



ITD WORLD

Your Global Coaching &
Leadership Development Partner

FACILITATOR
KC Lee

Leading with **EMPATHY**



LEARNING OBJECTIVES

At the end of this one-day workshop, participants will be able to:

- Be familiar with the concepts of empathy and how it differs from sympathy, pity or apathy.
- Recognize the impact and significance of empathy at the workplace and in building trust and high performance culture.
- Develop skills and habits that will nurture awareness and practice of empathy at work.
- Take steps to see the perspectives of colleagues and stakeholders at work.
- Raise awareness and make intentional choices of holding back judgement to allow for deeper appreciation and understanding of the other party.
- Practice the art of empathetic listening.
- Use effective feedback and questions to convey understanding and address difficult conversations.

PROGRAM CONTENT

0. Introduction

- Facts about Empathy
 - State of Empathy in Leadership (HBR)
 - The Most Empathetic Companies
 - Global Ranking of Empathy
- How Empathetic Are You?
 - Self Assessment

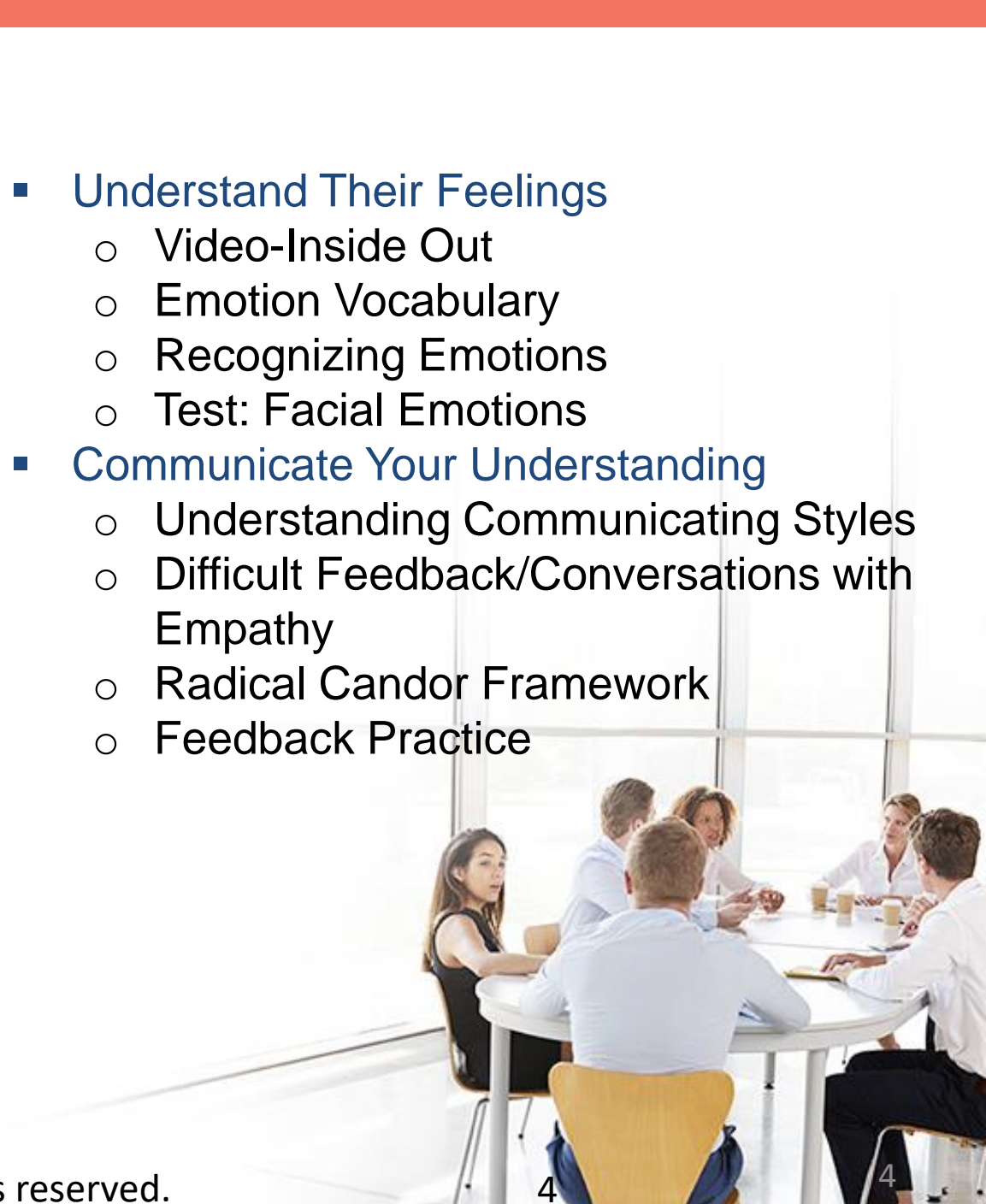
1. Understanding EMPATHY

- What is Empathy?
 - Polling/Quiz: Empathy Vs Sympathy
 - Three Types of Empathy
 - What Empathy is NOT
- What Empathy Matters @Work?
 - Employee Engagement
 - Team Diversity/Collaboration/Innovation
 - Design Thinking
 - Staircase Negotiation Framework (Chris Voss)
- Barriers to Empathy

2. Developing EMPATHY@Work

(Source: *Four Attributes of Empathy*, Theresa Wiseman)

- **See Their World**
 - Perspective Taking
 - Walk a mile in their shoes?
 - Exercise: The Perceptual Positions
- **Be Non-Judgmental**
 - The Art of Appreciation
 - Video : It's not about the Nail
 - Keys to Empathetic Listening
 - Triad Activity : Listen to Understand
- **Understand Their Feelings**
 - Video-Inside Out
 - Emotion Vocabulary
 - Recognizing Emotions
 - Test: Facial Emotions
- **Communicate Your Understanding**
 - Understanding Communicating Styles
 - Difficult Feedback/Conversations with Empathy
 - Radical Candor Framework
 - Feedback Practice



3. Wrap Up and Action Plans

- Q&A – Application of Empathy @ Work
- Personal action Plan for Developing Empathy



TRAINER PROFILE

KC LEE

- Certified Facilitator & Instructor, John Maxwell's Developing the Leader Within You™, The 360° Leader™, Winning with People™, Essential Coaching Skills, The Heart of Coaching™, The Leadership Challenge®, DISC Behavior Profiling Assessments and Project Management programs.
- Certified Coaching & Mentoring Professional (CCMP) & Associate Certified Coach (ACC), ICF, USA.
- Adjunct Professor with Asian Institute of Management (AIM) from 2008.
- Facilitated workshops in Malaysia, Singapore, Thailand, Vietnam, Indonesia, Philippines, South Korea, Taiwan, China, Mauritius, Tanzania and South Sudan.
- Trained and coached business executives in various industries, including clients such as Intel, ams, Altera, Agilent, Western Digital, Osram, Motorola, Flex, Renesas, B Braun, Bosch, 701 Search, Microsoft-Nokia, Citibank Jakarta, Standard Chartered Bank, Pepsico, Singapore Press Holdings, Star Paper, Bank of Tanzania, United Nations South Sudan, Sanofi, Japan Tobacco International, and many more.





www.itdworld.com

Follow us on



/ ITDWORLD

MALAYSIA

ITD PENANG (Head Office)

Tel: +604 228 3869

E-mail: itdpng@itdworld.com

ITD KUALA LUMPUR

Tel: +603 6203 3880

E-mail: itdkl@itdworld.com

U.S.A

ITD U.S.A

Tel: +480 545 2878

E-mail: itdusa@itdworld.com

SINGAPORE

ITD INTERNATIONAL PLE LTD

Tel: +65 85 556 001

E-mail: itdsg@itdworld.com

THAILAND

INTERNATIONAL ITD LTD

Tel: +662 116 9336 to 7

E-mail: itdbkk@itdworld.com

VIETNAM

ITD VIETNAM

Tel: +84 28 38 258 487

E-mail: itdhcmc@itdworld.com

PHILIPPINES

ITD CONSULTING GROUP INC

Tel: +632 8887 7428

E-mail: itdmanila@itdworld.com

CAMBODIA

ITD-LDC

Tel: +855-23 555 0505

E-mail:

itdcambodia@itdworld.com

INDONESIA

ITD-GLC

Tel: +6221 2930 8710

E-mail: itdjakarta@itdworld.com

MYANMAR

ITD - BCTC

Tel: +959 765 222 103

E-mail: itdmyanmar@itdworld.com

BANGLADESH

INTERNATIONAL ITD LTD

Tel: +880 173 070 4688

E-mail:

itdbangladesh@itdworld.com

AFRICA

ITD AFRICA

Tel: +224 628 662 152

E-mail: itdafrica@itdworld.com