**Training Fiche Template**

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| **Title** | **PSYCHOLOGICAL NEEDS AND MENTAL WELL-BEING - EMPATHY IN THE WORKPLACE** | |
| **Keywords (meta tag)** | Empathy, Types of empathy, Employee empathy, Empathic leadership | |
| **Language** | English | |
| **Objectives  / Goals / Learning outcomes** | * Define empathy and distinguish between different types of empathy * Discuss employee empathy and explain the benefits of empathy in the workplace * Identify ways to improve empathy in the workplace * Determine the characteristics of empathic leadership and empathic leaders | |
| **Training area: (Select one)** | | |
| **Online / Digital Marketing / Cyber-Security** | |  |
| **E-Commerce / Financing** | |  |
| **Digital Well-Being** | | **X** |
| **Smart work / Digital Nomads** | |  |
| **Description** | Empathy is a complex phenomenon, and this unit, entitled ***Empathy in the Workplace***, looks at definitions of empathy and distinguishes between different types of empathy. It also discusses employee empathy, explains the benefits of empathy in the workplace, and identifies ways to improve empathy in the workplace. Finally, it discusses empathic leadership and the characteristics of empathic leadership and empathic leaders. | |
| **Contents arranged in 3 levels** | 1. **Psychological needs and mental well-being**   **1.1 Empathy in the workplace**  1.1.1 Defining Empathy  1.1.2 Employee Empathy  1.1.3 Improving Empathy in the Workplace  1.1.4 Empathic Leadership | |
| **Self-evaluation (multiple choice queries and answers)** | 1. **The ability to share another person’s feelings is:** 2. cognitive empathy 3. **emotional empathy** 4. compassionate empathy 5. **Active listening is the ability of a person to:** 6. respond quickly to a question 7. concentrate on formulating the answer 8. **hear and understand the other person** 9. **Empathy is:** 10. **positively related to job performance** 11. not related to job performance 12. negatively related to job performance 13. **Empathy includes:** 14. emotion 15. cognition 16. **both emotion and cognition**   **5. Within the organization, empathic leadership:**   1. **increases psychological safety** 2. has no effect on psychological safety 3. decreases psychological safety | |
| **Resources (videos, reference link)** | * Understanding Empathy   <https://www.youtube.com/watch?v=pi86Nr9Mdms>   * How To Really Listen To People <https://www.youtube.com/watch?v=oBoAATtxrw8> * How Can Leaders Learn Empathy?   <https://www.youtube.com/watch?v=8Yrmopm5Npc> | |
| **Related material** |  | |
| **Related PPT** | ESMERALD\_EMPATHY\_UNIDU.pptx | |
| **Bibliography** | * Agosta, L. (2015). A Rumor of Empathy: Resistance, narrative and recovery in psychoanalysis and psychotherapy. London: Routledge * Center for Creative Leadership (2016). Empathy in the Workplace: A Tool for Effective Leadership [White paper]. <https://cclinnovation.org/wp-content/uploads/2020/03/empathyintheworkplace.pdf> * Coplan, A., Goldie, P. (2011). Empathy: Philosophical and Psychological Perspectives. New York: Oxford University Press Inc. * Empathy (The Cambridge Dictionary) <https://dictionary.cambridge.org/dictionary/english/empathy> * Howe, D. (2013). Empathy: What it is and why it matters. Basingstoke: Palgrave Macmillan * McLaren, K. (2013). The Art of Empathy: A Complete Guide to Life’s Most Essential Skill. Colorado: Sounds True * Pallapa, G. (2022). Leading with empathy: Understanding the needs of today’s workforce. Hoboken, New Jersey: John Wiley & Sons, Inc. * Riess, H., Neporent, L. (2018). The empathy effect: seven neuroscience-based keys for transforming the way we live, love, work, and connect across differences. Boulder CO: Sounds True * Segal, E. A., Gerdes, K. E., Lietz, C. A., Wagaman, M. A., Geiger, J. M. (2017). Assessing Empathy. New York, NY: Columbia University Press * Ventura, M. (2019). Applied Empathy: The New Language of Leadership. Hachette UK * Young, I. (2015). Practical Empathy: For Collaboration and Creativity in Your Work. Brooklyn, New York: Rosenfeld Media | |
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