

How Leaders Practice Empathy

Leaders practice empathy through how they feel and how they act.

Compassion is the operative principle behind empathy.

The leader who takes a holistic view of employees inside and outside of work will connect and engage more effectively.

Helen Riess, M.D.* , offers these tips:

- Recognize your employees as people with lives outside of work.
- Relax your facial muscles when listening.
- Modulate your tone of voice to engage interest.
- Respond to people where they are in their present state. The boundary lines between office and home have been erased with hybrid work environments.

* Dr. Helen Riess is a practicing psychiatrist at Massachusetts General Hospital, the author of *The Empathy Effect*, and the Co-founder and Chief Scientific Officer of Emphathetics.

