

EMPATHY IS NOT A WEAKNESS:

**THE IMPACT OF EMPATHY ON TEAMS,
INDIVIDUALS AND ORGANIZATIONS**

Speaker: Loren Sanders

September 19, 2023



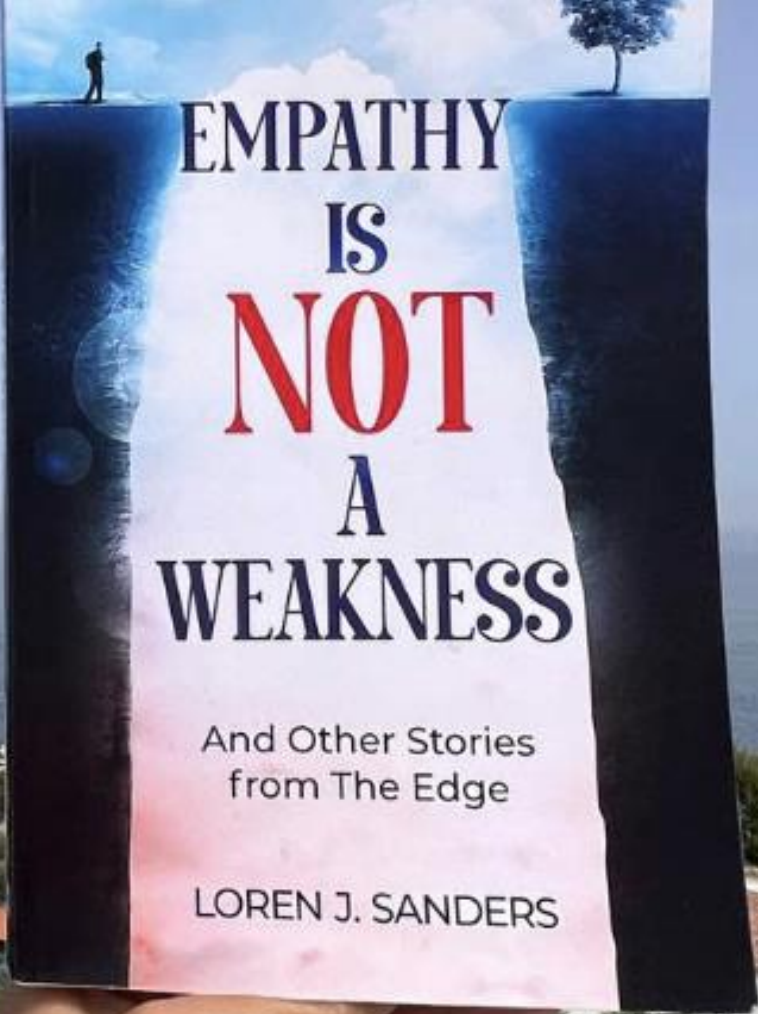
**OF EXCELLENCE
and COUNTING**

IGFOA ANNUAL CONFERENCE

peoria, il september 17-19, 2023

Welcome!

**Find people you don't already know
and sit with them**



EMPATHY IS **NOT** A WEAKNESS

And Other Stories
from The Edge

LOREN J. SANDERS

**The worst of all deceptions
is self deception- Plato**

Empathy is a powerful tool that enhances personal and professional relationships





Compassion and Empathy

Compassion is *feeling* for someone else but from your own perspective

Empathy is *understanding* someone else's feelings



Stories from the Edge

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What words come to mind when you think of great leadership?

DDI Survey of 13,000 Managers and executives from 1,500 organizations around the world asked for words to describe great leadership.

The most common attribute was **EMPATHY**



What the Data Says

Empathetic
leadership fosters
an inclusive
environment

Empathetic
leadership inspires
positive change

Empathetic
leadership increases
productivity

Empathetic
leadership boosts
morale

Increases mutual
respect between
employee and leader

Reduces Turnover
78%

***E&Y 2023 Survey**

92% of CEOs think
HR should lead
empathy building
activities.

7 out of 10 CEOs think
they are more
empathetic post
pandemic.

1 in 6
employees agree.

84% of CEOs think
empathy drives
better business
outcomes

68% of CEOs fear
they will be less
respected for
showing empathy

82% of employees
said they would
resign to work for a
more empathetic
employer

***Source: Business Solver**
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According to Korn Ferry, Empathy is associated with successful long-term leadership, high retention and positive team culture

Hey Leaders,
Just be more empathetic



52% of employees currently believe their company's efforts to be empathetic toward employees are dishonest





Assess your Fatigue

- Feel highly emotional?
- Bottling things up?
- Concentrating is hard?
- Mental Exhaustion?
- Excessive tiredness, hunger or spending?
- Preoccupied?
- Multitasking more?
- Frozen?
- Extra Judgy or Complainy

STOP working on your PTO Days

START taking PTO! Every Single Bit!

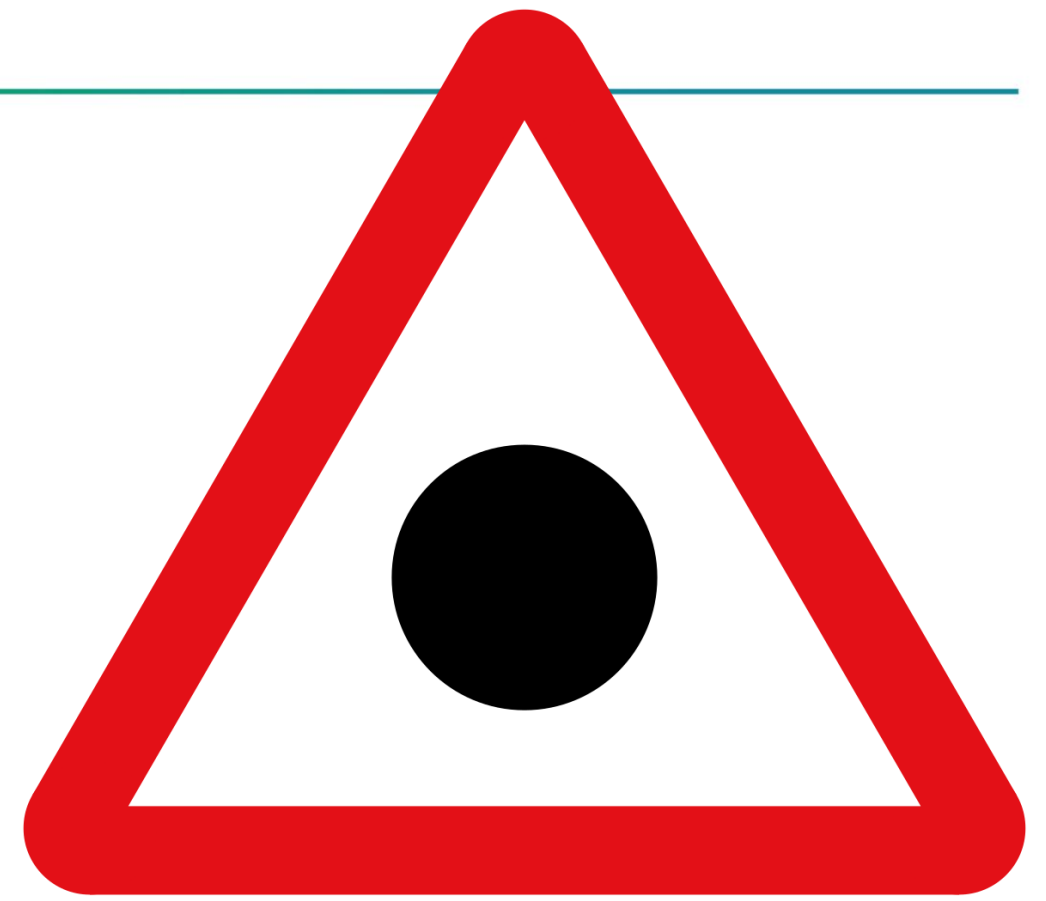
START using Mental Health Benefits

CONTINUE to set boundaries

START paying attention to self care

STOP thinking empathy is a skill

**New Skills
Training**



Examine Blindspots



Manage Mindfulness

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Practice Perspective





Activate Self Awareness



Try Tactfulness

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Honest Communication and Listening

Yes

...AND



“Leadership heart failure is caring more about your image than your heart!”

-Loren Sanders





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