

# Empathy

A Leadership Power Skill

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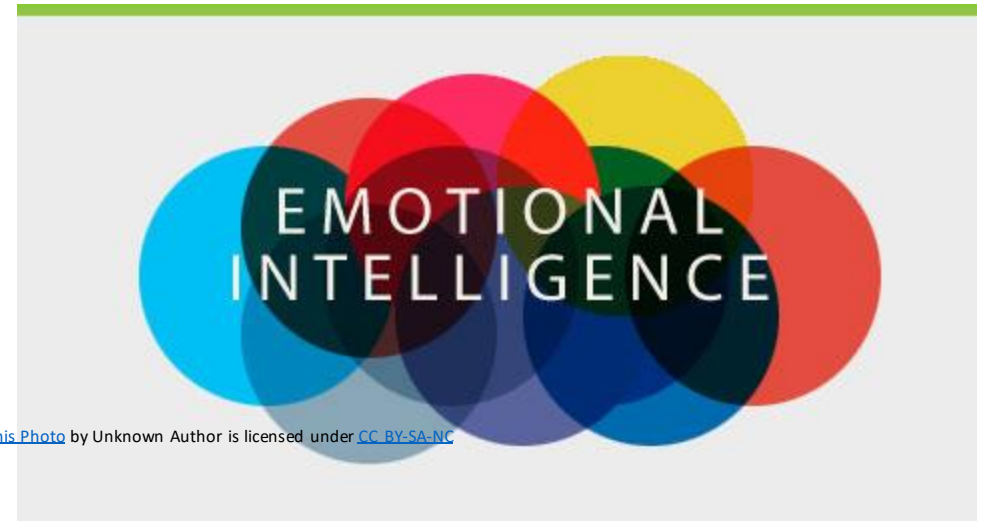


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# Empathy: A Leadership Power Skill

## Agenda

- Introduction to Emotional Intelligence
- Organizational Benefits
- The Role of Empathy in Emotional Intelligence
- Habits of Empathic Leadership
- The Language of Empathy



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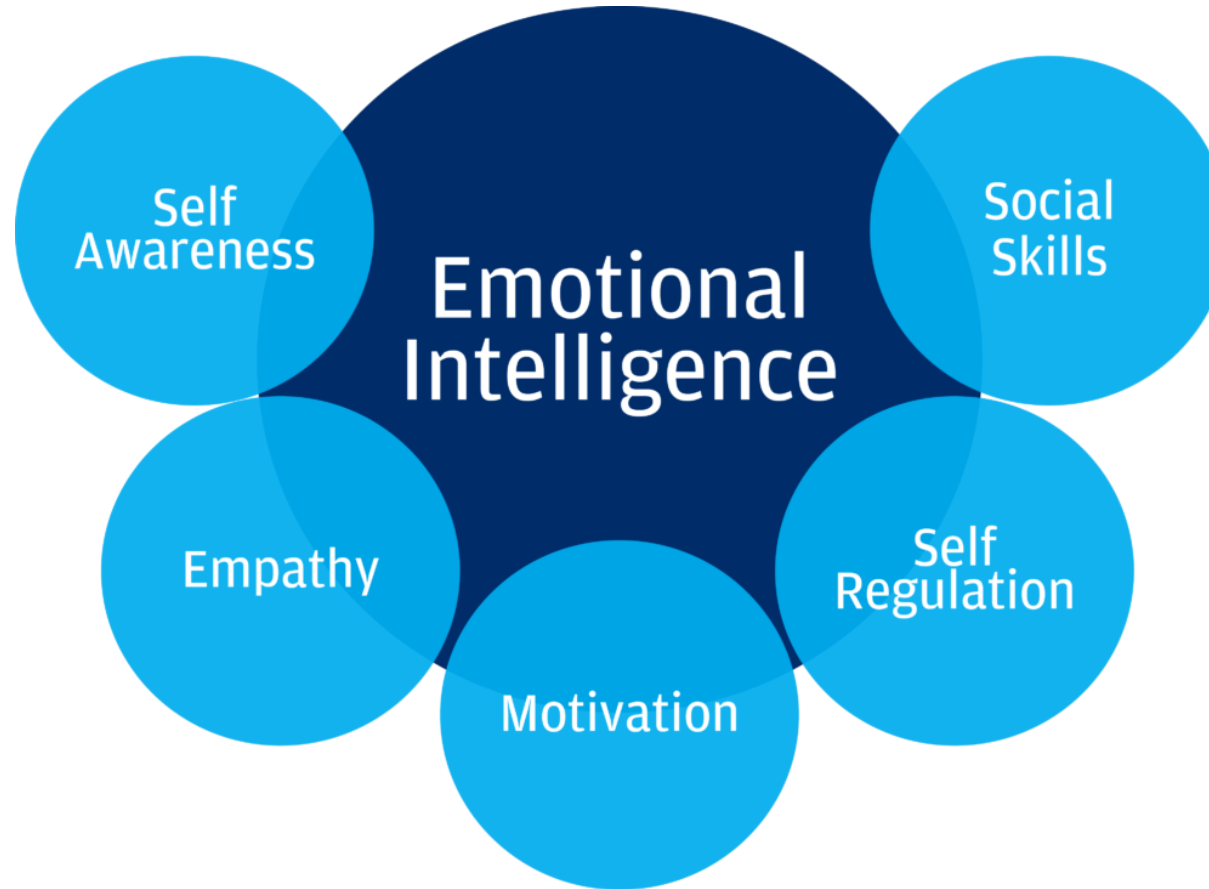


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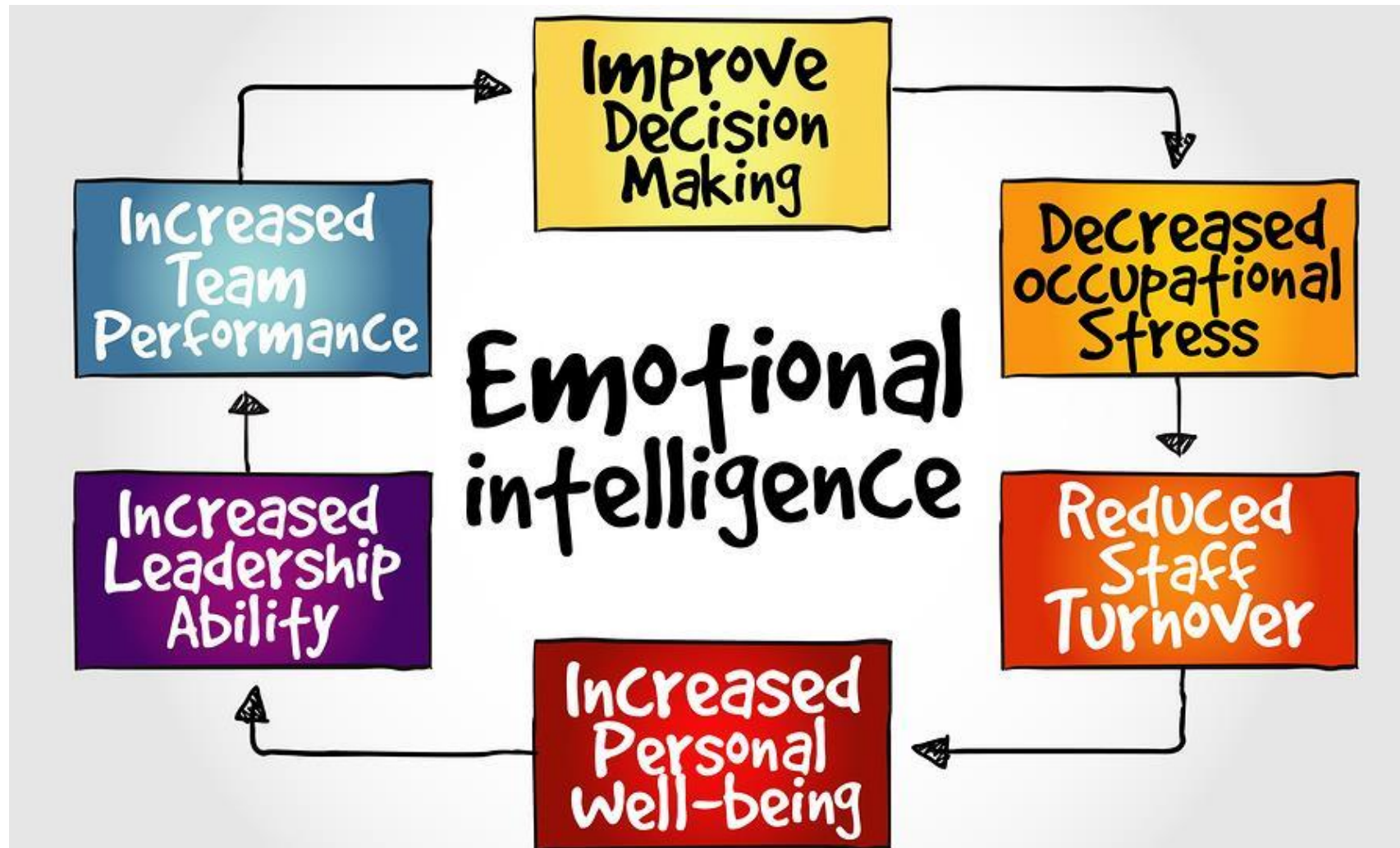
Empathy: The New Leadership Power Skill  
On Track Coaching, LLC Virginia Beach VA  
[www.ontrackcoaching.net](http://www.ontrackcoaching.net)

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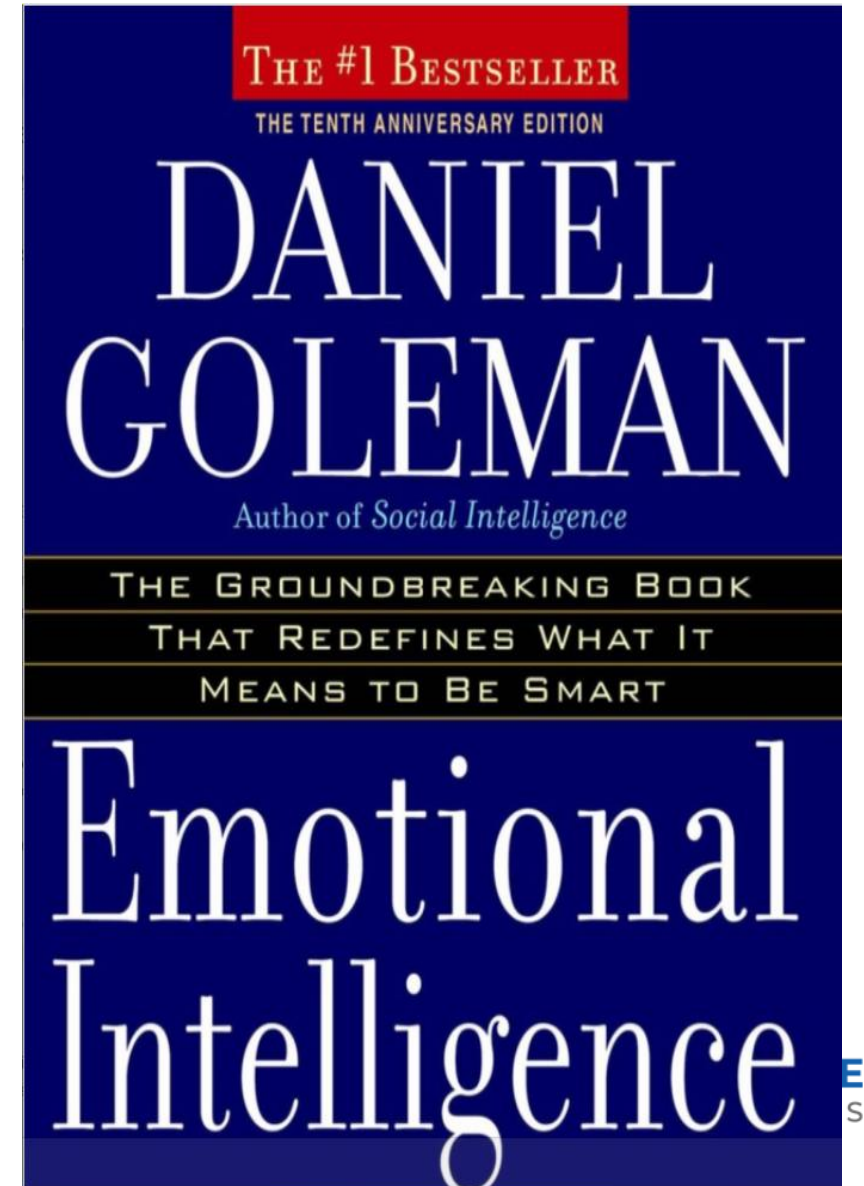
# Introduction to Emotional Intelligence







# Daniel Goleman on Emotional Intelligence



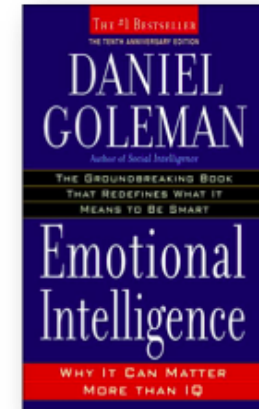
# Why Emotional Intelligence?

## Why Emotional Intelligence?



**90%**

of the difference between star performers and average performers in senior leadership positions is EQ.



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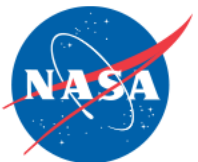
## Emotional Intelligence Framework





# Personal Benefits of Emotional Intelligence (EI)

- Greater career success
- Stronger personal relationships
- Increased optimism and confidence
- Better health



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# Professional Benefits of Emotional Intelligence

- Effective leadership skills
- Improved communication
- Less workplace conflicts
- Better problem-solving skills
- Increased likelihood of promotion



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A woman with dark, curly hair and a light blue button-down shirt is looking directly at the camera. The background is a blurred office or library setting with bookshelves.

# Empathy Is a Skill You Can Improve



# Empathetic Leadership

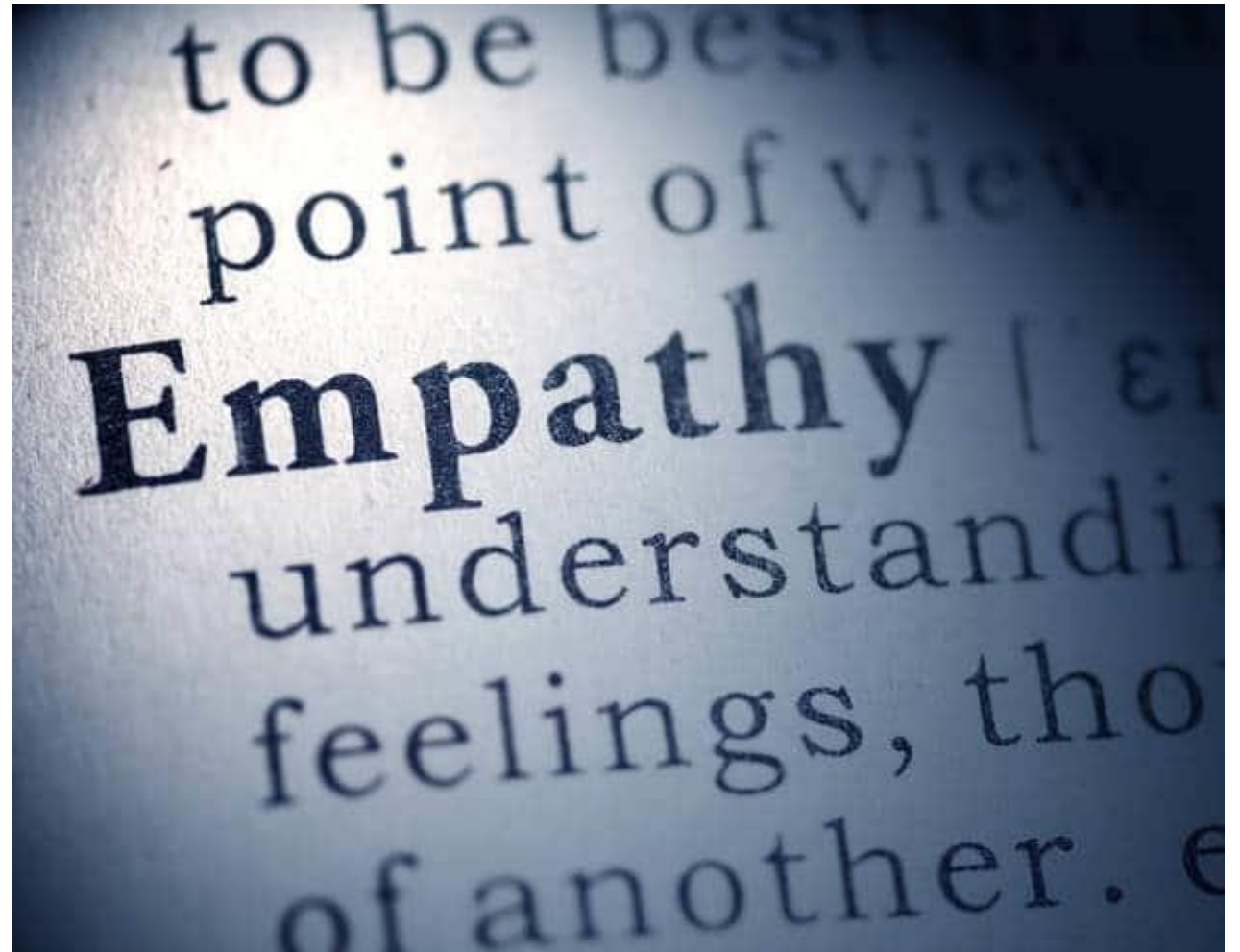
- Cognitive
- Affective
- Compassionate



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# 7 Habits of Empathetic Leaders

1. **Eye Contact**
2. **Muscles of Facial Expression**
3. **Posture**
4. **Affect**
5. **Tone Of Voice**
6. **Hearing**
7. **Your Response**

## 7 Habits of Empathetic Leaders

**Eye contact.** Looking someone directly in the eyes is a critical component of nonverbal communication and essential to creating a positive connection with someone during a conversation.

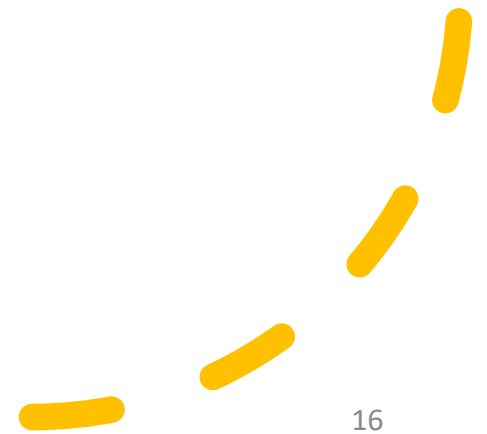


## 7 Habits of Empathetic Leaders

**Muscles of facial expression.** Great eye contact skills can support leaders in paying closer attention to messages conveyed and received through other facial expressions.

# 7 Habits of Empathetic Leaders

**Posture.** Independent of facial expression, how a person positions their body communicates a ton about their emotional state.



## 7 Habits of Empathetic Leaders

**Affect.** In psychology, *affect* refers to the outward expression of the person's emotion or mood that they typically communicate through nonverbal facial expressions.



# 7 Habits of Empathetic Leaders

**Tone of voice.** A person's tone of voice is critical to empathy because, according to Albert Mehrabian's communication model, it accounts for more than 38 percent of nonverbal emotions that a person communicates

## 7 Habits of Empathetic Leaders

**Hearing the whole person.** Managers can cultivate the art of hearing the whole person as they increase their emotional self-awareness and begin to skillfully use verbal (tone of voice) and nonverbal (eye contact, facial expression, posture, and affect) cues to connect emotionally with their team members.

## 7 Habits of Empathetic Leaders

**Your response.** This final factor is more about how leaders respond to their own emotions than how they respond empathically to others.



# The Language of Empathy

Do you struggle to find the right words when someone shares something difficult, they are going through?





# Empathy

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## There is No Script for Empathy

The reality is that there is no script for empathy. It's less about what you say and more about showing up and listening well.

