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**EMPATHY IS THE KEY TO SUCCESS.**

**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 must be feeling.

**TYPES OF EMPATHY**

1. **AFFECTIVE EMPATHY:** Involves in the ability to understand another person’s emotions and respond appropriately such emotional understanding may lead to someone feeling concerned for another person’s wellbeing, or it may lead to feelings of personal distress.
2. **SOMATIC EMPATHY:**  Involves having a sort of physical reaction in response to what someone else is experiencing. Physically people sometime feels what other feel as if they are the ones in that position. For example when someone feels embarrassed, you might start to blush or have and upset stomach,
3. **COGNITIVE EMPATHY;** Involves being able to understand another person’s mental state and what they might be thinking in response to the situation. This is related to what psychologists refer to as theory of mind, or thinking about what other people are thinking.

**Some of the Signs that shows that you tend to be an empathetic person:**

* You are good at listening to what others have to say.
* People often tell you about their problems.
* You are good at picking up on how other people are feeling.
* You often think about how other people feel.
* Other people come to you for advice.
* You often feel overwhelmed by tragic events.
* You try to help others who are suffering.
* You are good at telling when people aren’t being honest.
* You sometimes feel drained or overwhelmed in social situations.
* You care deeply about other people.
* You find it difficult to set boundaries in your relationship with other people.

***Reference:*** *www.verywellmind.com*

**The Importance of Empathy to Success**

1. **You’ll better understand the needs of people around you**

If you express empathy towards the people you work with, you’ll be able to understand what they need from you, and how you can treat them the way they want to be treated.

1. **You’ll more clearly understand how you affect others**

By understanding another person’s viewpoint, you can evaluate more clearly how your words and actions affect or influence them.

1. **You’ll be better at understanding non-verbal cues**

By focusing on your intuition, you’ll be better equipped to understand unspoken communication with others. This means you’ll be able to improve your interactions with others in the workplace and in social spaces as you will have a better gauge of how someone is feeling or how they’re responding to you.

1. **You’ll be better at your job**

Besides better knowing and understanding your colleagues, empathy will make you a more efficient and effective provider to your clients. You’ll be better able to read, or anticipate the needs of your clients or customers at work. When you work with other people, you have an opportunity to learn conflict management skills

1. **You’ll be better equipped to deal with interpersonal conflict**

Engaging with another person’s perspective will help you in both your personal and professional relationships. It’ll make it easier for you to resolve any potential conflict.

1. **You’ll more accurately predict people’s behavior**

By focusing on what motivates people’s behaviour, you’ll be better able to understand how to interact with the people you work with or are close to. You may also be able to predict their actions or reactions. Your authority as a volunteer puts you in the position to inspire and motivate those around you

1. **You’ll be better able to motivate the people around you**

If you know what motivates others, how they want to be treated and what they want to achieve, then you’ll be better equipped to inspire and motivate them.

1. **You’ll be able to work more effectively with others**

Daniel Goleman and other researchers have consistently identified empathy as a core component of emotional intelligence and a powerful predictor of success in the workplace. Empathy helps us develop deep levels of rapport and trust with others both at work and in other aspects of life.

Learning how to empathize makes it easier to understand other peoples viewpoints and enhances your ability to work together in a team

1. **You’ll learn to look at the bigger picture**

When you incorporate several different perspectives or worldviews, you’ll be able to see the bigger picture of an issue or concept.

1. **You’ll become a better leader, worker and friend**

Empathy will help you understand your co-workers, family and friends better. You’ll be in a better position to effectively lead and inspire others, as well as develop more caring and compassionate relationships.

***Reference:*** *www.gvi.co.uk*

***Morgan Latif presents – coaching you through crisis Episode 2***

Discussing the importance of empathy in leadership, we talk through how to better understand, develop, and utilize it in the context of the current climate Covid – 19 and beyond.

Leaders are now facing a different set of challenges and the ability to harness empathy is a key tool to help navigate this, as Alexander Meyer auf der Heyde explains.

**KEY TAKEAWAYS**

Empathy has a positive impact on leadership performance and it can be further developed

Empathy allows leaders to be more effective in their Executive Presence by a more effective communication (sending and receiving messages), in creating followership, in motivating and developing people, and by building stronger relationships.

Empathy (feeling what another individual feels), sympathy (understanding why another individual feels something) and compassion (ability to act on empathy or sympathy) are different topics – they are related, though.

There are leadership challenges, in which (too much) empathy can limit a leader’s effectiveness – it is hence important that leaders can adapt their behavior to the specific situation.

Cultural differences might require a higher or lower level of empathy.

**Key areas in further developing empathy are:**

* The acceptance that emotions are an integral part of a human’s being
* The awareness of the full spectrum of one’s own emotions
* To strengthen non-judgmental listening skills
* Remote communication requires leaders to become even more empathetic because the amount of face-to-face interaction with their team members gets reduced – a fact, which is further amplified by the current Corona crisis.

ABOUT ALEXANDER MEYER AUF DER HEYDE

As an accredited and internationally active Executive Coach, Alexander works with leaders and leadership teams on topics including Empathy in Leadership, Executive Presence, Executive On-boarding, Intercultural Communication and Cultural Change.

His clients are senior leaders from various industries and span six continents. Feedback, which Alexander regularly received from his clients includes that his empathy and own senior leadership experience allow him to understand the individual situation of a client quickly and – when appropriate – also to add his own perspective to a challenge.

Alexander became self-employed as an Executive Coach after a successful corporate career with leadership positions up to global Executive Committee level. Along with his leadership career, Alexander also spent significant time abroad, living and working in India and China, respectively.

He worked for several globally leading corporations before doing a Master in Executive Coaching and pursuing this passion by setting up his own business.

***Reference:*** *morganlatif.com*

**For any product to be successful, Empathy is Key.**

***According to Jon Kolko,*** “a college student I met at a Texas state school. She’s a junior, and she’s changed her major three times. She picked her first major because her mom told her to. She picked her most recent course of study because her best friend is doing it, too. Mary wants to travel the world when she graduates. She’s very aware of the amount her education is costing her family. She loves college, but she’s anxious about her future. She’s anxious about decisions. She’s anxious about everything”.

Now imagine you’re designing a product to try to help Mary ease her anxieties. Based on this fairly typical profile of a college student, you can start to intellectually analyze Mary and her situation. But what you really need to create a good product is empathy, and empathy is not about intellectually knowing – it’s about feeling. To feel what Mary feels, you need to spend time with her, learn about her specific wants, needs, and desires, and get to experience her emotions. In the world of design-led product innovation, pursuit of empathy is the key to success.

***Reference:*** *hbr.org*

**WHY IS EMPATHY SO DIFFICULT THESE DAYS.**

Daniel Goleman, who coined the term emotional intelligence; wrote an article about why empathy is lacking so much in modern interaction.

According Goleman, “our brains were designed for face to face interaction, which gives us the opportunity to responds to communication in a much more empathic manner.

When we talk with each other face to face, our brains take the words, expressions and context of our interactions into account in ways that inhibit negative impulses and improve the ability to understand.

When we interact with the people in the online world, which have become our new mode of working and communicating, something is lost. We miss out on the cues that would otherwise trigger our empathy and therefore requires a world new level of attention and tuning in to others when we are connected virtually.

In the absence of being able to see one another, our ability to empathize with others is marginalized, which is why the use of video to see the people you are interacting with is strongly promoted.

***Reference:*** [*www.leadersedgeinc.com*](http://www.leadersedgeinc.com)

**Conclusion**

Be ready to improve your leadership effectiveness by improving your empathy, through making communication more personal. Our digital communication doesn’t have to be free from empathy. Speak to your people, interact with them, listen to hear from them, put yourself into their situation and feel the way they are feeling, ask them questions is a great way to get others to open up, and it shows that you are taking in to account the human being that you are engaging with.

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**Video source**

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