



Leader Coaching and Discussion Guide - Empathy

Empathy is the extent to which a leader takes an active interest in employees' concerns, possesses a high degree of emotional intelligence, listens attentively understands various points of view, and communicates effectively.

This coaching and discussion guide can help you conduct effective leader coaching sessions to document and keep track of the commitments made together and to make sure follow through happens and action plans are aligned with job/role priorities.

<p>Recommendations for Leader: This section provides suggestions for development activities to help make the leader more successful with this RemotePro dimension.</p>	<p>Action Plan: Clearly define job responsibilities, tasks to be completed, and deadlines.</p>
<i>Empathy</i>	
<p>1. Solicit feedback from employees. If they have concerns, or need support to complete a task due to constraints, work with them to come up with a solution.</p>	<p><i>Action Items:</i></p> <ul style="list-style-type: none"> • <i>Ask: What do you think of these recommendations?</i> • <i>Do you talk with employees about their personal problems if they bring them to you? If not, should you be? If so, what do you do with this information?</i> • <i>Do you ask for your team's opinions on various issues? How can you ensure they are being heard?</i> • <i>What can I do to support you?</i>
<p>2. Organize weekly or bi-weekly check-ins with team members to discuss goals, challenges, and concerns.</p>	
<p>3. Try to ensure no one employee has more on their plate than they can handle. Monitor for signs of burnout.</p>	
<p>4. Make an effort to reward positive work habits and balance.</p>	
<p>5. Allow for employee flexibility, when appropriate, to complete tasks within their own schedule.</p>	
<p>6. Use empathetic phrases when communicating with employees. For instance, if an employee is upset, use phrases like "I'm sorry to hear that" or "I would feel the same way".</p>	
<p>7. Model positive behaviors for your employees. Encourage and normalize taking time off to avoid burnout.</p>	
<i>Your Role</i>	
<p>8. When speaking with employees or receiving feedback, avoid leading questions. Instead, use open-ended questions to allow the employees to better express themselves and their intentions/concerns.</p>	<p><i>Action Items:</i></p> <ul style="list-style-type: none"> • <i>What can you do to learn about your employees' interests?</i> • <i>Consider occasionally organizing virtual social events outside of work so you can get to know your employees better.</i>



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<i>Your Role (continued)</i>	
9. When an employee or team member is struggling, avoid making assumptions about their performance or struggles. Instead, be willing to ask what the concerns are. Listen, then work collaboratively to come up with a solution to address these issues.	Action Items: <ul style="list-style-type: none">• <i>What can you do to get to know your employees on a personal level? Learning more about their interests and hobbies will create a closer relationship to foster trust.</i>• <i>What can I do to support you?</i>
10. Become more attuned to the needs of people with whom you work closely. Show interest and concern about their work and their personal lives.	
11. Compliment others for a job well done. Make a point to give at least one genuine compliment a week to a well-deserved individual.	

What steps (goals) can you take immediately to begin working on some of these development opportunities?
What do you plan to have accomplished within the next 30-days regarding these steps and your development goals?