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PEOPLE & CHANGE

Empathy
and
Compassion
as your secret weapon to
expand your business



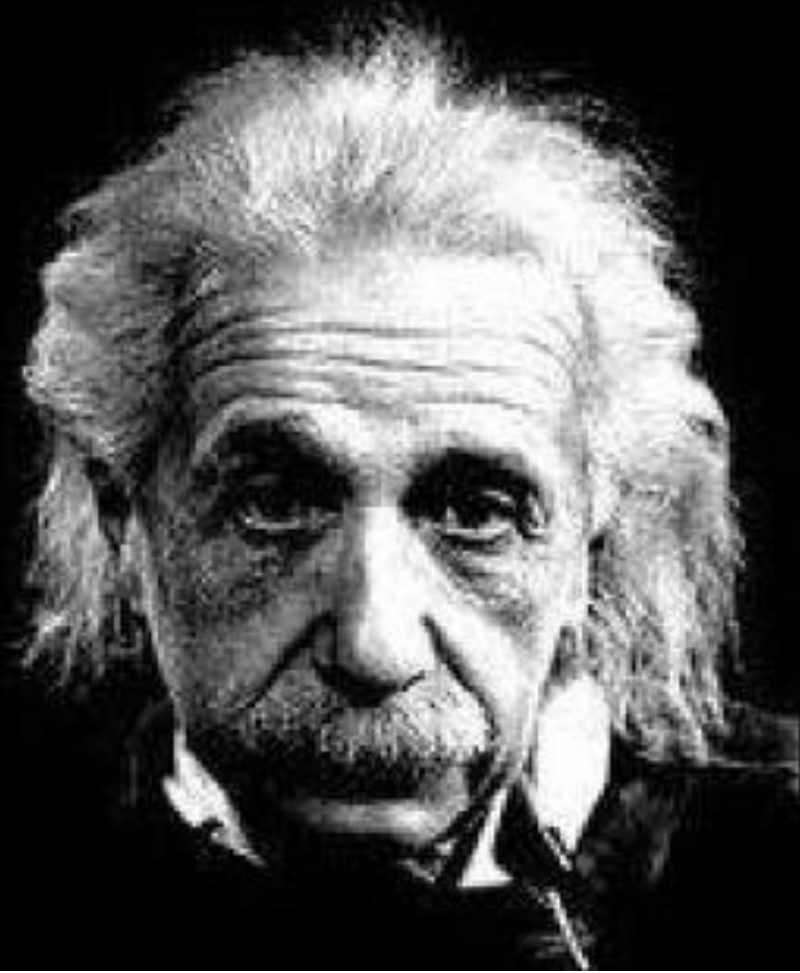
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What got you here,
won't get you there.

How to UNCHAIN and lead
change in the age of urgency.

"WE CANNOT
SOLVE OUR
PROBLEMS
WITH THE SAME
THINKING WE
USED WHEN WE
CREATED THEM"





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The biggest challenge for companies won't come from the outside world.

It will be to unchain the human dynamics inside the organisation to match the speed of flow on the outside.

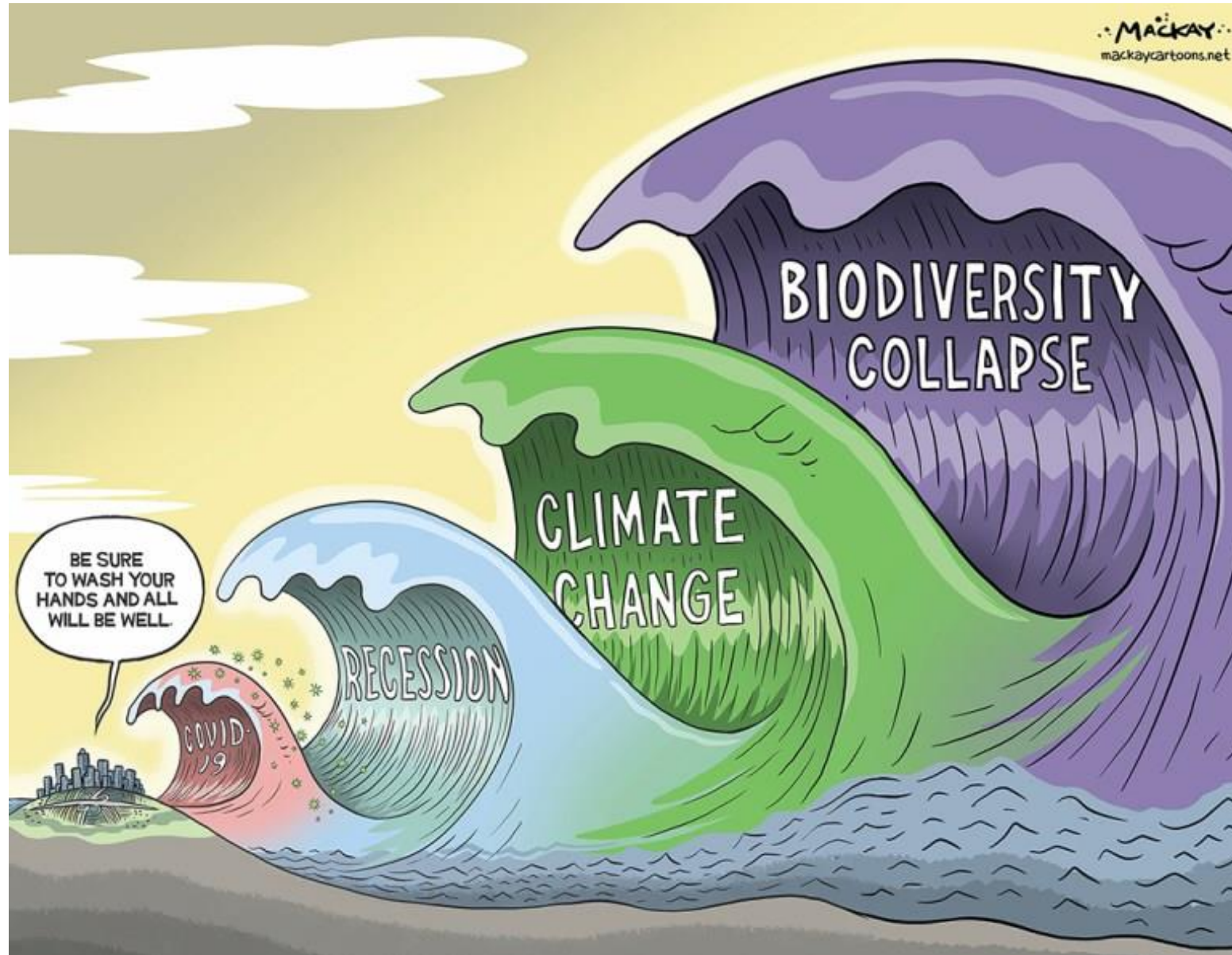
Monique Landman

Because



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Because there is always the next crisis





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GOOD
NEWS

BAD
NEWS



We can only control how we
show up fully and how we lead
our businesses wholeheartedly.

If we all get better at (well) **being**.
We all get better at **doing**.



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Our lives may be different, but we share more than we think.
All human emotions are universal.

What is
Empathy?

Let me start with a
question....



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What is Empathy?

Empathy is the capacity to think and feel into the inner life of another person.

The ability to understand the emotional makeup of other people.

It is intentional, your willingness to hold space for others.

Empathy Is Not a Soft Skill.

It is shared humanity. 4 qualities:

Perspective
taking

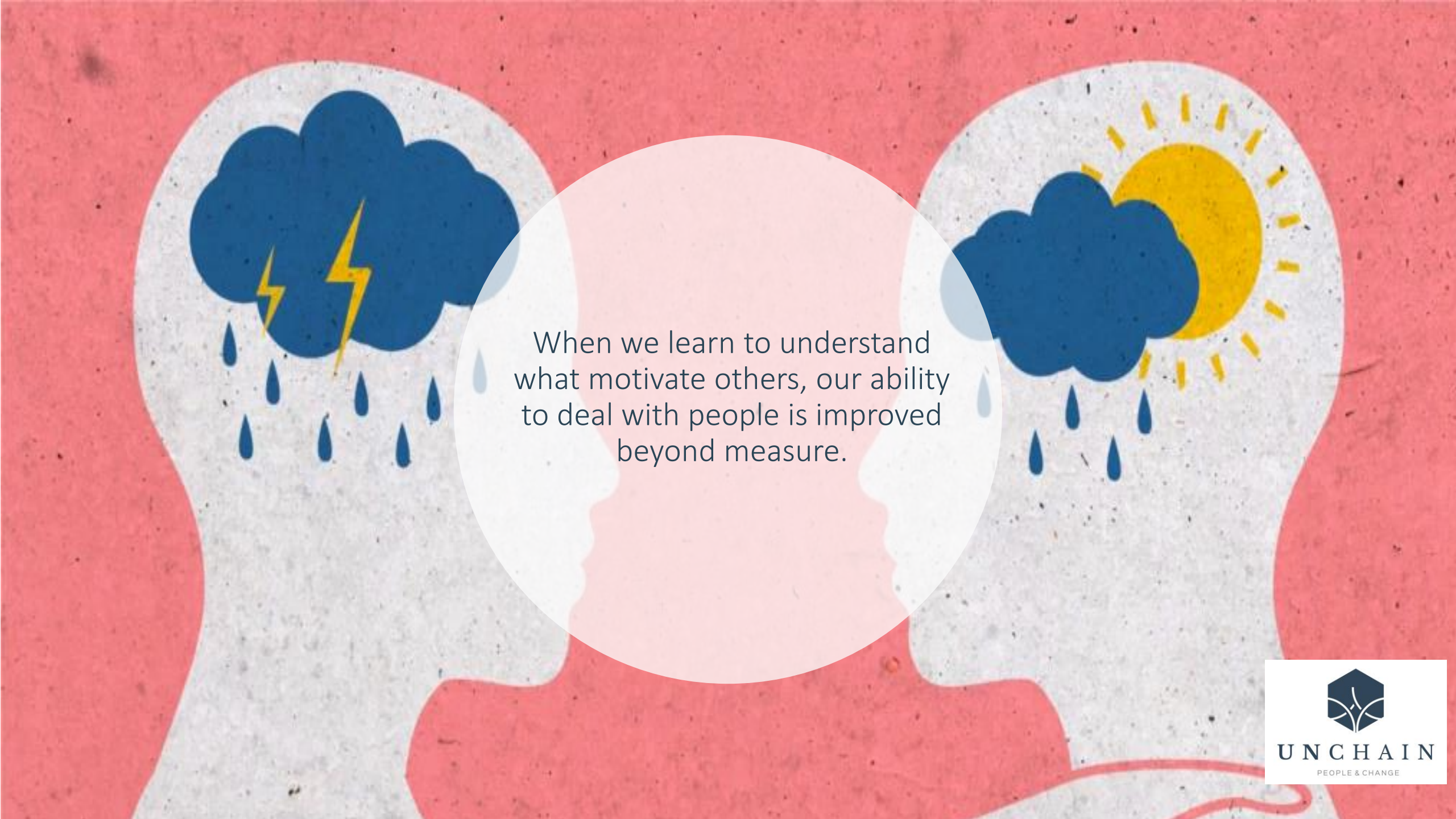
Validating
their truth

Not
judging

Not fixing

What is
Empathy?

Do you qualify?

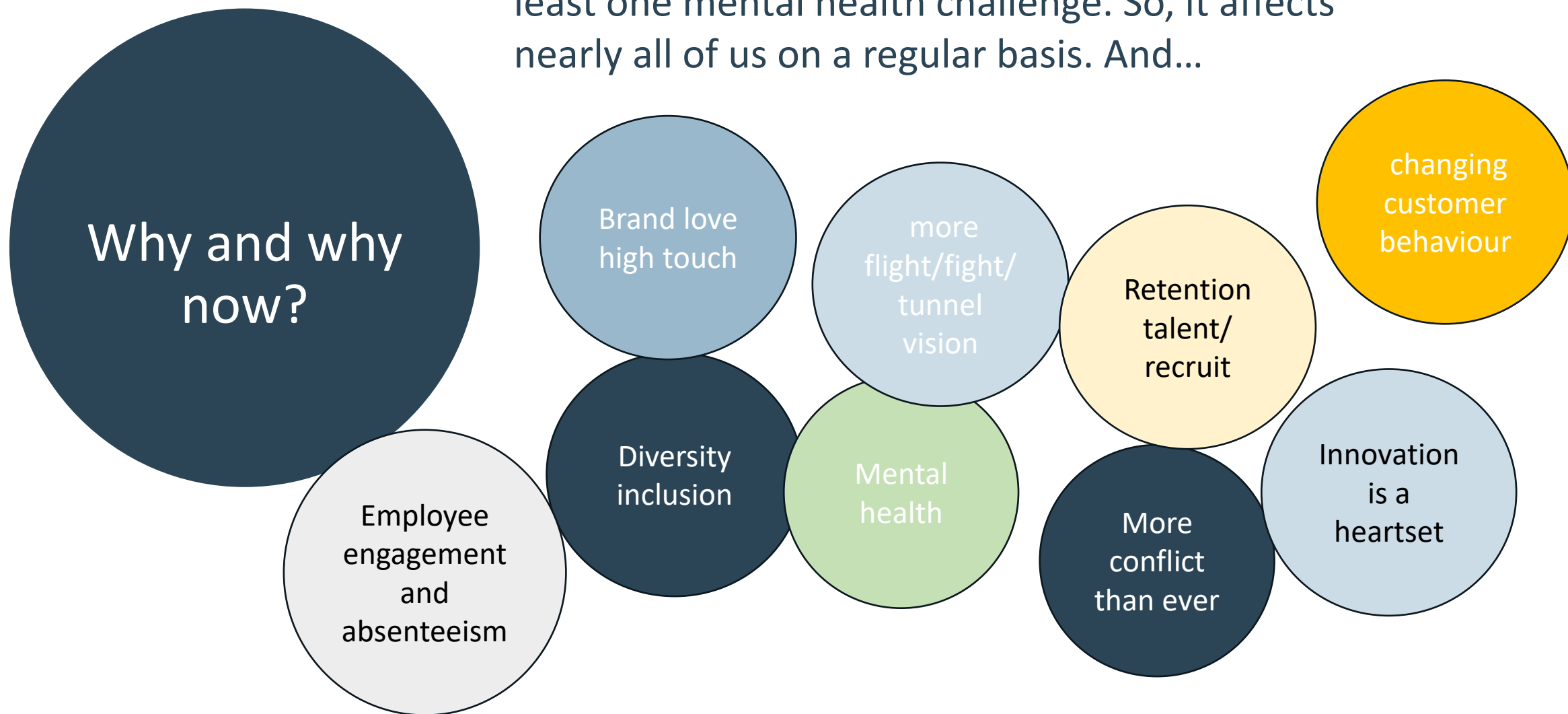


When we learn to understand
what motivate others, our ability
to deal with people is improved
beyond measure.



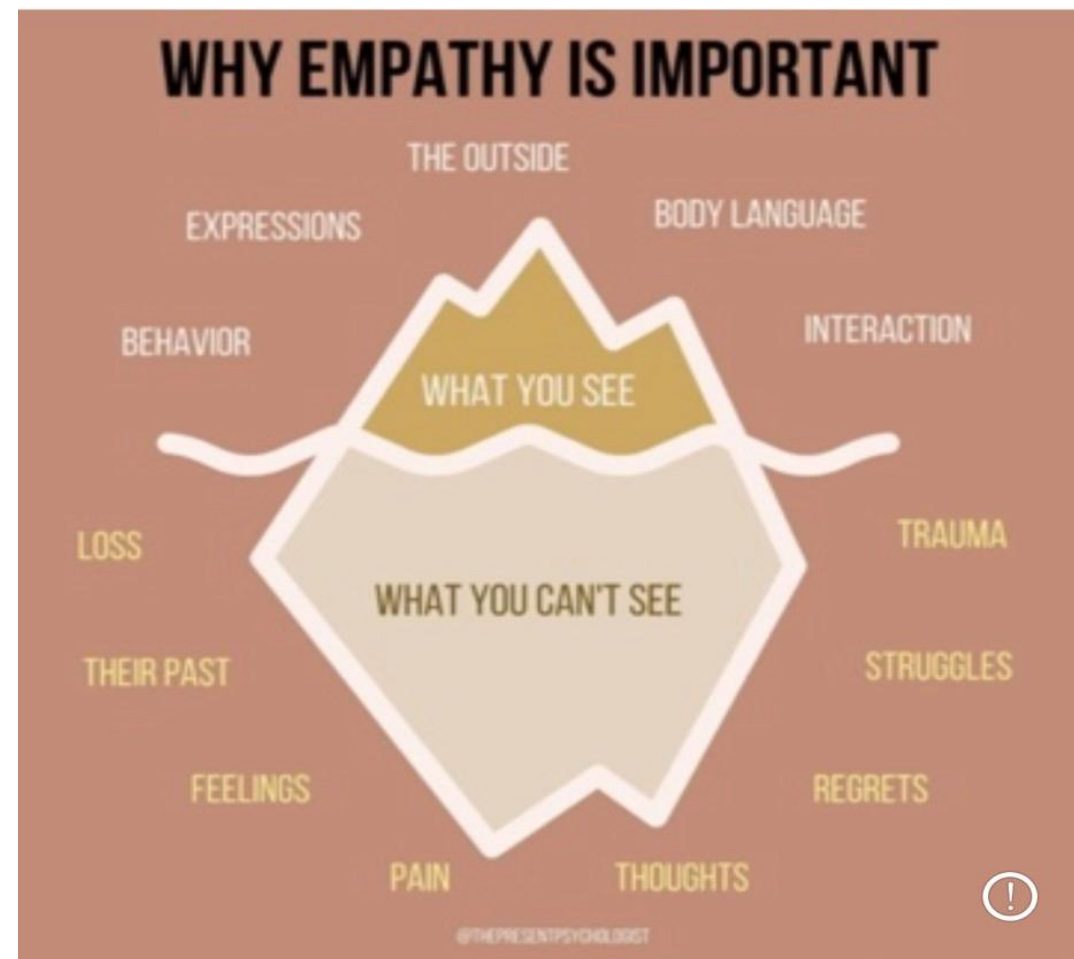
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Recent research shows 75% of people report at least one mental health challenge. So, it affects nearly all of us on a regular basis. And...



Why is Empathy a critical skill?

Only with a deeper connection to understand people's emotional make up and inner life you can drive behavioural change. And that will expand your business.





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“There comes a point where we need to stop just pulling people out of the river.

We need to go upstream and find out why they’re falling in.”

Desmond Tutu

We need to understand why it matters so much. We need to understand the root cause of our employee's failing. We need to understand why our customers feel disappointed.

“ It does not matter
if it is true.
It matters that is real ”

**Innovation is a mindset
and a heart set.**

It requires a culture
that fosters and inspires
experimenting,
encourages trial & error, and
leaders resilient enough to
overcome setbacks.



The definition of another
person is “someone who
triggers things off in us”

The pause



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A human brain is shown from a top-down perspective, resting on a light blue circular base. Two electrodes, one with a grey connector and one with a black connector, are placed on the brain's surface. Wires from these electrodes extend downwards, ending in red and black alligator clips. The entire scene is set against a solid teal background.

Amygdala hijack?

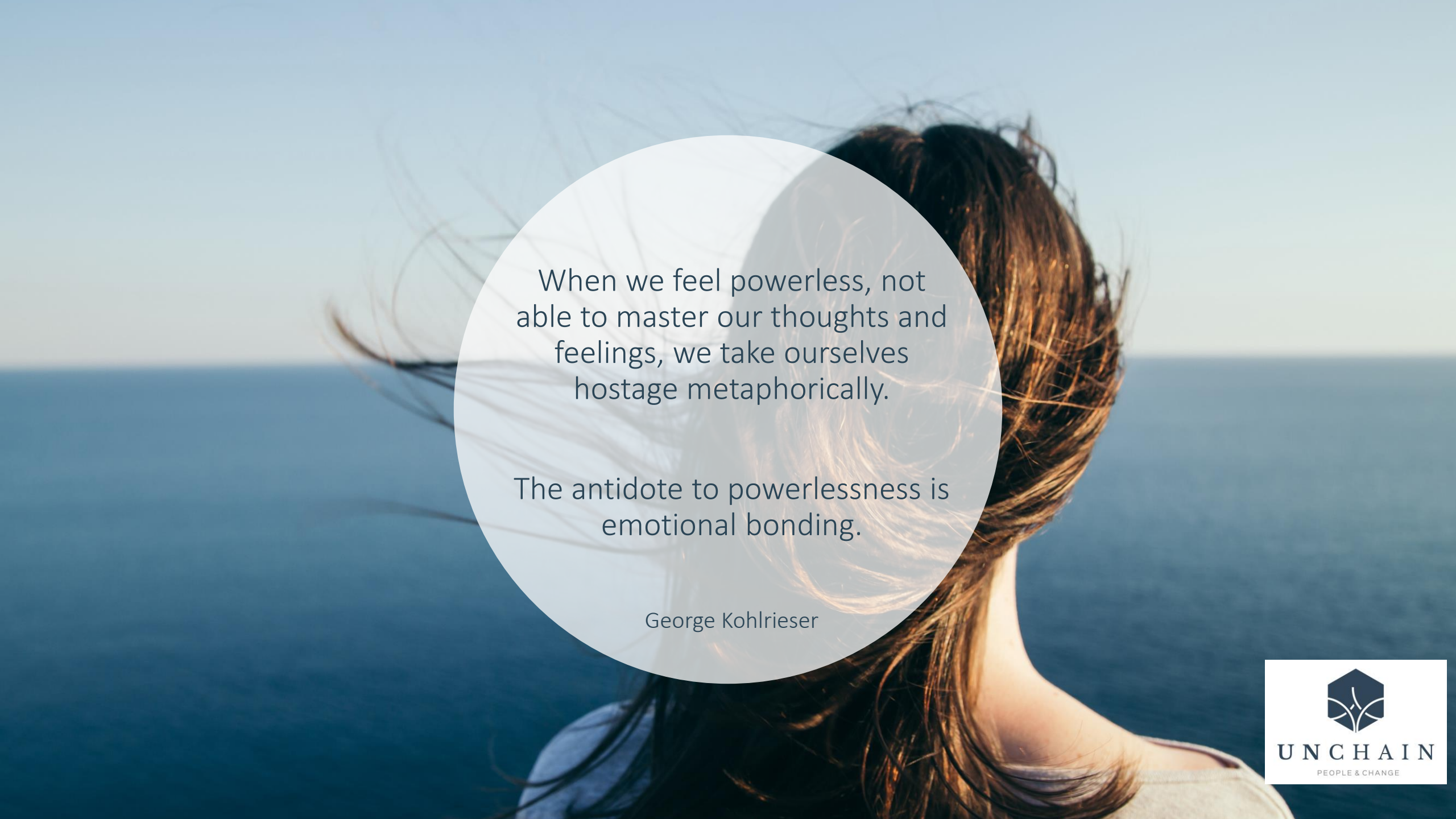
Emotional, irrational
overreaction to stress



You always have a choice.



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When we feel powerless, not
able to master our thoughts and
feelings, we take ourselves
hostage metaphorically.

The antidote to powerlessness is
emotional bonding.

George Kohlrieser



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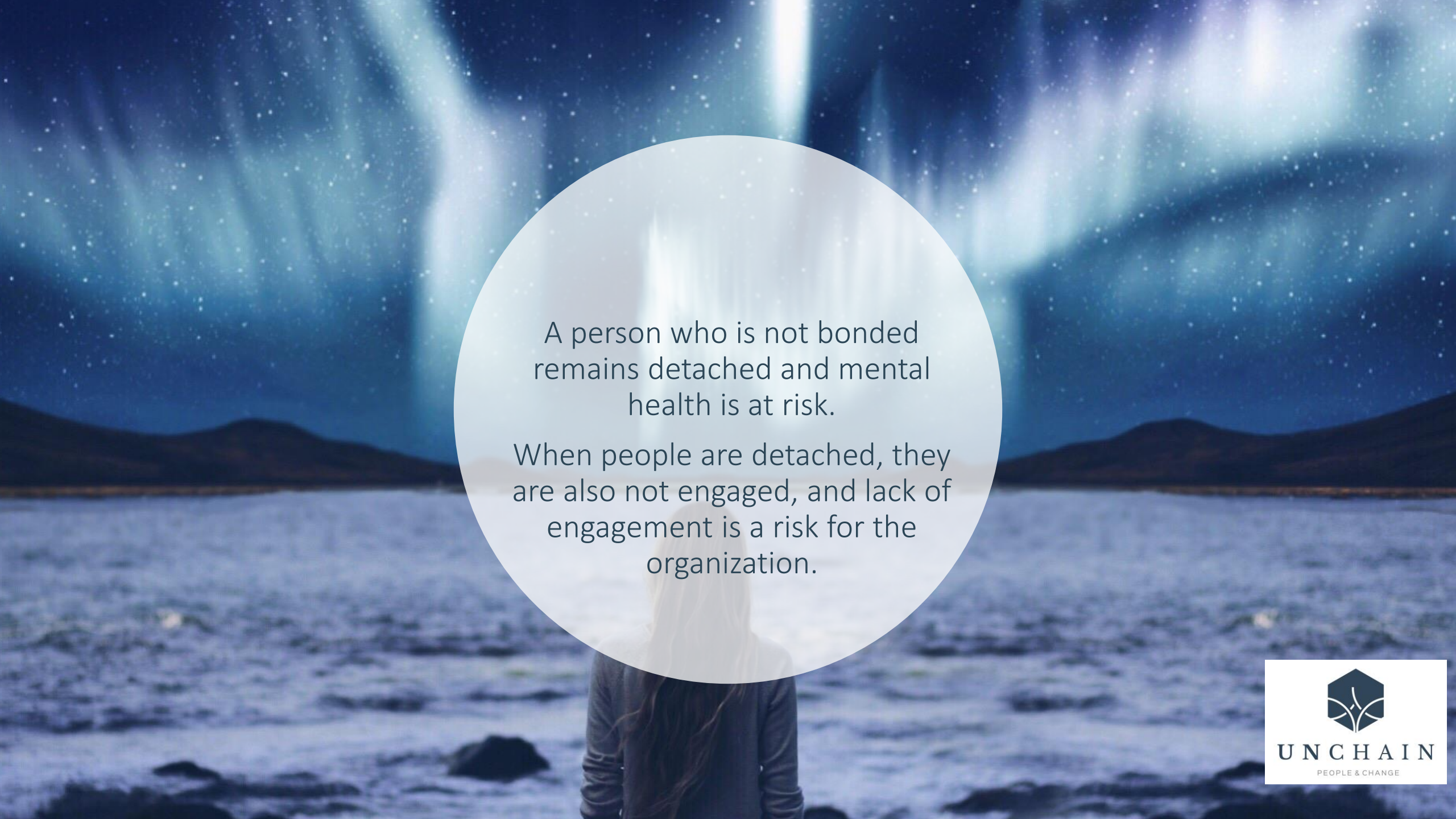


Leadership begins with the
leaders managing their own inner
life, so that emotional and
behavioral chain reactions occur.

D. Goleman



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A person with long hair, seen from behind, stands on a rocky shore looking out at a calm lake. The sky is dark blue with vibrant green and white aurora borealis lights dancing across it. The scene is serene and contemplative.

A person who is not bonded
remains detached and mental
health is at risk.


When people are detached, they
are also not engaged, and lack of
engagement is a risk for the
organization.



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Self-awareness facilitates both empathy and self-regulation. And these two, in combination with the social skill to express empathy, allow effective relationship management.




Negativity, toxic behavior,
sabotage are loud and often
find followers in your team.

Compassion, bonding, care,
positivity and empathy are
equally powerful.

They are your kryptonite to
toxicity.



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A blurred background image of a person's legs and feet walking a tightrope. The person is wearing light blue trousers and dark shoes. A thick red rope is stretched diagonally across the frame. A semi-transparent white circle is centered over the text.

Hostage negotiators have
a 95% success rate in
changing people's minds
and influencing their
decisions in highly
charged situations.

Why do you think that is?



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They are emotional
available.

They are a secure base.



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Conflict is always about
experiencing some sort
of loss or grief.

And behind every conflict
there is always a basic
human need.



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Caring and daring.
You have to put the fish
on the table!
It is a messy process to
clean the fish.



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Conflict

- ❖ Managing self
- ❖ Inner secure base
 - ❖ Bonding.
 - ❖ Connecting.

Managing conflict with an empathetic leadership approach...


1. Conflict is messy, emotional, fear, anger, triggers, abandonment.
2. Put the fish on the table.
3. Your **self-awareness** and self-regulation enables you to de-escalate emotions. Yours and others.
4. Knowing your own fears and triggers and then choose courage. Free yourself from restraints.
5. Your **secure base** is the base to others to bond and trust you. You allow others to replace their fear with trust and positivity.
6. **Connecting and Bonding through empathy.**
7. Wanting to understand the other person. And wanting the other to come out as a winner too.
8. Create a bond (even with your enemy) and maintain that during conflict.
9. Start with dialogue and ask questions.
10. Offer choices.
11. Open to different perspectives; Is there another way?
12. Find the other person's motivation. They probably don't have a clue.

Managing conflict with an empathetic leadership approach...


Conflict

- ❖ Managing self
- ❖ Inner secure base
 - ❖ Bonding.
 - ❖ Connecting.

- ❖ You don't have to agree. Only to accept. Core quality of empathy😊
- ❖ You don't have to like a person to bond.
- ❖ Never think like a hostage. You always have a choice.
- ❖ Keep your mind's eye on the purpose / gain, do not let your inner fears take over.
- ❖ Separate the person from the conflict.
- ❖ Often conflict is not about the conflict but about triggers. "Hysterical is Historical"
- ❖ Minimizers and maximisers.
- ❖ Paraphrasing
- ❖ Reciprocity: make a concession. People are likely to collaborate and give something in return.



Spend a *reasonable* amount of
your time on human emotions
to prevent
an *unreasonable* amount of
time on ineffective/disruptive
behavior.

A photograph of two hands, one from a person with dark skin and one from a person with light skin, reaching towards each other. The hands are positioned in the center of the frame, with the fingers slightly curled as if about to grasp each other. A large, semi-transparent white circle is overlaid on the image, centered on the hands. Inside this circle, the text is written in a dark, sans-serif font.

We may impress people with our
strengths,
but
we connect through our
weaknesses, “our real messy
selves”



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Heart in the Boardroom is good for business:

Innovation. *When people reported their leaders were empathetic, they were more likely to report they were able to be innovative—61% of employees compared to only 13% of employees with less empathetic leaders.*

Engagement. *76% of people who experienced empathy from their leaders reported they were engaged compared with only 32% who experienced less empathy.*

Retention. *57% of white women and 62% of women of colour said they were unlikely to think of leaving their companies when they felt their life circumstances were respected and valued by their companies. However, when they didn't feel that level of value or respect for their life circumstances, only 14% and 30% of white women and women of colour respectively said they were unlikely to consider leaving.*

Inclusivity. *50% of people with empathetic leaders reported their workplace was inclusive, compared with only 17% of those with less empathetic leadership.*

•Source Forbes 2022