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Agenda

- What is Compassion?
- Good Samaritan Study
- Situational Compassion
- Characteristics of a Compassionate Leader
- Compassion is the Key to Management
- Top 3 Features of an Engaging Work Environment
- Building Trust
- "Hard Listening"
- Compassion Exercise

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What Is Compassion?

- Compassion is "the ability to understand the emotional state of another person or oneself"
- Involves reevaluating your entire perspective, not just your desire to understand others

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Good Samaritan Study

1973 Farley and Batson

Divinity students were instructed to prepare a talk

A gentleman looking homeless, was sitting by the road in need of help. He was placed in their way to their class

Half the population was told to hurry other half told they had plenty of time

Only those who felt they had time stopped

How does this relate to compassionate leadership?

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Situational Compassion

When we have time

When it is the right conditions

When we feel like it

When we are aware of what we are like

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Characteristics Include

Notice others pain

At the same time takes actions on their behalf

Batson and Eisenberg's study showed 2 choices

Take care of yourself

Take care of others

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Compassion is the Key to Management

- Encourage forward-thinking, progressive ideas
- Nurture creativity
- Our "bumps in the road" make us human – provide support for employees to build mutual understanding
- Don't make the mistake of viewing employees as "cogs in a wheel"

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Top 3 Features of an Engaging Work Environment

- SHRM's 2017 Employee Job Satisfaction and Engagement Report
 1. Respectful and fair treatment of employees
 2. Overall compensation
 3. Trust between employees and management

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Building Trust

- Be understanding
- Put in the time and effort – trust will be earned, not given
- Show that you are trustworthy from the start
- Don't expect immediate trust – it is not owed

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“Hard Listening” (Deep Listening)

Look interested
 Ask probing questions
 Ask enough questions until full understanding
 Deep listening continued
 Focus only on person and hold the judgements
 Focus –laser focus
 Silence your inner opinions while the person is talking
 Summarize feelings at end
 Be prepared to not solve anything!

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Exercise

By yourself write about an important event in your life.

Describe it incredible detail
 Pair off
 Read story
 Practice asking questions
 Debrief what was hard? What was easy?

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How Many Compassionate Leaders Do You Know?

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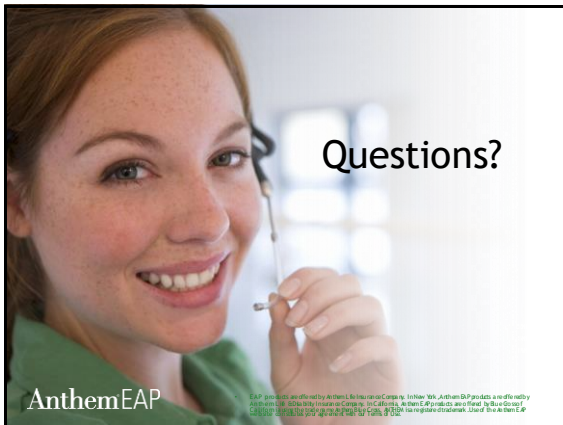
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