



Empathy Training

Empathy refers to the ability to feel and recognise the emotions of others. It is also the ability to put oneself in the shoes of the other person to understand their feelings. This is not sympathy, which is a feeling of sadness for someone else's pain. Empathy, unlike sympathy, allows people to feel closer to the real reason that someone is feeling this way. Empathy leadership is the ability to understand others' needs and be aware of their thoughts and feelings. It has been long considered a soft skill and not a performance indicator. Empathy training can improve organizational support by enhancing this ability.

This one-day training course will teach you how to listen with compassion and understand basic body language. You'll also learn how to use this to show genuine empathy. This course is designed for people who struggle with difficult people, people who are angry or emotional, and people who struggle to understand body language. This course will help you develop lasting, meaningful relationships by teaching you how to empathise with others.

Course Overview

We will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

This workshop will help you teach participants to:

- Explain what empathy is and its importance.
- Describe the impact of tone, pace, and other verbal cues on a customer's experience.
- You can use techniques to listen better to difficult speakers.
- Create an action plan to improve your empathy skills.
- Understand the unhealthy relationships that are common.
- Learn practical guidelines to help you become an active listener.
- Learn how to manage conflicts empathically.
- Use empathy in your relationships and at work, and how you can contribute to an empathetic society--the human race.

Define - Empathy

First, we will let participants describe what empathy means to them in their life and how it impacts others.

Empathy First

Next, we'll explore why empathy is so important for creating a positive mental culture and a profitable business.

Listen to Connect

Participants will be taught the tools and techniques that can help them build relationships with others using the skill of listening to connect.

Different types of empathy

This section will discuss the various types of empathy that we may experience, including cognitive empathy and emotional empathy.

Effective empathy

This section will discuss the importance of empathy in building relationships. This section will discuss the essential skills needed to understand another person's perspective, viewpoint, and attitude, as well as the importance of asking and listening effectively.

Stakeholder drivers

This session we will help participants find ways to connect with customers and colleagues based upon their personality type and needs.

Communication of compassion when there is no passion

The final part of this session will be about showing empathy when things get tough.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725