

Advancing Staff Development



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Investing in the Future

Understanding Others with Empathy

Empathy is the ability to share and understand the emotions of others. It is important because it helps us understand how others are feeling so we can respond appropriately to the situation. Remember, there is always more going on than meets the eye. Total time commitment up to 3.25 hours. Course Fee: \$195 member/\$295 non-member

- Learn to understand another's situation or feelings.
- Use curiosity and empathy to hear and value diverse perspectives.
- Practice the skill of communicating empathically to build more effective relationships.

Agenda:

- The Hidden Story
 - How would you treat people differently if you could see their thoughts and understand their hidden stories?
 - 15 minutes
- Unconscious Bias: Cultivate Connections
 - Only when we cultivate meaningful connections can we see past bias and value the people around us. Creating connections requires a balance of curiosity and empathy.
 - 30 minutes
- Cultivating Meaningful Connections
 - Action Activity: Ask a colleague
 - 9 ways to embrace diversity
 - Action Activity: Making Assumptions
 - 30 minutes
- Take Your Learning Further
 - Building Relationships
 - Manage your Network
 - Think Win-Win
 - Get Better: Think We, Not Me
 - 60 minutes

- Seek First to Understand, Then to Be Understood
 - Communication is the most important skills in life. You spend years learning how to read and write, and years learning how to speak. But what about listening? What training have you had that enables you to listen, so you really, deeply understand another person?
 - 30 minutes
- Improving Your Listening Skills
 - Action Activity: Listen to Others
 - 9 tips to Listen Well
 - Listen Like a Leader
 - 30 minutes