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Leadership & Empathy:

Introduction to the Empathy Walk

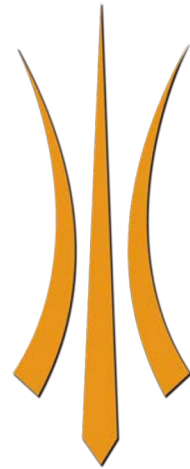
Albert Brulé & Caitlin Villeneuve

Welcome!

Agenda:

- Intro & Welcome
- Exploring the Generational Divide
- What is Empathy, anyway?
- The Empathy Walk Exercise
- Re-group & Debrief

Have a lovely evening!



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The Case for Empathy in Leadership



“Leaders who master listening and responding with empathy will perform more than 40 percent higher in overall performance, coaching, engaging others, planning and organizing, and decision making.”

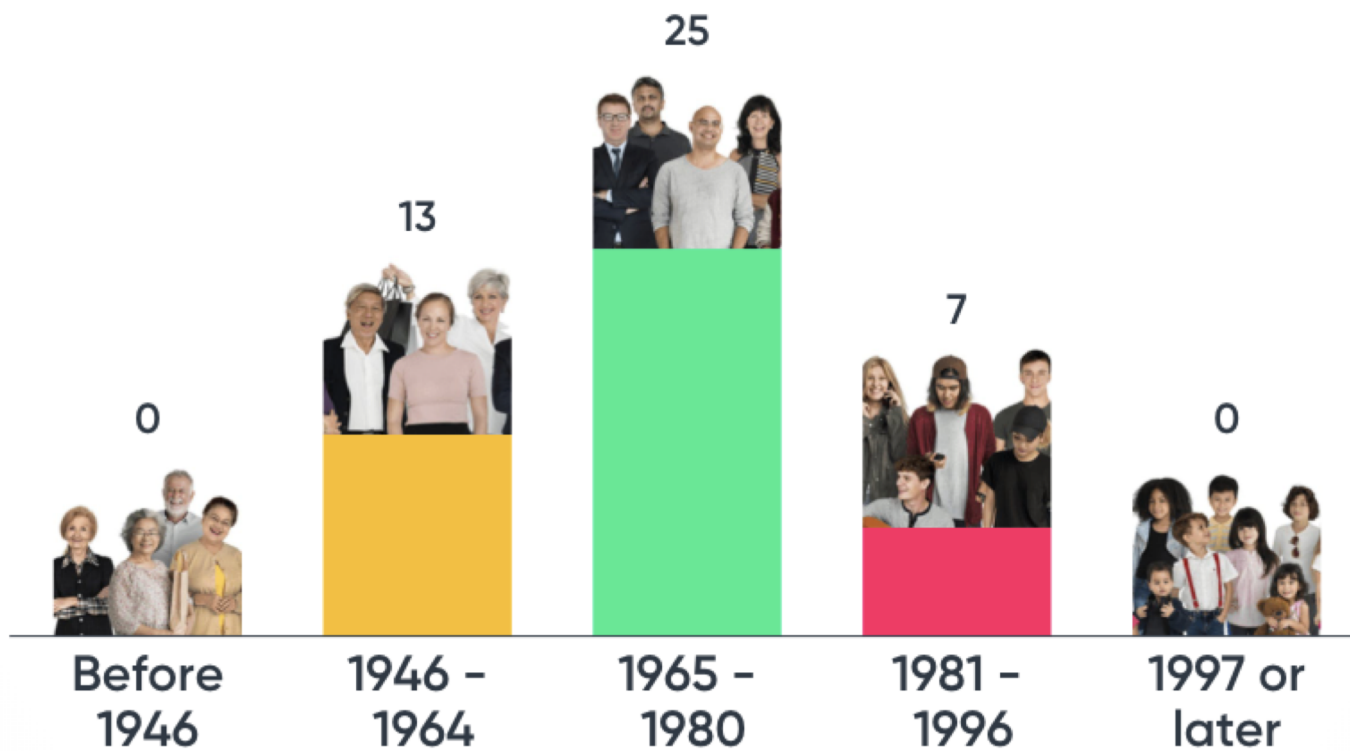
~ Developmental Dimensions International ~

Go to www.menti.com and use the code **97 74 40**



Mentimeter

When were you born?



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Baby Boomer

Millennial

Traditionalist

Gen X

Gen Z



 **1922-1945** Traditionalists (age: 73-96)

 **1946-1964** Baby Boomers (age: 54-72)

 **1965-1980** Gen Xers (age: 38-53)

 **1981-1997** Millennials - a.k.a Gen Y
(age: 21-37)

 **After 1997** Gen Z (age: 0-20)

Generations at Work

- ▷ First time in history that there are 4-5 generations at work
- ▷ Reality:
 - Traditionalists are nearly out of the workforce
 - Baby Boomers are working into their 70s
 - Gen Xers are the most entrepreneurial generation
 - Millennials aren't interested in 40-year career
 - Gen Z... stay tuned

GENERATIONAL VALUES

Traditionalist

Loyalty, Commitment
Discipline, Saving \$\$
Keep Work & Family
Life Separate

Gen X

Independence
Experience, Freedom
Balance Work &
Family Life

Gen Z

Social Justice, Equality
Connectivity, Creativity
Ongoing Learning
Individuality



Baby Boomer

Status, Success
Work First: Hard Work, Long
Hours, Self-Actualization

Millennial

Connected, Social
Work/Life Balance, Free Time
Professional/Self Development

Gen X

“Do it your way!
Forget the rules.”

Baby Boomers

“You are valued
and needed.”



Motivating Statements

Millennials

“You will work
with other creative
people.”

Traditionalists

“Your experience
is respected.”

Gen Z

“You will get a new
learning opportunity.”

This lady comes from a generation that knows how to enjoy the moment

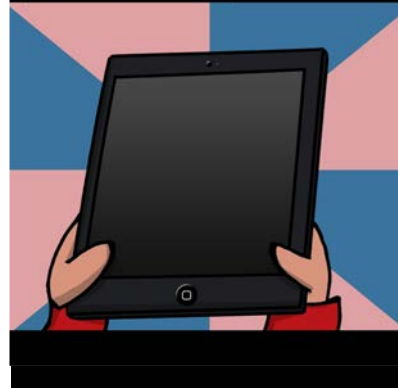


Tank.Sinatra

DAUGHTER ASKED IF THIS WAS AN INTERCOM.



NO, HONEY. IT'S A GENERATION GAP.



My brother was upset because his car's "docking station" for his iPhone wasn't working and it was scratching his screen.

KIDSTODAYWILLNEVERKNOWWHATITWASLIKETO TAKE ATON OF PICTURES

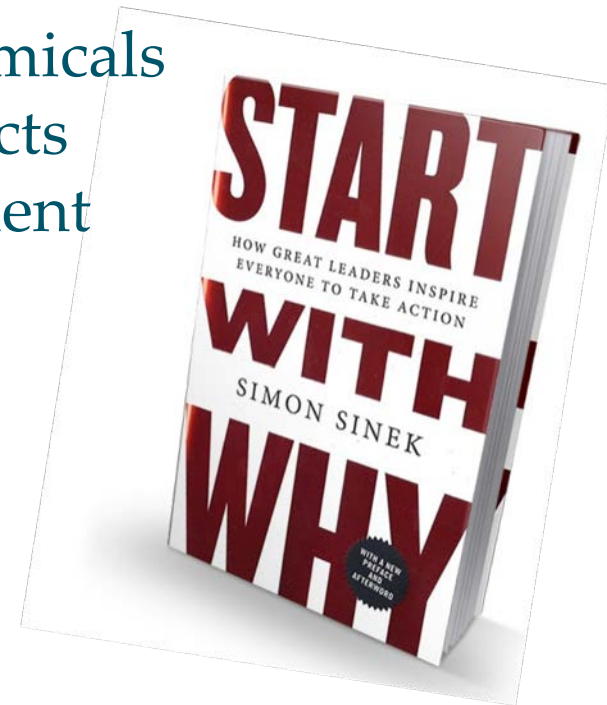


AND HAVETO WAIT A WEEK TO FIND OUT THEY WERE USELESS

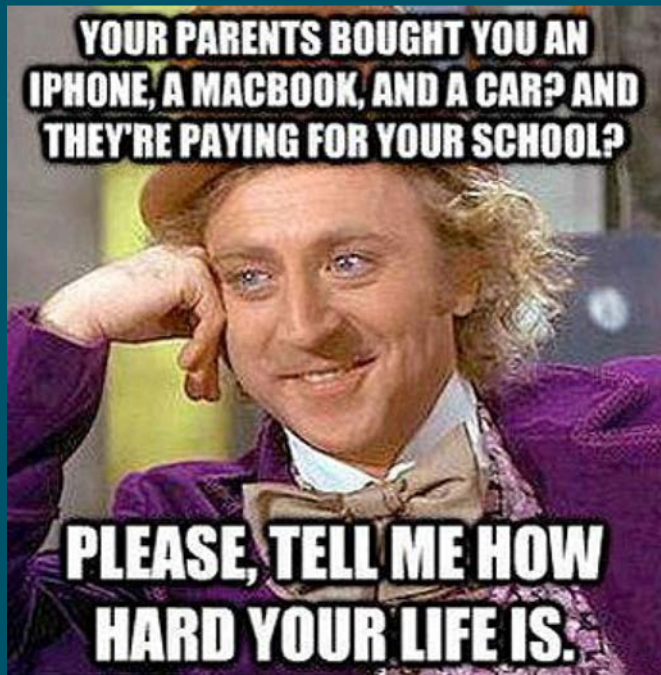
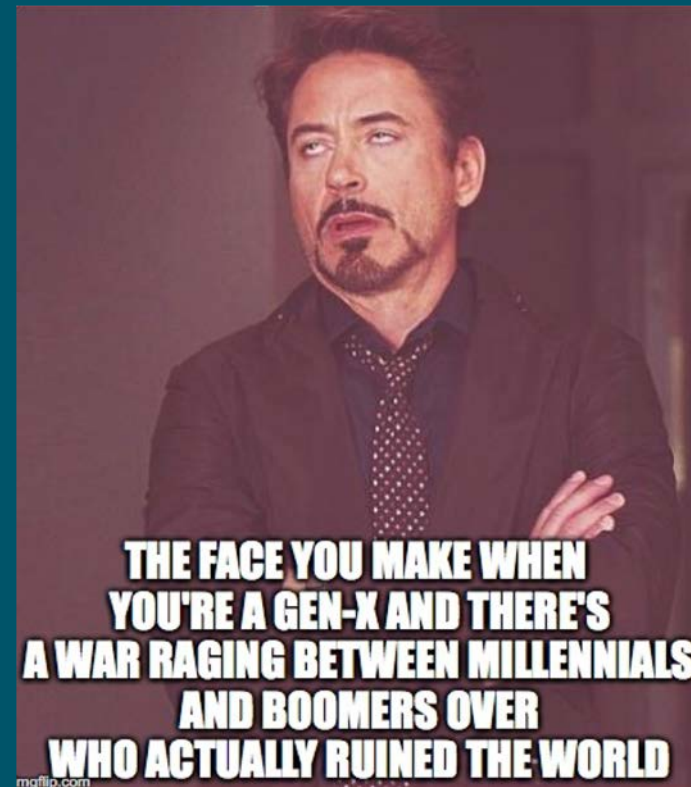
The Neuroscience of Empathy



- ▷ Serotonin is released when we feel understood and valued
- ▷ Oxytocin is created through moments of connection, promoting empathy and trust
- ▷ Together, these chemicals have long-term effects that amplify alignment on a team



Can You Spot the Empathy?



Neither could we...



“Empathy is the art of stepping imaginatively into the shoes of another person, understanding their feelings and perspectives, and using that understanding to guide your actions.”

~ Roman Krznaric ~



Brené Brown on Empathy

The 4 Attributes of Empathy

~Theresa Wiseman~

**To be able to see the world as others
see it**

To be non-judgemental

**To understand another person's
feelings**

**To communicate your understanding
of that person's feelings**

But How?

How do we create opportunities to:

- Stand next to one another?
- Walk in someone else's shoes?
- See through their eyes?
- Feel with his or her heart?

The Empathy Walk

- ▷ Simple—yet powerful—tool for building trust and empathy
- ▷ Designed to help leaders, supervisors, employees, colleagues connect on a personal level
- ▷ Walking and speaking side-by-side mitigates hierarchical and status distinctions and puts people at ease



What the woo?!?

Confessions of a
woo-woo skeptic

Instructions

The Empathy Walk

15 min ~ 15 mins

Listen Deeply ~ Hold Confidentiality

- 1) Share your origin story (hometown, upbringing, traditions, culture)
- 2) 2-4 experiences that fundamentally shifted your life journey
- 3) Your emerging future, given your start and journey so far, where are you going next and why?

Remember, only go as deep as you feel comfortable and respect one another's boundaries.



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Debrief

E: What did you **experience**?

L: What did you **learn** about yourself, others or the process?

A: How will you **apply** it?

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 Mentimeter

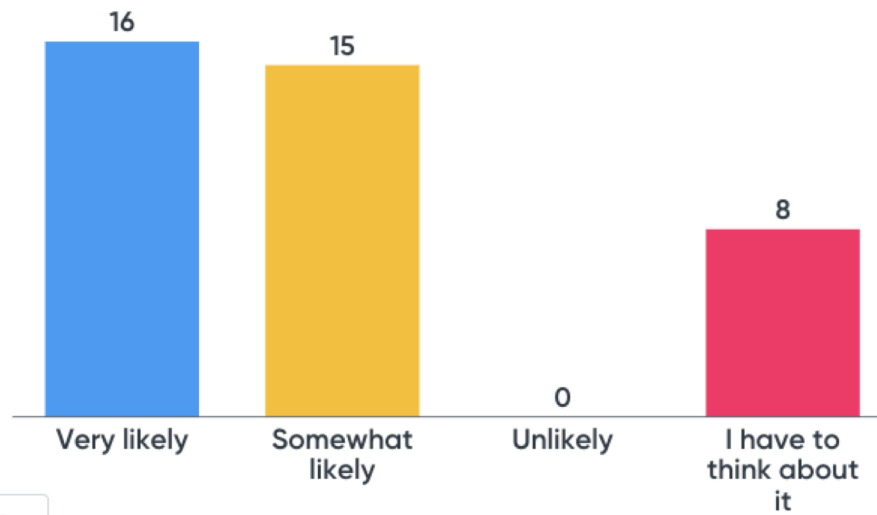
One word to describe how you're feeling about the experience.



Go to www.menti.com and use the code **22 08 95**

 Mentimeter

How likely is it that you will use this tool in your workplace?



Voting is closed

[Open voting](#)

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Comments

Great exercise and content

Enjoyable, informative and entertaining and enthusiastic

Would like to see more about empathy in the future .

Enjoyed the session -and the walk.

Thank you

Very innovative idea. Thanks for a great experience

I really like the idea of an empathy walk and enjoyed the opportunity to try out this tool.


Thanks, it was affirming and great to get to know someone.

Surprisingly comfortable exercise. Thank you

Very good session thank you.

Thank you for teaching me this inspiring tool that I will definately share in my workplace. Empathy is key to good health and happiness.

Resume scroll

 Voting is closed

CONCLUSION