



EMPATHY MATTERS in a HPO World

Transforming Your Workplace Performance and Engagement To Achieve EXPONENTIAL Impacts & Results People - Teamwork – Leadership - Culture

If we're to regain our Soul Purpose...to sustainably succeed in the new world of work, we must RETHINK how we are learning, leading, living, loving and leaving a legacy. We need resilient growth-oriented people, high-performance teamwork, and amazing Limitless Leadership in a high-performance-exponential-enabling culture.

Leaders Know Empathy Is Important, But Many Don't Know How to Deploy It

Gallup's engagement polls continue to find that 65%+ of the workplace is disengaged at work; in other words, simply going through the motions, and doing just enough to keep their jobs in many cases. Presenteeism!

Jim Clifton, Gallup's chairman/CEO, stated that **poor management** was one of the leading causes for employee disengagement. Add to that low Consciousness Leadership mindsets.



Fast forward to today. New Research by TIGERS® Success have studied the issue of workplace disengagement to discover the root causes. The studies isolated Empathy: The lack of empathy is the leading causes of low engagement levels in the workplace. Does your company have a heart and Soul?

To ensure rapid statistical significance quickly, respondents were given 1 question: **"How important is empathy in your organization?"** How important is Compassion?

The question allowed for multiple responses as seen below. The survey was delivered to 835 HR Executives of Small to Medium Sized Businesses in mid-2016. (245 responses)

Discoveries From the Empathy Survey Results:

Most people indicated that empathy IS important.

But there's confusion on how to develop it into the team building and organisational culture.

Many companies provide EQ training, which is a subset of Empathy.

How Important Is Empathy In Your Organization?	
How important is empathy in your organization (you may choose more than one answer)	
Answer Options	Response Percent
Very important.	52.5%
Not important.	5.3%
Somewhat important.	13.9%
Empathy is a sign of weakness and we expect our leaders to be tough.	0.8%
Emotional Intelligence and/or empathy practice is part of our leadership training programs.	22.5%
Very little leadership effort is put into understanding employees, their motivations and engagement.	19.3%
We know that empathy is important to resolving conflict and misunderstandings but really don't train leaders to use it.	24.2%
None of the above.	0.8%

Results summary: HR Personnel recognize the importance of empathy in the workplace. Only 5.3% of people polled believed empathy is not important to the workplace with .8% considering empathy to be a sign of leadership weakness.

43.5% of the HR Executives who completed the survey do not include empathy as part of their talent development directives. 22.5% do include empathy practice and/or emotional intelligence training in their talent development initiatives.

Emotional Intelligence and the Human Connection

EQ is more about personal awareness and control, than the mindset capacity and curiosity it takes to be willing and able to understand another person's perspective, whether you agree or not."

Research into the importance of empathetic behavior in high performance teams clarified direct correlations between empathy, employee engagement, and talent retention.

In the book, TIGERS Among Us – Winning Business Team Cultures and Why They Thrive, the researcher makes the business case for the challenges and impact of internal competition in companies, which tends to diminish empathy.

Competitiveness often wins out over internal cooperation, resulting in "win at all cost" mindsets, attitudes and scenarios. We have seen this in our HPO research, when clients complain of Silo mentality issues.

Interpersonal cooperation and communication, that is so needed to create and sustain High Performance people and team working, is blocked with high internal competitiveness between each other. A Win-lose workplace is a silent, but deadly, engagement and culture killer.

Why Empathy Matters in a High Performance Workplace

Many workers who do not like their jobs, with attitudes ranging from unhappiness to outright hatred go to work, merely trying to survive each day at the office. This disillusionment results in higher levels of employee disengagement, presenteeism, and de motivation.

The Gallup poll estimated the employee disengagement costs the US \$450-\$500 BILLION annually in lost productivity, employee turnover, stolen goods, and missed days of work.

The report states that the dissatisfaction, anger, and boredom, felt by workers hurts the economy. BADLY. This disengagement even impacts the executive suite. Dis-engagement impacts out at least 3 layers from the source.

Disengagement and withdrawal are highly contagious mindset thought-viruses. They can occur at every level in the chain of command. Once this mindset thought-virus shows up at a certain level in the company hierarchy, all downstream people are directly impacted, and are highly likely to follow suit. It cascades down to customers.

What Are the Danger Signs of Disengagement?

Disengaged staff are fairly easily to spot. Many employees surveyed complained of "bosses from hell", who ignore talent, don't cultivate progress or growth, and create a fear-based, energy-sapping workplace.

They are usually the vocal ones, muttering complaints around the coffee station or water cooler, and using their tea times, lunch times, or even time at their desks during working hour scouring job postings online and spreading disease. Many managers acquire internal funding to "bribe" their staff to re-engage for a while.

Note: Neither financial incentives nor workplace perks, like relax rooms, free lunches, or break out spaces, can soften disillusioned attitudes. The most common complaint is that they are just not "inspired or connected to/by their managers." This is a management consequence.

How did your existing managers get to be managers? Are they really any good? Are they a 9 to 0 for TASK, to People on the leadership grid. Task driver 9 and 0 for people is a concern! Slave Drivers? This's not Consciously Constructive!

A common practice in business is to usually promote the most "skilled" person into management, when an opening needs filling. It's clear...Technical skill in no way equates to effective managerial expertise or team leadership. In order to be a good, respected, valued, effective manager, a candidate must exhibit sufficient levels of good emotional intelligence, i.e. have a well-balanced mindset, attitude, identity, values, and persona.

Revolutionary Workplace, CLEARx, Formula WON, FIERCE Focus, SWIFT Action are Life Masters proprietary systems –

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Some managers may be great at grasping the facts, but if they are not considering emotions at the same time, trouble is probably brewing. Word-twisting in dealing with subordinates, and public, criticism are also signs that empathy is lacking in the workplace.

It's not just about managers not being empathetic with their team. A lack of empathy in manager-to-manager and employee-to-employee, relationships can be equally problematic. The new generations will force old style management to grow up...quickly.

Here are some warning signs that active employee disengagement could be pulsing through your organization:

- Office political gamesmanship becoming pervasive
- Incidents of gossip, bullying, and/or excessive drama increasing
- Employees not knowing clearly what's expected of them
- People not willing to share responsibility when mistakes are made
- Managers complaining of being "babysitters"
- Managers commenting that employees are lazy or demotivated
- People rushing to judgment without first asking the "why" question
- Employees expressing feelings of not being heard, values, appreciated or fairly rewarded.
- Employees afraid to go back and ask for clarification or help when they need it

The Bottom Line - Empathy REALLY Matters!

The researcher summed it up when she said, "The important thing is that EMPATHY can be measured within an organization's bottom line through cost savings, productivity improvements, and often a combination of both profit and cost savings."

Consciously Constructive Revolutionary Workplace High Performance

In our Consciously Constructive, Revolutionary Workplace, High Performance System. Engagement and empathy are one of the 6 vital components of developing High Performance People, Teams, Leadership and Cultures, that can deliver exponential impacts and results...in a humane and sustainable manner that honors people, planet AND profit.

But beware, all 6 aspects of a HPO system, must be equally optimised to create a sustainable high performance REVOLUTIONARY WORKPLACE and positive, productive, passionate teams.

To be a better Person and Manager – Empathy and Compassion MUST Matter.

Source: Dianne Crampton – tigers among us.

The function of a good leader, in a VUCA world, is to uncover, unleash
expands, stretch, grow, and align...POTENTIAL!