



character

a 52-week series about amplifying your
management & leadership skillset

create

Empathy

Overview

If there was one thing I would share about management & leadership...

It would be about **Empathy**. Connection. Rapport. Compassion. The ability to walk in someone else's shoes and understand what they feel and experience. This character trait can be risky and incredibly rewarding in developing respect and trust.

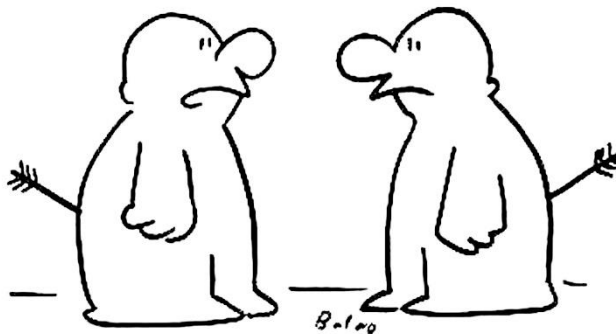
"Could a greater miracle take place than for us to look through each other's eyes for an instant?"

Henry D. Thoreau

For the week...

- **Reflect:** Do you know your team and what is happening in their lives?
- **Act:** When you are coaching your team, get into the habit of asking them about their perspective of the situation, outcome, behaviors and next steps. Seek to understand!
- And know that we want to truly be servant leaders, empathy is critical.

Let's be real, **understanding another's point does not necessarily mean agreement**. Empathy in our management and leadership is about connection and perspective. It is not a pathway to rationalize non-compliance. It is not a sympathy card allowing people to avoid or not do the right thing.



"I know exactly how you feel."

To learn more about this series, contact Kurt Reinhart.
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