



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. 3

EMPATHY: THE KEY TO GREAT CUSTOMER EXPERIENCES

Empathy and human connection are a cornerstone of great client experiences. Building on the foundation of the Human-Centric Keynote (a prerequisite), this interactive session helps sales and customer-service representatives to practice foundational skills of empathetic engagement.

Based on organization-specific feedback (gathered in pre-session surveys), we will work through some of your most common, customer-facing pain points. Utilizing skills like emotional mirroring, detachment, and avatar-reflection, participants will emerge equipped to flip the script on escalating customer interactions, instead creating unforgettable moments of human (and brand!) connection.

Attendees will learn:

1. Utilize emotional mirroring to diffuse situations
2. How to flip the script on an escalating situation
3. Practice three imaginative scenarios that boost client success



This type of engagement is best for organizations who: Equip participants to create unforgettable customer experiences through empathy.

