



Team Anywhere Podcast #101: How to Team Anywhere Toolkit

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Inspired by Sarah Noll Wilson, David Garcia, Marc Reinfentrath, Robert Mixon, Rebecca Ahmed and Jordan Burnbaum

The Importance of Empathy

Tips	Behaviors
<p>Why is empathy important?</p> <ul style="list-style-type: none"> Recent research proves that empathy drives business results, innovation, retention and engagement. 	<p>Mindset</p> <ul style="list-style-type: none"> Embrace statistical proof of empathy leading to greater engagement and collaboration. <i>How do we feel about disrupting the old system?</i>
<p>What is empathy?</p> <ul style="list-style-type: none"> It is giving attention to both self and others. It's the full equation — collaboration, caring, community and the whole person. 	<p>Awareness of Emotional States</p> <ul style="list-style-type: none"> Demonstrate curiosity AND acknowledge the impact to self and others. Notice feelings/emotions such as sadness, fear and anxiety. <i>I know how uncertainty can cause fear of the unknown.</i>
<p>How can you be empathetic?</p> <ul style="list-style-type: none"> Ask questions and provide answers. Tie to underlying values. Utilize personal actions, policies, programs and supportive spaces. 	<p>Questions</p> <ul style="list-style-type: none"> What are you working on? How are you doing? What do you need from me? What would be most helpful to you right now? How does this decision support our values? <p>Answers</p> <ul style="list-style-type: none"> Help self and others move through feelings — don't diminish or ignore discomfort. <i>Fear often makes us feel paralyzed, doesn't it?</i> <p>Stories</p> <ul style="list-style-type: none"> Share empathetic stories and metaphors. <p>Time</p> <ul style="list-style-type: none"> Dedicate thought and practice — get better at it. Insert into multiple interactions — huddles, one-on-ones and large groups. Foster reflection, not rumination. <p>Elephants</p> <ul style="list-style-type: none"> Surface the emotion and dare to discuss. Don't feed the elephants in the room and don't hide behind them either. <p>Channels</p> <ul style="list-style-type: none"> Utilize a "three email rule" and then pivot to a phone call. Schedule quarterly "social capital" events. Organize by teams or pods. Create "story time." Instill giving and receiving feedback as a constant. Separate performance discussions from check-ins.

For executive coaching with a seasoned coach, contact vmathis@marymount.edu. If you would like a tailored workshop on these techniques, please contact vmathis@marymount.edu or msimon@simonalliance.com.