



ERICSA

1963 - 2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

Welcome



- If you have already completed your questionnaire, thank you.
- If you have not had an opportunity to complete the questionnaire, please do so now.

https://greatergood.berkeley.edu/quizzes/take_quiz/empathy



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Empathize With Purpose



Presented by:

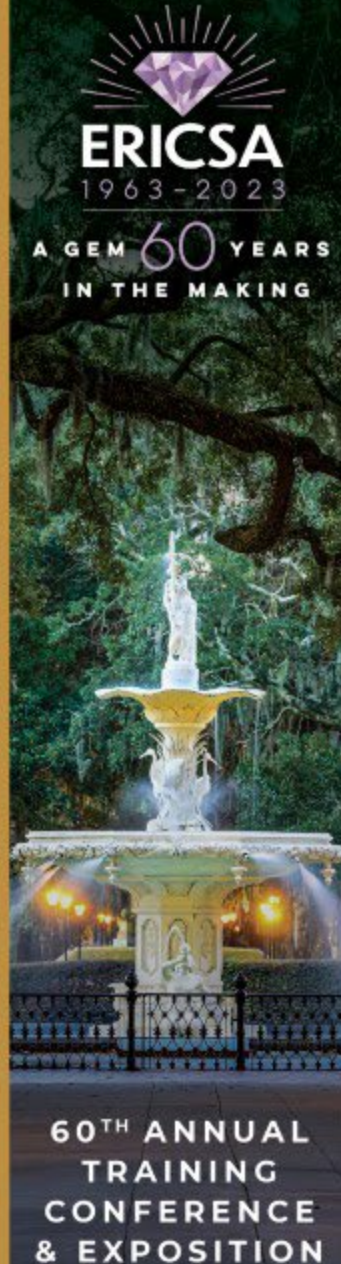
Kathie Bohacek and Laura Van Buskirk



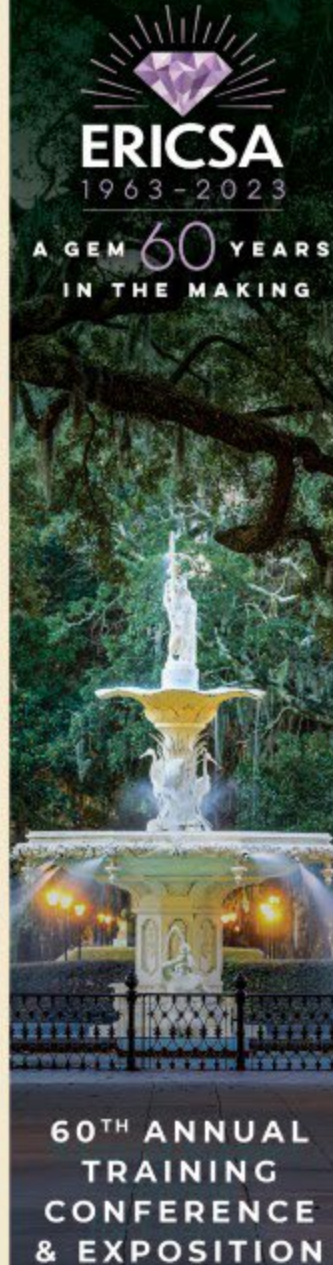
Session Description

We make choices in our work lives every day regarding how we interact with our employees. If we as leaders create an environment where empathy is modeled for employees and experienced by employees, empathy will ripple throughout the organization, creating trust, boosting morale, and positively impacting the customer experience.

During this session, Kathie and Laura will explore why empathy matters and provide practical ways that leaders can empathize with purpose. Attendees will also have an opportunity to learn their own empathy score and will receive tips and methods for stretching their empathy muscle.



Meet Your Presenters

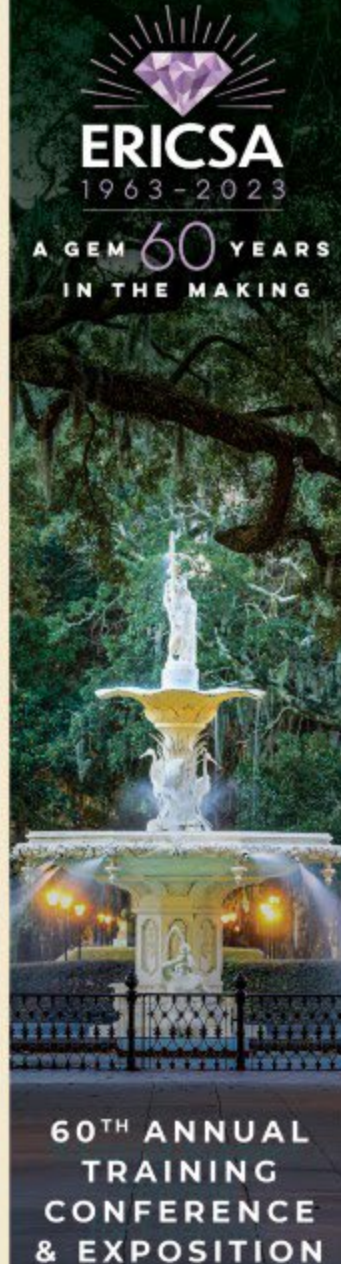


Lollipop Moments



[Drew Dudley: Everyday Leadership](https://www.ted.com/talks/drew_dudley_everyday_leadership?language=en)

https://www.ted.com/talks/drew_dudley_everyday_leadership?language=en



Why It Matters

- Leaders create the environment
- Everyone has ability to influence workplace culture
- It's a choice to practice empathy
- Happy and resilient people have meaningful connections
- Significant business costs when leaders lack empathy



Statistics

* Insights

Empathy Survey

↑ **73%**

of employees in 2020
say empathy can be
learned -compared to
54% in 2016



91%

of CEOs say their
company is
empathetic, but only
68% of employees
agree



83%

of GenZ employees would
choose an employer with
strong culture of empathy
over an employer offering
a slightly higher salary,
versus 75% of employees
on average



72%

of Gen Z find virtual
meetings to be
empathetic, 62% of
Millennials, 57% of
Boomers



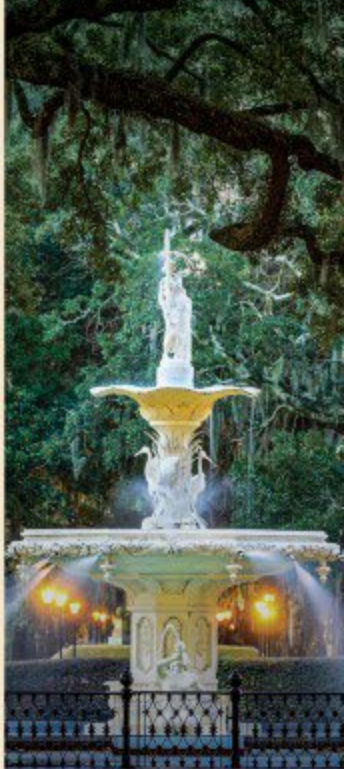
94%

of employees regardless
of generation say in-
person communication
beats all other
communication tools

<https://www.businessolver.com/workplace-empathy-executive-summary>



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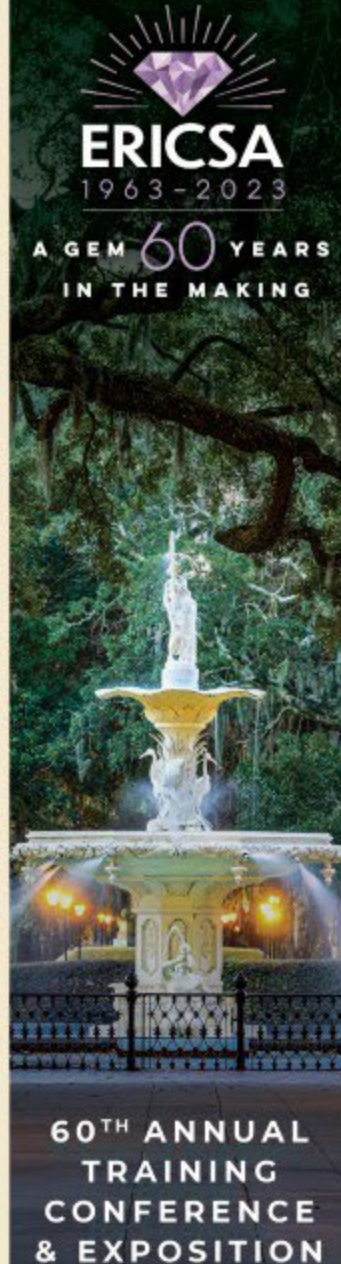


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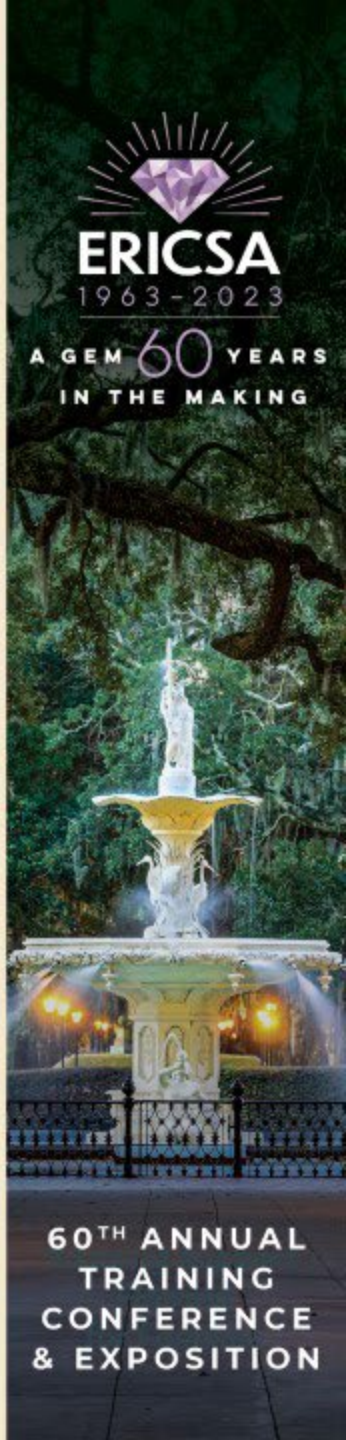
What is Empathy?



[The Power of Empathy on Vimeo](https://vimeo.com/165917210)
<https://vimeo.com/165917210>

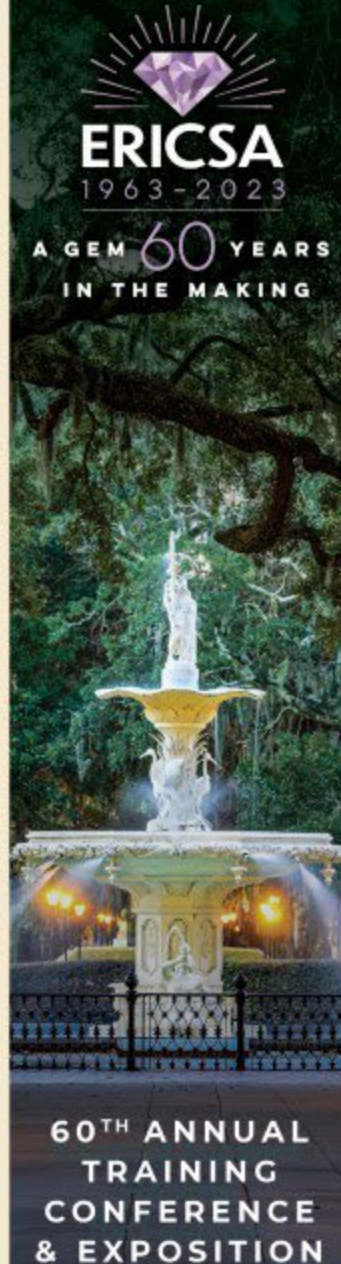


What color is the dress?

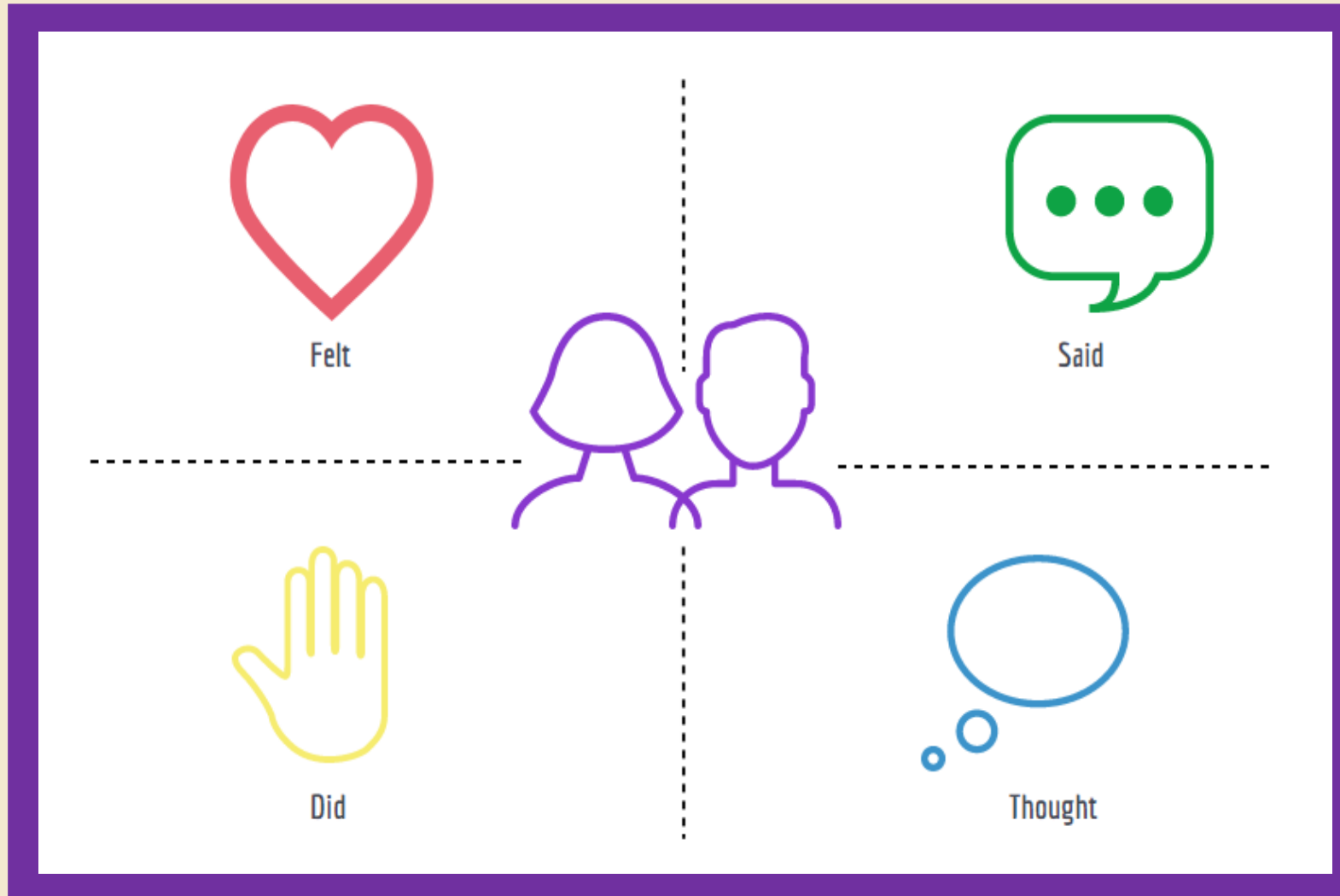


Empathy in the Workplace

- **Rethink how you listen**
- **Master the art of asking questions**
- **Walk in your coworkers' shoes**
- **Avoid making assumptions**
- **Learn how to prioritize problems**
- **Don't keep your coworkers at arm's length**
- **Remember that people have feelings**
- **Accept that empathy doesn't happen overnight**



Empathy Mapping



Stretch your empathy muscle

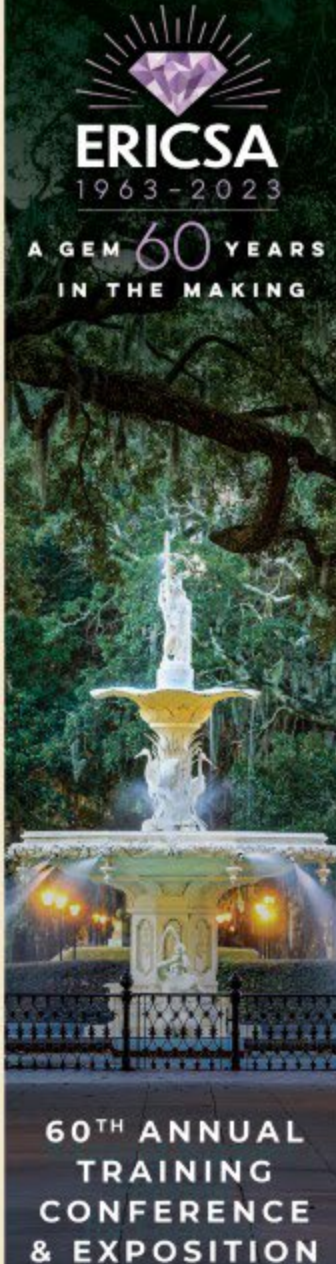


Empathy Toolkit can be
found in the app;

or

Email the presenters:

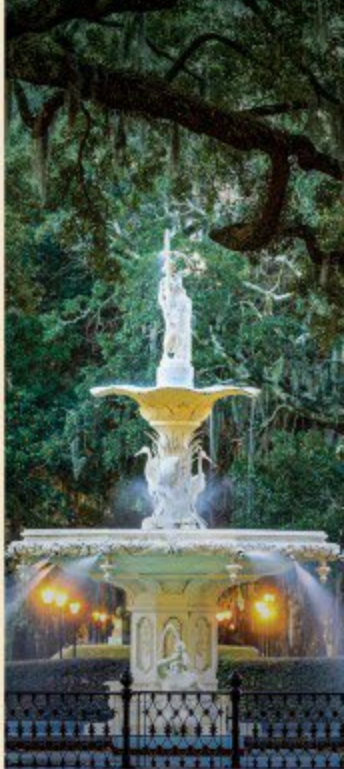
kbohacek@sjgov.org or
laura.vanbuskirk@pldcss.ca.gov



Activity

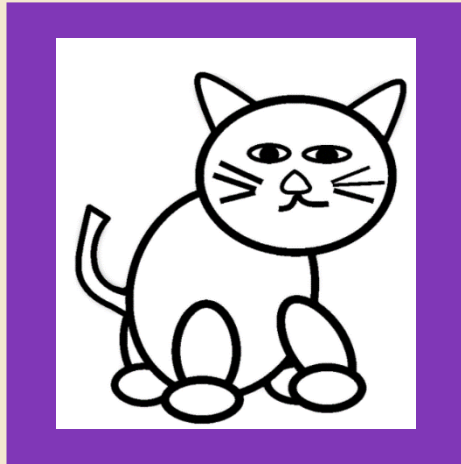


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Activity



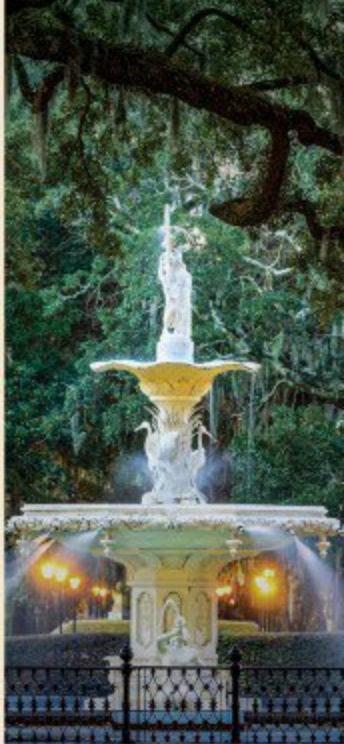
Share and Listen



- Sharers: be open and vulnerable
- Listeners: be present, focused on the sharer, and really listen



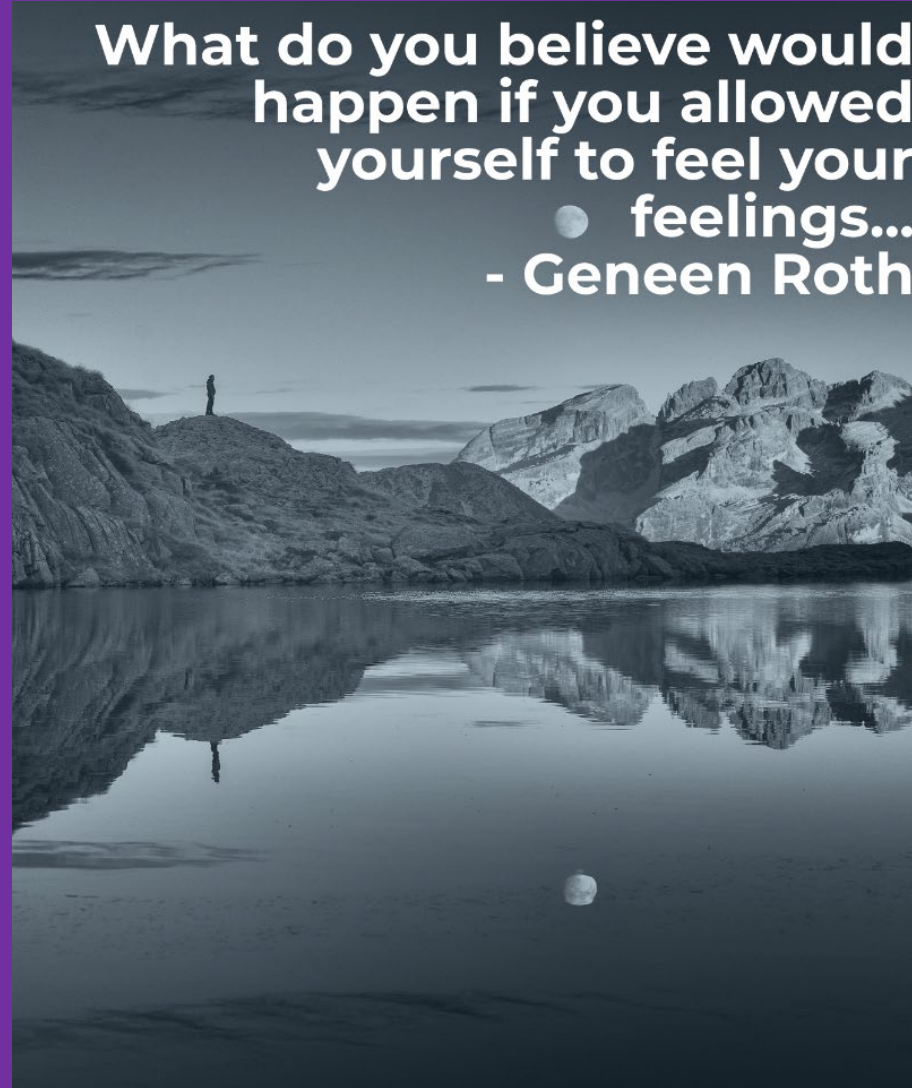
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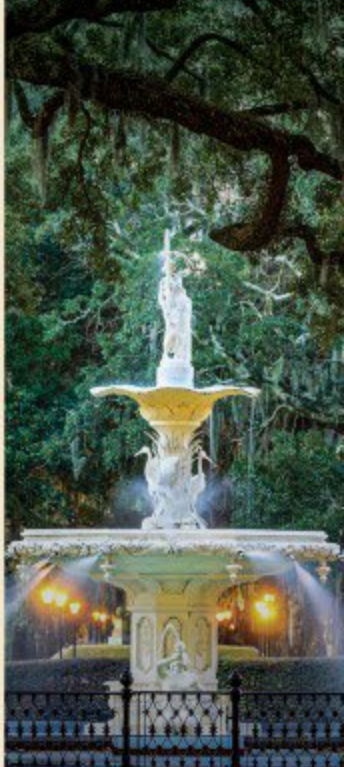
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Reflection

What do you believe would
happen if you allowed
yourself to feel your
● feelings...
- Geneen Roth

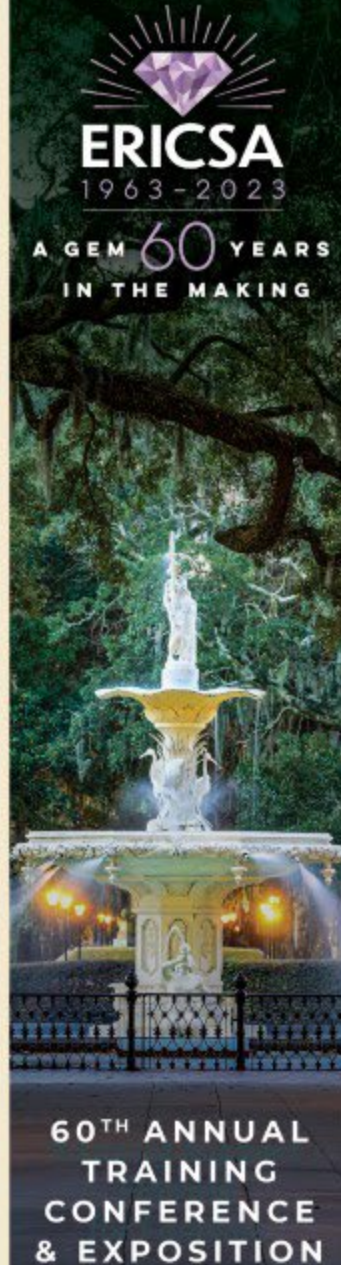
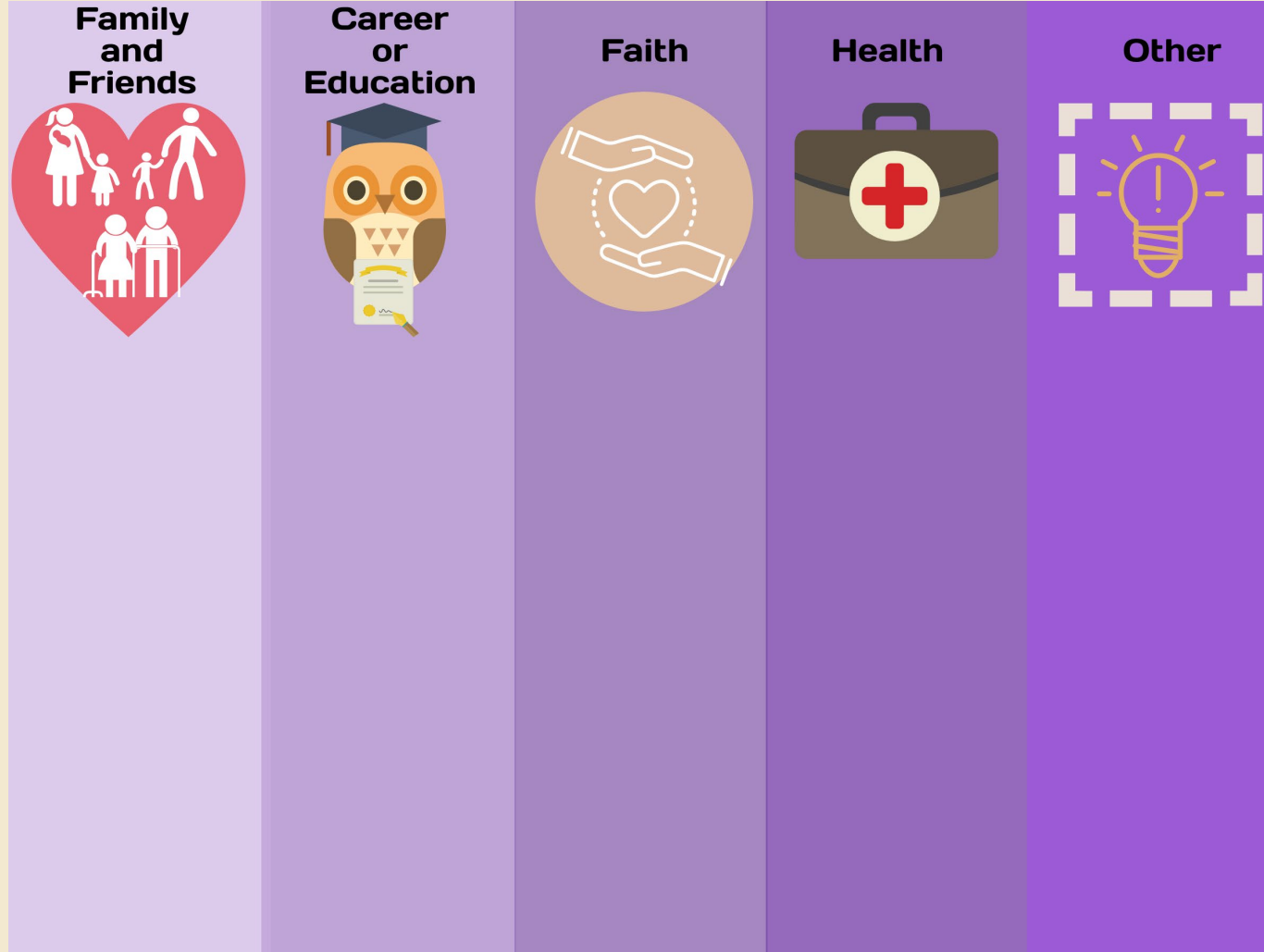


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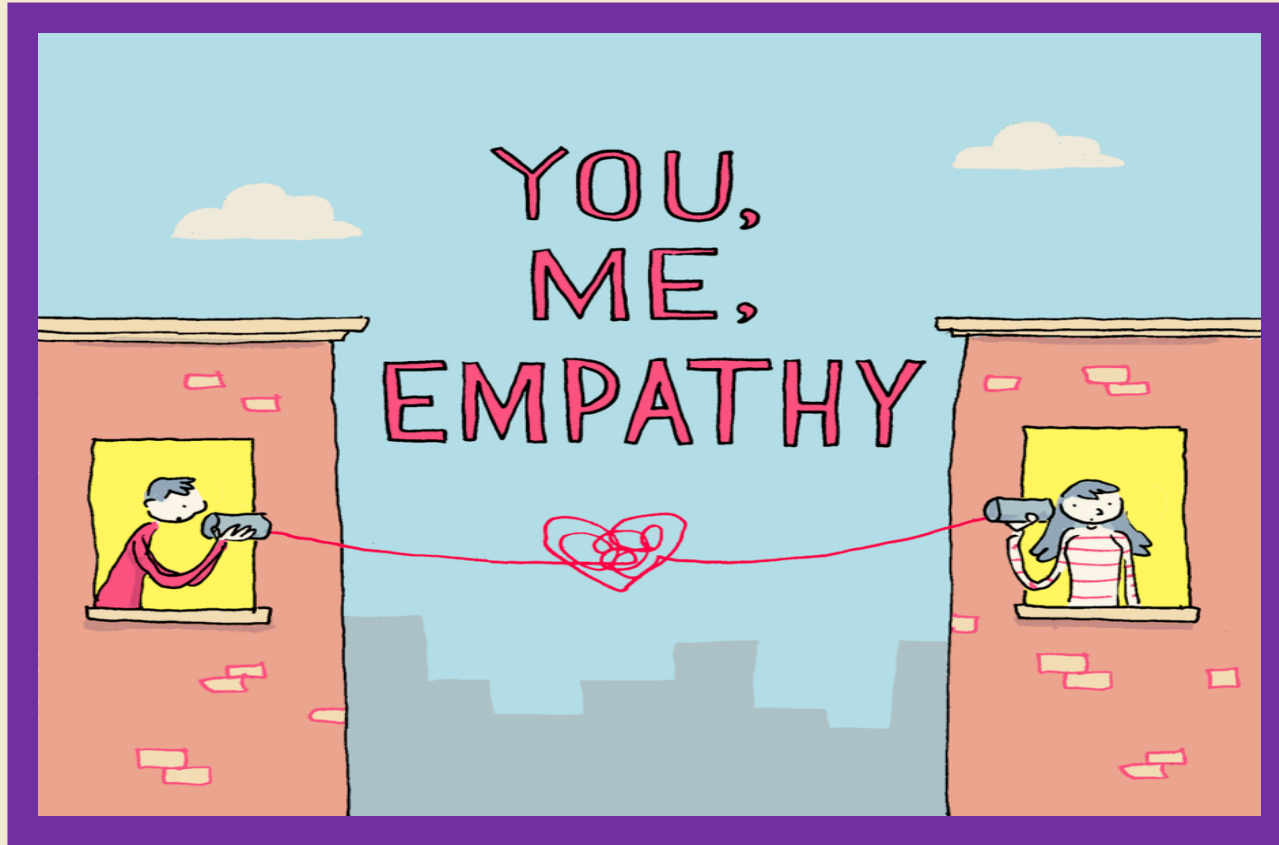


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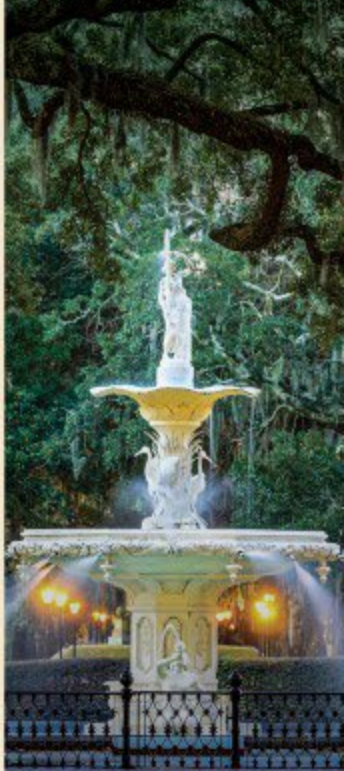
Share Out



Wrap Up



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Questions



Empathy
is a
muscle
that gets
stronger
with
every use



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We'd  to hear from YOU

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