



SETTING THE GROUNDWORK FOR AN INCLUSIVE CULTURE

Inclusive Empathy

WHAT DOES IT LOOK LIKE TO PRACTICE and DEMONSTRATE EMPATHY AS AN INCLUSIVE LEADER?

Give your full attention when others are speaking.

Avoid interrupting or mentally planning your response. This goes a long way to show you value someone's perspective and want to understand their experience.

Acknowledge emotions without judgment.

You could say, "It's understandable you feel that way about what happened" or "It sounds like that was a really challenging situation for you." These statements help you validate their feelings.

Ask open-ended questions to go deeper and gain understanding.

For example, "How did that make you feel?" or "What was that experience like for you?"

Paraphrase what you heard.

"It sounds like you felt confused and frustrated by those comments. Did I understand correctly?" Not only will you help clarify any understandings, but you will encourage the conversation to continue.

If appropriate, share a time you felt similarly.

Exposing your own vulnerabilities can create a space for others to open up. However, be mindful that empathy is not just about finding common ground, so avoid immediately equating one situation with another.

Approach differing perspectives with curiosity.

Given the many backgrounds in the workplace, be open to learning. When we better understand different experiences, we can better empathize with others' perspectives.

Offer support, even if just listening.

Ask how you can support or help in the situation. It can sometimes be as simple as saying "I'm here for you if you want to talk more about this," or "How can I help?"

WWW.EKAMEROSCONSULTING.COM

