 Habits of Empathetic Leaders

Posture. Independent of facial expression, how a person positions their body communicates a ton about their emotional state.



7 Habits of Empathetic Leaders

Affect. In psychology, *affect* refers to the outward expression of the person's emotion or mood that they typically communicate through nonverbal facial expressions.

7 Habits of Empathetic Leaders

Tone of voice. A person's tone of voice is critical to empathy because, according to Albert Mehrabian's communication model, it accounts for more than 38 percent of nonverbal emotions that a person communicates

7 Habits of Empathetic Leaders

Hearing the whole person. Managers can cultivate the art of hearing the whole person as they increase their emotional self-awareness and begin to skillfully use verbal (tone of voice) and nonverbal (eye contact, facial expression, posture, and affect) cues to connect emotionally with their team members.

7 Habits of Empathetic Leaders

Your response. This final factor is more about how leaders respond to their own emotions than how they respond empathically to others.

The Language of Empathy

Do you struggle to find the right words when someone shares something difficult, they are going through?





Empathy

There is No Script for Empathy

The reality is that there is no script for empathy. It's less about what you say and more about showing up and listening well.

