



Empathy Training Programs

Empathy helps build trust and understanding between colleagues, leading to better collaboration and a more harmonious work environment overall. Managers with good empathy skills are able to recognize employees' feelings and respond accordingly, creating an atmosphere of respect and appreciation that helps boost morale.

Managers with empathy skills are better able to read their teams' body language and facial expressions, which can give important clues about how they are feeling. This helps them adjust their approach as needed and make sure that employees feel empowered and valued. Ultimately, training managers in empathy increases productivity, reduces stress in the workplace, and helps retain top talent.

By investing in empathy training for managers, businesses can create an office environment that encourages creativity, collaboration and innovation. Investing in empathy skills is a vital step towards creating a successful workplace culture.

The cost of not applying empathy to situations could be more costly than the initial investment, as it can lead to a lack of trust and respect between colleagues, lowered morale, decreased productivity and high turnover rates. Therefore, investing in empathy training for managers is essential for businesses that want to foster an atmosphere of understanding and collaboration.

Additionally, when managers lack empathy, it can create an uncomfortable atmosphere in the workplace, as employees feel they are not being heard or taken seriously. This leads to resentment and a lack of motivation, significantly reducing productivity. Furthermore, managers who do not demonstrate empathy miss out on opportunities for better understanding their team's needs, leading to them making decisions without fully considering the larger issues.

Moser Learning offers four different types of empathy training programs to help drive your leadership forward. Each program is a 2-hour customized session which can be virtual or in-person for your team.

Training Class No. 1

HUMAN-CENTRIC SKILLS: HOW TO CREATE A CULTURE OF EMPATHY AT WORK

Are you doing what it takes to help your people survive, stabilize, and thrive at work? 85% of workers report a decline in their overall wellness over the last year. Your people feel over-whelmed and under-equipped; they crave meaningful support. A recent report on workplace empathy showed that 76% of employees directly linked productivity to the presence (or absence!) of empathy. How your organization supports people in the midst of hard times matters; it drives retention, helps to attract talent, alters brain chemistry, and lets people know that you truly care.

What is you could feel empowered to competently care for yourself and those around you at work? In this interactive, reflective session, workplace empathy expert Liesel Mertes empowers people to be workplace first responders, offering empathy and connection when it matters most.

Attendees will learn:

1. What is empathy and why does it matter at work
2. How to build the necessary skills to communicate and support your people as they deal with disruptive life events
3. Strategies to effectively create buy-in to expand empathetic engagement within your organization



This type of engagement is best for organizations who: Provide a foundational framework for compassionate, strategic engagement and equip employees with basic skills of empathy.

