



# COMMUNICATES WITH EMPATHY

"Empathy is about finding echoes of another person in yourself." - Mohsin Hamid

Effective communication is key to building strong and successful leadership. We really need to develop skills to communicate with empathy when interacting with customers. You will learn how to understand and address the needs, emotions, and safety concerns of your stakeholders. Explore the importance of empathetic communication and how it can positively impact your role. By mastering empathetic communication, you will foster trust, maintain morale, and ensure the well-being of your team. Join us to discover how empathetic communication can enhance morale and ultimately drive successful initiatives.

## Key Course Content:

- Understanding the importance of empathy in effective communication
- Recognising and addressing the needs, emotions, and safety concerns of employees and customers
- Building trust and promoting well-being through empathetic communication
- Enhancing morale among employees and stakeholders through empathetic communication
- Developing the ability to listen actively and demonstrate understanding and sensitivity towards others
- Promoting a positive and inclusive workplace culture by valuing empathy in communication
- Creating a safe and supportive environment for individuals to express their needs and concerns
- Building strong relationships through empathetic communication



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated ½ -day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.