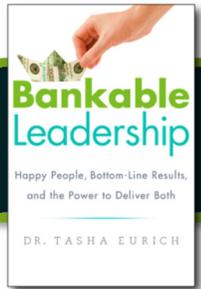


# Bankable Leadership Tip Sheet #4



## Be a Lightning Rod of Compassion

There is scientific evidence that compassion drives business results. In one study by the Center for Creative Leadership with over 6,000 global managers, those who showed more empathy were better performers than those that didn't. And a DDI study reported that two-thirds of employees actually work harder when their manager supports them.

Compassion is a combination of empathy and supportive action. Few would argue that it's an important ingredient for leadership success. But why is it so hard to do regularly? You may be too busy to notice when an employee needs support. You might not know enough to understand their world. Or perhaps you're so focused on results that you don't notice when they're struggling.

### Tips to Exhibit Empathy

- Take their perspective:** When making a decision, ask "If I were someone who would be affected by this decision, what challenges would I face?" Ask team members how things are going and how you can help. And walk in their shoes: Tour the shop floor. Spend a day shadowing the civil engineer. Go on the road for a day with your sales team. Then share what you learned with your team and show them that you get it!
- Understand the impact of your title:** The title you hold will almost always impact how your team sees you. As a leader, your actions become magnified, good or bad. Bankable Leaders understand the power of simply noticing and appreciating others. So, the next time you pass one of your team members in the hall, for sake, say hello!
- Remember the importance of names:** Learn the names of your employees, their spouses or partners, their kids, and even their pets. How to remember them? When you meet someone, say their name twice: "Nancy. It's nice to meet you, Nancy." Write down their name or ask for their business card. Sometimes it can help to associate the name with something: an animal, object, or famous person.

### Tips to Show Support

- Stand with them:** Stand beside your employees, especially at critical points. Put in a late night with them before a big proposal is due. Spend time in the call center when a new product launches. Visit the construction site after the crew has broken ground. The important thing is for you to physically (or virtually) be there with them.
- Give them your undivided attention:** Make the choice to give your employees your full and complete attention when interacting with them. If you can't give them your undivided attention, tell them why and schedule the soonest opportunity to talk.
- Help them when the going gets tough:** When you see that one of your employees is suffering, approach them and say, "Is everything OK? You seem [insert emotion]. Is there anything I can do for you?" Asking whether they want to talk about it is usually a good idea. It shows them you care without obligating the person to talk about it. And there's always the good old standby: "I'm here if you need me."

More resources available at [www.BankableLeadership.com](http://www.BankableLeadership.com)

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