

# Navigating Difficult Conversations: Leading with Empathy

## Key Takeaways

1

**Empathetic leadership** means **having the ability to understand the needs of others, and being aware of their feelings and thoughts**

### Traits of Empathetic Leadership



Self-Awareness



Active Listening



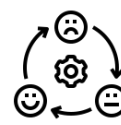
Authenticity



High Interpersonal Skills



Perspective Awareness



Emotional Flexibility

2

### 5 Steps to Manage Difficult Conversations with Empathy

1



#### Assess Your Emotions

Take a moment to assess your own emotions before responding

2



#### Apply Active Listening

The ability to pay attention, show interest, and empathise with the other person

3



#### Express Yourself Clearly

The ability to communicate your own perspective, needs, and feelings in a way that is honest, respectful, and constructive

4



#### Seek Solutions

Find a mutually acceptable solution that addresses the issue and preserves the relationship

5



#### Review & Reflect

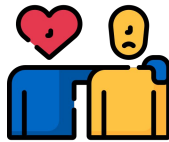
Review and reflect on the outcome, the process, and the emotions involved

# Navigating Difficult Conversations: Leading with Empathy

## Key Takeaways

3

### How to foster an empathetic and compassionate workplace



#### Talk about empathy

Let managers know the importance of empathy for performance & wellbeing



#### Apply active listening

When a manager is a good listener, people feel respected and trust can grow.



#### Encourage genuine perspective taking

Consider the personal experience and perspective of the other person

### Need a bit more help?

Discuss with your coach on more personalised strategies for navigating difficult conversations at the workplace.



Take charge of your mental health today!

Go on Intellect Web (<https://app.intellect.co>) or download the Intellect app now and embark on a journey of personal wellbeing.

