



EMPATHY SKILLS TRAINING

"Empathy is about finding echoes of another person in yourself." - Mohsin Hamid

Effective communication is key to building strong and successful leadership. We really need to develop skills to communicate with empathy when interacting with customers. You will learn how to and address the needs, emotions, and safety concerns of your stakeholders. Explore the importance of empathetic communication and how it can positively impact your role. By mastering empathetic communication, you will foster trust, maintain morale, and ensure the well-being of your team. Join us to discover how empathetic communication can enhance morale and ultimately drive successful initiatives.

Key Course Content:

- Staff rostering ideas
- Keeping people accountable
- Dealing with poor behaviour
- Project Management 101
- Six sigma and lean management glimpses
- Giving and receiving feedback
- Ideas generating
- Positive psychology at work - FISH principles
- Role ambiguity – the #1 cause of conflict at work



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 2-day course or a truncated 1-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.



Get a Quick Quote:

Let us know if you would like an obligation free quote for your organisation.