



## WHY IS EMPATHY IMPORTANT IN LEADERSHIP?

‘Todays workers “want a sense of connection,” which empathetic managers offer,’

Adam Waytz, an empathy researcher and associate professor at Northwestern University’s Kellogg School of Management

Understanding the well-being of others is the key to any relationship and in the work place this is no different. Extensive research on multiple businesses, have demonstrated how empathy is the number one skill for those in leadership roles to cultivate.

However, with emotions playing such a dominant role in our behaviour and outcomes, not to mention our stress levels, for authentic behaviour change to take place, empathy needs to go beyond a set of ‘skills’.

By understanding our own biases, challenging our own thinking, and seeing the whole picture, empathy and emotional awareness can come out of the text book and the theoretical and into real life. Whatever our professional role, or background, we all have one thing in common - we are all human beings. Human beings in leadership roles, but still with our own emotional experience and ability to impact positively or negatively on others. To explore in a thought provoking way, the link between leadership and empathy and the impact on the people in the process C&C Empathy Training can provide conference sessions and full day workshops.

The company’s LEED Communication Programme (Learning Empathy and Emotional Development) examines in an authentic and honest way, both individual and organisational empathy and what gets in the way. It evokes thinking about what is going into our own ‘Funnel of Life’, what is happening in our brains and what does psychological harm look like? If having an empathetic and emotionally intelligent organisation, department and practice is important to you, then going on a journey of empathy in leadership with C&C Empathy Training, is a unique and authentic way to acheive this.



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‘I didn’t know what to expect and was totally sceptical, but thought it was excellent.’ Non executive Board Member - Chartered Management Accountant

‘Very relevant to help me support my teams & organisation to adopt an empathetic approach’ Manager in a healthcare trust  
‘Excellent! Emotional, thought provoking, educational and powerful’, Leadership role in healthcare