



# 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. 2

### **SURVIVE, STABILIZE, THRIVE: COMBATting COMPASSION AND CHANGE FATIGUE AT WORK**

How do we build cultures of care when we feel personally exhausted and overwhelmed? The unrelenting stress of rising inflation and continued COVID uncertainty, coupled with client demands, is leading to change fatigue and exhaustion at work. This partners with compassion fatigue, the emotional residue of exposure to the grief or trauma of others, and inhibits our ability to connect.

What if you could feel equipped to meaningfully combat change/compassion fatigue in the face of unrelenting demands? In this interactive and inspirational session, workplace empathy expert Liesel Mindrebo Mertes will equip you with strategies to boost mental wellness and combat both change and compassion fatigue.

#### **Attendees will learn:**

- 1. Identify signs of compassion/change fatigue**
- 2. Create positive internal messages for times of stress**
- 3. Engage in embodied and community-based practices that reduce stress and overwhelm**



*This type of engagement is best for organizations who: **Promote mental wellness at work and equip leaders to interact sustainably with coworkers, direct reports, and clients.***

