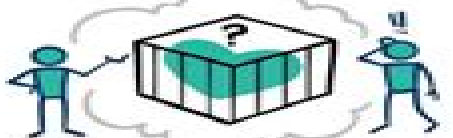


# What we get wrong about EMPATHIC LEADERSHIP

BY: OLGA VALADON / AS PUBLISHED IN HBR



IN A SURVEY

**52%** Respondents feel their company's efforts to be empathetic are **DISHONEST**

**EMPATHY matters**

- Builds trust
- Improves morale & productivity
- Creates psychological safety

## What we get WRONG about EMPATHY

**EMPATHY** ≠ **SYMPATHY**

Compassion **WITHOUT** personally relating

Feeling other's sorrow **THROUGH** personal experience

**AUTHENTIC EMPATHY** = **UNDERSTAND** where they are coming from + **RESPOND** thoughtfully

## HOW CAN LEADERS DISPLAY AUTHENTIC EMPATHY

**Actively listen and be curious**



Be fully present, lean in  
Listen to understand, not to respond

Acknowledge and ask questions

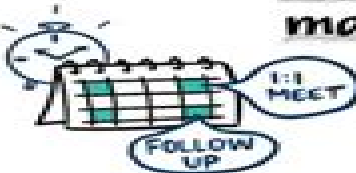
**Know that you don't have to have the answers**

Avoid rushing to solutions for personal challenges

Give others the space to talk and feel heard



**Always, always make the time**



Show authenticity by personally arranging follow-ups when busy

Demonstrate willingness and genuine care to support

Follow through on commitments to build trust

**Avoid an autopilot response**



Empathy is not "one-size-fits-all"

Respect boundaries when others choose not to share

Adopt a fluid approach

# Growing Appreciation Issue 2

**SA Dillow**



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