



LEADING WITH EMPATHY WORKSHOP



PROGRAM OVERVIEW

PERSONA



Prover

COMPETENCY



Earning Trust

SKILL



Building Trust and Empathy

This 2 day program equips leaders with skills to lead effectively, inspire teams, and foster collaboration. This two-day workshop focuses on equipping managers with essential trust-building and leading with empathy skills, including active listening, transparent communication, and consistent follow-through on commitments. Participants will learn to create a culture of trust and empathy by demonstrating integrity, empowering their teams, leading with empathy, and addressing conflicts constructively.

PROGRAM OBJECTIVE

- Understand the key elements of trust and its impact on leadership success.
- Learn and apply the key behaviors for demonstrating empathy in the workplace.
- Develop strategies to lead with empathy by fostering open communication and creating psychological safety.
- Master essential trust-building skills: active listening, transparent communication, and consistent follow-through on commitments.
- Apply trust-building practices to resolve conflicts, manage performance, and inspire team engagement.



PROGRAM OUTLINE

MODULE 1:

UNDERSTANDING THE ROLE OF TRUST IN LEADERSHIP

- The trust equation: Credibility, reliability, intimacy, and self-orientation.
- The impact of trust on team performance and organizational success.
- Identifying trust barriers and their root causes in the workplace.

MODULE 2:

WHY EMPATHY MATTERS IN BUILDING TRUST AND LEADERSHIP

- Define empathy and its distinction from sympathy.
- Discuss research findings on the impact of empathetic leadership on job performance and team dynamics



MODULE 3:

LEADING WITH EMPATHY IN WORKPLACE

- Recognizing burnout and addressing overwork.
- Showing sincere interest in team members' needs and aspirations.
- Supporting employees with personal challenges.
- Demonstrating compassion during times of loss needs and



MODULE 4:

CORE BEHAVIORS OF EMPATHY

- Active listening techniques (verbal and non-verbal cues).
- Practicing perspective-taking and understanding diverse experiences.
- Cultivating compassion and balancing it with decision-making

MODULE 5:

CREATING A CULTURE OF TRUST AND EMPATHY

- Recognizing and rewarding behaviors that foster trust and empathy.
- Establishing rituals and practices that reinforce trust and empathy in the workplace.
- Leveraging feedback and coaching to sustain trust-building initiatives.
- Discuss organizational strategies to encourage empathy.

MODULE 6:

ACTION PLANNING FOR TRUST AND EMPATHY

- Create a personalized action plan for integrating trust and empathy into daily leadership practices.
- Share commitments with peers for accountability.

Period

2
Days

Program designed for:

Team Supervisor, Section Head,
Line Manager