Raise your hand if…
When I’m at my worst, I’m like ______.
Objective

Develop the capacity to empathize instead of react, assume or judge.
Leadership
Shadow
Nonviolent Communication

- Set of empathy-based principles and practices.
- Useful in highly collaborative and diverse team environments.
- Promotes open-mindedness, inclusion, innovation and connection across differences.
My tiny story
What qualities do you value in your relationships?
In Nonviolent Communication, these qualities are called Universal Human Needs.
Needs connect us with our common humanity

Creativity  Growth  Appreciation  Dependability
Clarity    Freedom  Support    Efficiency
Integrity  Kindness  Effectiveness
Respect   Understanding
Trust    Impact  Belonging  Meaning
Needs Drive Behavior

Behaviors

Emotions

Needs (underlying drivers)

Conflict

Connection

Empathy

Psychological Safety
Guess the Need (Driver)

Behaviors

Needs
(underlying drivers)
4 Postures

Hurt You  Hurt Me  Empathy for Me  Empathy for You

EMPATHY FOR ME:  ______ is important to me.

EMPATHY FOR YOU:  Is ______ important to you?
Empathy Dojo
How can this technique help you be a more effective leader?
Help Us Shift from Blame and Judgment to Self-Responsibility

What’s wrong with you

What’s important to me (Needs)

She’s a micromanager. Autonomy is important to me.
Needs: Help Us Shift from a Victim Mindset to Self-Responsibility

What’s being “done to me”

My manager takes me for granted.

What’s important to me (Needs)

Recognition is important to me.
Why not skip “hurt you / hurt me” and go straight to empathy?
Remember

• Connect with your needs (what’s important to you) to shift your energy and take your power back.

• Listen for needs (what’s important to them) to empathically connect with the humanity of the other person.
Remember

- Collaboratively find solutions that honor everyone’s needs.
Crowdsourcing
Want to learn more?

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