

EMPATHY VS. SYMPATHY

For Leaders

EMPATHY

Understanding and sharing the feelings of others.

Definition

SYMPATHY

Feeling pity or sorrow for someone else's misfortune.

Builds trust and stronger relationships; fosters a supportive work environment.

Why

Can provide immediate comfort but may not lead to deeper connections.

- Actively listening.
- Putting oneself in others' shoes.
- Responding with understanding.

What

- Acknowledging struggles.
- Expressing concern or sorrow.

- During team conflicts.
- When addressing performance issues.
- In times of personal or professional struggles of team members.

When

- In situations of loss or failure.
- When offering condolences.
- During tough times to show care.

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EMPATHY

- Listen actively without interrupting.
- Reflect on and validate the person's feelings.
- Show genuine concern and understanding through words and actions.

How

SYMPATHY

- Express concern and care.
- Offer words of comfort.
 - Avoid dismissing or minimizing the person's feelings.

Enhances team cohesion and morale; encourages open communication and collaboration.

Impact

May provide temporary relief but can lead to dependency if overused.

Risk of emotional burnout if boundaries are not maintained.

Pitfalls

Can appear condescending or patronizing if not genuine; may not address underlying issues.

Fosters a culture of mutual respect and support; promotes resilience and adaptability.

Effects

May not build deep connections or trust; can lead to a lack of problem-solving initiatives.