

# Build Trust and Increase Employee Engagement by Leading with Empathy

GoSkills online course syllabus

**Skill level**

Beginner

**Lessons**

18

**Accredited by**

Verified by GoSkills

**Pre-requisites**

No prior experience needed

**Video duration**

47m

**Estimated study time**

47m 47s

**Instructor**

Minette Norman

## Introduction

---

1

### Welcome to empathetic leadership

Empathetic leadership is a skill you can develop, and it's the secret to unleashing your team's talent and capabilities.

## Introduction to Empathy

---

2

### What is empathy

Empathy is often misunderstood, so it's important to have clarity on what it truly is.

3

### Why leaders need empathy

Empathy may be the most important leadership skill in today's workplace.

4

### Myths about empathy

Empathy isn't a "soft" skill that makes leaders less effective.

## How Empathy Improves the Workplace

---

5

### Create connection

Human beings need to feel seen and heard.

6

### Foster inclusion

An inclusive workplace ensures that everyone has the opportunity to fully participate.

7

### Prevent burnout

Burnout is a serious problem people are facing today, and empathetic leaders can help reduce burnout.

8

### Promote learning and innovation

Empathetic managers can create the conditions in which employees learn and innovate.

9

### Improve employee retention

Employees who have empathetic managers are less likely to leave an organization than those who feel their manager doesn't respect or appreciate their individual circumstances.

## Developing Empathy

---

10

### Strengthening empathy

Most human beings have the capacity to strengthen their empathy through deliberate practice.

11

### Listening with curiosity

While people often think they are listening, too often they are preparing their response rather than truly listening.

12

### Asking empathetic questions

The way leaders ask questions can determine whether employees believe that they can respond openly and honestly or whether they feel they need to hide information.

13

### Group dynamics

The key to successful, collaborative teams is to ensure that employees care about the wellbeing of their colleagues.

14

### Other ideas for developing empathy

There are many ways to improve your empathy, including reading fiction, learning a foreign language, observing others, and getting more in touch with your own feelings.

## Empathy Challenges

---

15

### Working with difficult colleagues

Nothing challenges us more in the workplace than working with colleagues, managers, or staff members with whom we don't get along easily.

16

### Can you be too empathetic

Everyone needs to be aware of their empathetic reactions, as they can inadvertently take on negative emotions from others, resulting in stress and burnout.

## 17 Leadership and empathy

A leader's job sometimes involves making hard decisions, including giving tough feedback, restructuring, and letting employees go.

## Conclusion

---

## 18 A lifelong practice

There will be times when your empathy is challenged and times when empathy comes naturally.

[Go to GoSkills.com](https://www.goskills.com)