5 Simple Rules for Nurturing & Building Empathetic Leader Behaviors

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Who the heck cares about empathy??

We have an opportunity to make this safer for the driver and VRUs by using aides like mirrors and beacons.

Perspective on timing to my own job!

A lot more effort

Really felt rushed in the crosswalk – felt shame?

Ready for patience w/ an aging population

You do! As do other transit users!
How might we improve empathy skills?

5 Simple Rules

1. Believe the science.
   Empathetic leader behaviors are definable¹, teachable²,³, and learnable⁴.

2. Value resistance.
   Apathy is more of a barrier to learning than resistance, especially when it comes to empathetic leader behaviors.

3. Reinforce learning over time.
   Real learning – learning that changes you – can happen in small poignant doses (e.g., experiential exhibit yesterday; United Way exercise today), but it is more likely to happen over time with a series of reinforcing experiences (e.g., yesterday, today, tomorrow...and hopefully after this conference).

4. Share info in lots of ways.
   People give and receive information in a wide variety of ways; therefore, employ a variety of ways to give and receive information when nurturing the development of empathetic leader behaviors.

   There’s always room for more learning. Always.
# Exploring a Bit of Rules 1 & 2

## Empathetic Leader Behaviors

1. Providing praise for good work
2. Showing encouragement for aligned efforts
3. Showing concern about others’ satisfaction
4. Expressing support for learning/development/growth
5. Showing trust

## Learning from Root Causes of Resistance

<table>
<thead>
<tr>
<th>Investment in doing things the current way (time, energy investment in learning status quo)</th>
<th>Perceptions of positive reinforcement for status quo &amp; lack of support for new thing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have actively created the way things are currently done (sense of ownership)</td>
<td>Perceptions about increased workload, decreased efficiencies, change in social structures</td>
</tr>
<tr>
<td>Doesn’t understand or value the change/value proposition/business case</td>
<td>Fear or concern associated with being able to adopt the change</td>
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</tbody>
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Exploring a Bit of Rules 3, 4, & 5

Reinforce Learning
Story-time!

How We Share/Receive Info
How do you like to receive information?
Did you notice how we’ve been practicing this rule?

Lifelong Learning
Partner Discussions
Thank you!

Please find me on LinkedIn should you want to connect!
Learn A Bit More


