

How to be More Empathetic and Less Judgmental at Work

Lightning Session

October 25, 2023 | 12 PM - 12:30 PM ET

Facilitated by:

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In the chat, please respond to the following prompt:

What do you want to get out of today's session?





Building better teams through development workshops & coaching.

Workshops

- Delivering Feedback
- Presentation Skills
- Mitigating Unconscious Bias
- Behavioral-Based Interviewing
- A Manager's Perspective

Coaching

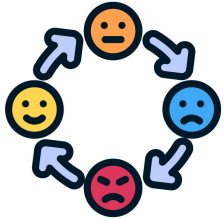
- Career Coaching
- Empathy Coaching
- Management Coaching
- Engineering Management Coaching

Consulting

- Career Mapping
- L&D Programs
- DEI Programs
- Organizational Development

Agenda

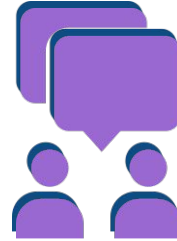
4 Types of Emotional Responses



Why Choose Empathy?



Words Matter



Do's and Don'ts of Empathy







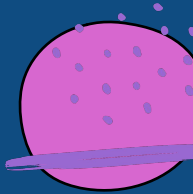
POLL

How do you typically respond when someone expresses their frustration to you?

1. "I'm sorry to hear that."
2. "Don't worry about it. You'll be just fine."
3. "You should think about trying ... *[specific advice to the situation]*."
4. "I can see how that is difficult. Do you want to share with me how you're feeling?"



Types of Emotional Responses



Ways We Respond

Sympathy



Recipient feels
alone.

Reassurance



Recipient feels
experience is minimized.

Advice



Recipient may
hear your advice
as **criticism** or
judgment.

Empathy



Recipient feels
connected,
heard, and
understood.

How We'll Define Empathy

Empathy is the ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place.

Essentially, it is putting yourself in someone else's position, and feeling what they are feeling.

Sympathy

Recognition of someone's feelings from an outside perspective without requiring an emotional connection or shared understanding.

Empathy

Acknowledging another person's emotions but also actively stepping into their shoes to **understand** their perspective and feelings.

Compassion

Compassion is an empathic understanding of a person's feelings, accompanied by a **desire to act** on that person's behalf.

A coworker has made a significant mistake that could impact a project's progress.

Sympathy

Acknowledge

"I'm **sorry to hear** about the mistake. That must be difficult."

Empathy

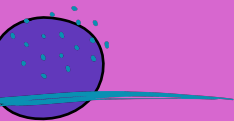
Understand

"I **understand** how stressful it can be to deal with such errors, as I have certainly made my share of mistakes throughout my career. Would you like to **tell me more** about what happened?"

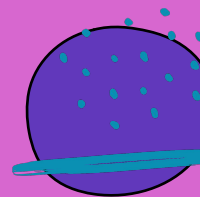
Compassion

Desire to act

"I can see that this has put you in a tough spot. **Let's sit down and discuss** the steps we can take to address the mistake and mitigate its impact on the project. Remember, we all make mistakes, and we'll find a way to resolve this without placing blame."



Why Choose Empathy?



Studies Show:

Employees who identify their leaders as highly empathetic are:

- 4 times more likely to report being innovative
- Twice as likely to report being engaged often
- 3 times more likely to report an experience of inclusion
- Half as likely to report a desire to leave organization



**Once people
feel understood,**

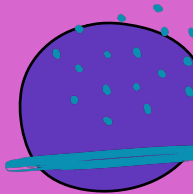


**they're more open to
cooperation.**





Once I feel understood, I am more open to...

- **Trust and connect with others.**
 - Express myself honestly and openly.
 - Show empathy and compassion.
 - Be receptive to constructive feedback.
 - **Share my experiences and insights.**
 - Support others with similar experiences.
 - **Strive for mutual understanding and compromise.**
 - **Work towards common goals and objectives.**
- 



**It's not about
being correct.**

**It's about being
curious.**



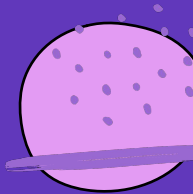
Empathy Isn't Just for Difficult Times

- **Recognition and Appreciation**
- **Valuing Diverse Contributions**
- **Building Trust and Camaraderie**
- **Personalized Support**
- **Positive Feedback Promotes Positive Behavior**





Words Matter





→ "Your work on this project **lacks** creativity. You **should have** included more visual elements to make it less boring.



→ "I appreciate your hard work on this project. Your attention to detail is commendable. To further enhance the outcome, consider incorporating more visual elements to engage the audience effectively."



- **Emphasis on Failure**
- **Focus on Who's to Blame**
- **Lack of Constructive Feedback**
- **Lacks Empathy**
- **Full of Should**



- **Recognition of Success**
- **Focus on Solutions**
- **Constructive Criticism (Growth Mindset)**
- **Considers Challenges and Circumstances**
- **Use "I" Statements (*I would like you to...*)**



JUDGMENT **VS** **BEHAVIOR**

Debatable

Observable

Judgment

Debatable

- "You're not a team player."
- "You're too disorganized in managing your tasks."
- "You did amazing work this month!"

Behavior

Behavior

- "During the group project, I noticed you tended to work alone. I'd like to see you collaborating more with the team and contributing to group efforts."
- "I noticed some tasks were overlooked in the project plan. Let's work on setting up a clearer task management system to ensure everything is accounted for."
- "I noticed the extra time and effort you put into meeting all the project milestones ahead of schedule. Your dedication and hard work have significantly contributed to the team's overall success, and your positive support has inspired your colleagues. Keep up the fantastic work!"

Why It Matters

Judgment

- Can lead to defensiveness and misunderstandings
- Often creates a negative and non-collaborative environment.
- Damages relationships and trust between individuals.
- Lacks clarity, making it challenging to address specific issues due to vague feedback


Behavior

- Fosters open communication and mutual understanding
- Encourages a non-threatening and constructive environment for communication.
- Maintains mutual respect and trust between individuals.
- Allows for the development of specific strategies for improvement.


Ask Yourself:

What did the person do to
make me think they are

_____?



Do's and Don'ts of Empathy



Don't

Be Quick to Blame

"This project failed because of your lack of dedication. You should have put in more effort."

Minimize their Feelings

"Stop being so sensitive. It's not a big deal, just get over it."

Don't

Interrupt

"I know what you're going to say, the same thing happened to me last week."

**Think You Can't Get Your
Point Across With Empathy**

Instead, ask questions to understand, then specifically state what you expect from the person, and offer support if needed

Do



Listen Actively

**Acknowledge
Responses / Feelings**

**Respect
Boundaries**

**Ask Open-Ended
Questions**

PAY ATTENTION
TO ME





Restate What Has Been Expressed

- **Reflect on what has been said by paraphrasing to make sure you understand intention and show you're listening**
 - *"What I'm hearing is...,"*
- **Ask questions to clarify certain points.**
 - *"Is this what you mean?"*

Follow Up

- **Want someone to be open and share their opinions and feelings next time?**
 - Show them you actively listened, took to heart their feelings, have done your best to understand, and are actively working on creating solutions.





Use Empathy Statements

- *“I may not actually know exactly how you feel, but I’m here to listen and assist in any way that I can.”*
- *“Honestly, I would feel the same way if I experienced what you’re going through.”*
- *“Give yourself the same care, compassion and grace that you give others.”*

Try to Understand Even if You Don’t Agree

- **Enter difficult conversations with the goal of trying to understand**



You guys need to look at it from each others perspectives.



**WE WANT YOUR
FEEDBACK**

**Next Month:
Microaggressions: How
They Affect You & What
You Can Do About Them**

