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You have been topping up your employees' *financial* bank account monthly. What about their *emotional* bank account?

ETCH.SG

FOSTERING EMPATHY IN WORKPLACE

PUBLISHED BY ETCH EMPATHY

WHAT IS EMPATHY

seeing

with the  of another,

hearing

with the  of another,

and feeling

with the  of another.



50%

MORE EARNINGS

Top 10 companies in the Global Empathy Index 2015 increased in value more than twice as much as the bottom 10 (Parmar, 2016).

80%

CORRELATION

between departments with higher empathy and those with high performers (Parmar, 2016).

67%

OF DIFFERENCE IN ONE'S COMPETENCY

is due to one's emotional intelligence whilst 23% is due to one's technical & cognitive ability (Goleman, 1998).

***BENEFITS OF CULTIVATING
EMPATHY IN WORKPLACE***

POSITIVE

EMPATHIC CULTURE TRAITS IN WORKPLACE



Photo by Climate KIC on Unsplash

FEELS LIKE A FAMILY

Colleagues will develop sense of belonging, and everyone are part of the team. This will lead to increase in productivity, morale and loyalty.



Photo by Nathan Anderson on Unsplash

DEEP RESPECT & CARE

Empathic leadership will seek to understand root cause behind poor performance and help struggling colleagues improve and excel.

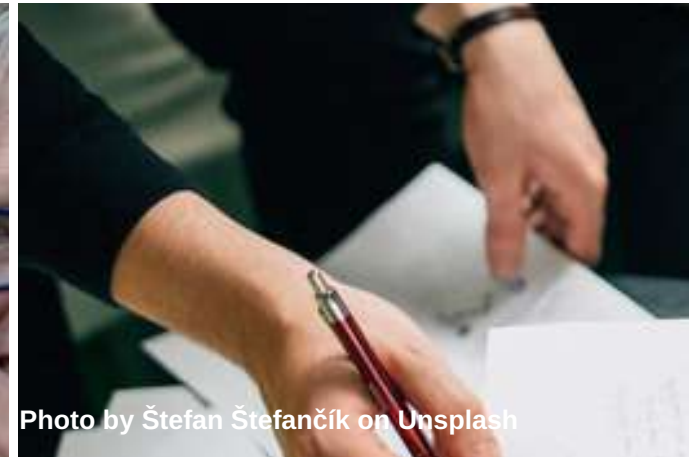


Photo by Štefan Štefančík on Unsplash

COLLABORATIVE

Leaders are able to work with those not just in the next cubicle, but also with those in other buildings, or other countries.

POSITIVE

EMPATHIC CULTURE TRAITS IN WORKPLACE



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EMBRACE INCLUSIVENESS

Ability to cross organisational and cultural boundaries to create shared directions with people from different background, values and cultures..



Photo by Ashim D'Silva on Unsplash

MODEL THE WAY

Organisational leaders will lead by example and spread empathetic culture from top down throughout the entire organisation.



Photo by Miss Zhang on Unsplash

WILLINGNESS TO SPEND TIME

Leaders put in time and effort to learn about the concerns and needs of colleagues.

6 HABITS

OF HIGHLY EMPATHETIC LEADERS

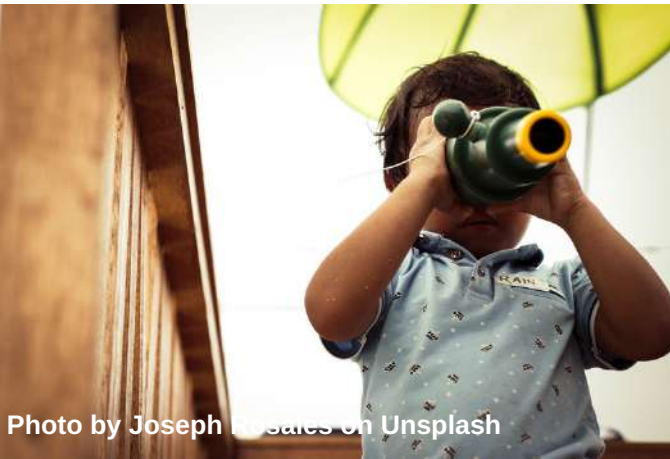


Photo by Joseph Rosales on Unsplash



Photo by Joseph Rosales on Unsplash



Photo by Nicholas Kampouris on Unsplash

CURIOSITY

Tries to understand the world inside the head of the other person. Curiosity is the seed of innovation. It allows spending of quality time to understand the world.



APPRECIATE DIVERSITY

The power of empathy to overcome hatred and change our minds. Being able to create and develop opportunities through different kinds of people. Improves communication and allow better appreciation in the diversity of opinions.

TRY ANOTHER PERSON'S LIFE

"Walk a mile in another man's moccasins before you criticize him." Instead of critique and prejudice, there will be words of affirmation with the identification of strengths instead of weakness.

6 HABITS

OF HIGHLY EMPATHETIC LEADERS



Photo by Vladislav Klavin on Unsplash

LISTEN HARD - OPEN UP

Empathy is human connection based on mutual understanding. Listening is important but it is also important to share without holding back.



Photo by Jamie Street on Unsplash

INSPIRE TO HELP

With the focus on others' feeling, an individual will express more intrinsic motivation to be helpful. Putting the needs of customers first and looking for ways to improve their satisfaction and loyalty.



Photo by Matt Briney on Unsplash

AMBITIOUS IMAGINATION

Empathy is the key to innovation and seeking of new ideas for unsolved problems.



"EMPATHETIC HABITS CAN BE CULTIVATED"

Belinda Parmar, CEO of Lady Geek (Global Empathy Index)

DESIGN

Our programs are designed by certified EQ Trainer, structured with cultivating empathy in mind.



Photo by Dariusz Sankowski on Unsplash

EMPATHY JOURNEY

NURTURE CURIOSITY

Promote the art of listening and openness.



CHALLENGE PREJUDICES & DISCOVER COMMONALITIES.

Cultivate respect & friendship for all mankind.



MEANINGFUL CSR PROGRAM

Help to build communities within & outside the organization. Improve mental health & happiness of employee through strategic volunteerism.

MEASUREMENT

MEASURING THE IMPACT OF THE EMPATHY JOURNEY



SEI360

Measures individual EP – emotional intelligence performance – or the impact of EQ on others.

TEAM VITAL SIGNS

Captures essential indicators of your team’s health – and offers a clear path toward peak performance.



MEASUREMENT

TEAM VITAL SIGNS - ESSENTIAL INDICATORS

1

TRUST

Feeling of confidence, faith, and surety that engenders a willingness to risk and facilitates success in the other climate factors.

4

EXECUTION

Ability to achieve strategic results by implementing effective tactics.

2

CHANGE

Readiness to innovate and adapt to succeed in a continuously evolving situation.

5

MOTIVATION

Source of energy to overcome challenges, pursue a goal, or maintain commitment.

3

TEAMWORK

Collaborating to pursue a goal; requiring a sense of shared purpose and belonging.

PROGRAMS

TO CULTIVATE EMPATHY

Human Library

Team Bonding with
a Social Cause

Strategic
Volunteering

Trying someone's
life

Borrow a co-worker

ETCH EMPATHY

WE PRACTICE WHAT WE PREACH

First Cooking Workshop for the Visually Impaired (VI) in Singapore
First Podcast Channel by the VI in Singapore for the marginalised community.



"Great things in business are never done by one person, they are done by a team of people."

STEVE JOBS

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