

CATEGORY 2: PERSONAL DEVELOPMENT

ENTRY 3 EMPATHY IN WORKSPACE

Background information: Our budget was cut down from £10,000 to £3,000 due to Mr Harold's accident. It was easy to get agitated with last-moment budgetary cutdown yet this incident taught me significantly well how being a little sensitive to client's conditions makes great business partners in the long term. I gained a good understanding of this concept through **Simon Sinek's insights in his short YouTube video (2018)**.

Action taken: There was an environment of great panic after we heard the news. My team and I were almost done drafting the proposal for the client and were fully prepared to present our ideas. Even though it was a tough situation for the entire team, empathizing with our client helped us move forward. I took the initiative to make my team understand Mr. Harold's situation and emphasized the importance of adapting to his revised requirements with care and empathy. I was determined to provide Mr. Harold with the best solutions possible within his budget to ease some of his burdens while maintaining our commitment to delivering value.

Outcome: Our clients were satisfied and assured after looking at the budgetary planning which was done at the end moment and we were able to get the client's approval to move ahead with the ERP system demonstration.

Learnings: I am certain that having some empathy within our organisations helps us build long-term business partners and project a positive image in the market making the organisation more reliable compared to its peers.

Future Development: I am determined to take up this quality and approach all my coming projects with utmost sincerity, humbleness and empathy to render the best solutions and advice to our future clients. To understand more about positive psychology in the workplace, I referred to a PDF authored by **Martin and A.J. (2008)**, which provides insights on enhancing positive psychology .

References:

IMartin, A.J. (2008) (PDF) the role of positive psychology in enhancing satisfaction, motivation, and productivity in the workplace, Positive psychology in enhancing satisfaction, motivation, and productivity . Available at: https://www.researchgate.net/publication/254373085_The_Role_of_Positive_Psychology_in_Enhancing_Satisfaction_Motivation_and_Productivity_in_the_Workplace (Accessed: 02 December 2024).

Sinek, S. (2018) Leaders practice empathy, YouTube. Available at: https://www.youtube.com/watch?v=c_XZ36b_aDI&list=PLgCOAz4cqZMSa4f394gb32ALKgwa3xRUr&index=3 (Accessed: 02 December 2024).

Evidences:

