The Art of Empathy Training

Duration: **1 Day**

BILGINC IT Academy
info@bilginc.com
bilginc.com

Overview

Building stronger relations using the power of empathy.

Empathy is the ability to recognize, understand, and share the thoughts, feelings, and challenges of another person, animal, or fictional character. Practicing empathy profoundly influences the thinking and leadership styles. It creates an environment of trust and motivation, forges human connections, increases interpersonal relations, encourages collaboration, minimizes conflicts, and drives innovation.

In this Empathy workshop, you will learn:

- Importance of empathy in the business world
- Defining empathy and the different types of empathy
- Understanding the differences between empathy and sympathy
- Developing empathy to connect with people
- Practicing empathy in difficult conversations
- Overcoming limiting beliefs for better empathy
- How to be an empathic leader
- Reflection, journaling, and practicing empathy with self-care

Who Should Attend?

This workshop is designed for professionals at all career levels.

- Business professionals
- Directors, managers, supervisors, leaders
- Human resources managers, trainers, advisors
- Non-profit executive directors, board members, employees
- Organizational development experts
- Production managers, operations supervisors, manufacturing managers
- Project managers, project leaders, team leaders
- Public sector employees
- Sales and customer service managers
- Small business owners, entrepreneurs

What You Will Learn

- How to define empathy
- Understand different kinds of empathy
- Tactics to build empathy
- Gain appreciation for the practice of empathy and emotional intelligence
- Practice empathy, empathic listening and empathy building strategies

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Outline

- Module 1: Understanding empathy and types of empathy
- Module 2: Developing empathy and practicing empathic communication
- Module 3: Exploring empathic leadership and psychological safety
- Self-assessment and reflection exercises