

## Developing Empathy as a Strength Course©

The Oxford Dictionary defines empathy as 'the ability to understand and share the feelings of another.'

When we empathize, we show a connection with how the other person is feeling. This helps the other person feel understood. The focus is on understanding the other person's feelings from their point of view by standing in their shoes. Empathy is often confused with sympathy, a feeling of pity or compassion for someone. Empathic communication, as Steven Covey argues, is central to improving our relationships. The good news is that we can become more empathic. Our brains are surprisingly malleable or 'plastic,' enabling us to revive our neural circuitry. Both cognitive and affective empathy are important in customer service and all relationship transactions. Empathy is caught more than it is taught. We will demonstrate empathy in various situations and all participants will be activated so that more is caught.



This Breakthrough Corporate Training proprietary course will include the following outcomes for your team:

- Understanding the foundations of empathy.
- Learning the different types of empathy.
- The science of empathy.
- Stepping in other people's shoes (and role-playing as them).
- Practicing curiosity, active listening, and advanced communication skills.
- Learning about the importance of emotional intelligence and social intelligence and putting it into practice.
- Gaining a deeper understanding of communication, including words, voice, and body language.
- Moving from rapport building to influencing stakeholders and/or closing the sale.

It takes effort and hard work. In this course, each participant will pay more attention to the social world around them. Each participant will develop communication skills as they develop empathy as a strength. Each participant will become a more effective listener, through the development of "active listening" skills, in which you reflect back what you believe the speaker said in order to ensure clear understanding. As your Trainers and Coaches we will study the behaviours and social situations within your group and everyone will grow by practising their empathy skills.

### Training Options

This course may include actual role-plays or live activations and consulting with customer service, sales teams, etc.

**90 Min - 1/2 Day:** Selected sessions on developing empathy as a strength in the workplace can be led in 90 minutes – 1/2 day. The abridged Developing Empathy as a Strength Course© can be led in half a day.

**1 Day:** The complete Developing Empathy as a Strength Course©.

# The Breakthrough Corporate Training Advantage

*We exist to empower leaders and teams to breakthrough and achieve their potential!*

Our core purpose is to empower leaders and teams to breakthrough and achieve their potential. Our core values reflect the depths of who we are. Our Core values are **Engagement, Breakthrough, and Passion**. Our nurture values reflect what we care about, and how we perform to achieve our goals. Our nurture values are **Relevance, Heart, Integrity, Presence, Truth, Courage, and Teamwork**.

Most of the time that we work with your team is spent activating what has been taught through interaction, activities, roll-plays, experiences, games, discussions and coaching. We have found that amazing content delivered with passion in a lively and engaging way boosts employee morale, retention and overall workplace satisfaction. Breakthrough Corporate Training has a strategic partnership with TransforMe and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations around the world. See some of our combined clients below. Our goal is to go over and above with our training by providing 2 or more trainers where possible. We aim to spend 50 - 75% of our time applying the learning. We don't offer every type of corporate training course but we are great at delivering the courses that we do offer. So give us a call or get an instant quote today. Find our details on the last page.

*10s of 1000s of People from Organisations in Sydney Australia and Around the World have Been Transformed Through our Talks, Corporate Training, Coaching and Mentoring*



## Success Stories



*"Scott has led multiple workshops on values, building healthy cohesive teams and Life Languages that have really impacted our business. The Life Languages program has been invaluable. My experience with Scott Epp has been empowering and transformational. It has been a positive investment, and we are continuing to integrate Scott and the Life Languages tool into our training and development..."*

Kevin Bergeron – President & CEO at MiEnergy

*'Shokai Group had the Life Language Communication Workshop today delivered by Scott & Nicole. It was fantastic. They are very friendly, passionate, professional, patient and they made the training very interesting. Everyone liked it and I believe we got to know more about ourselves and our communication effectiveness. Before the training, I was the one who contacted Scott. He is really helpful and always responded quickly & clearly. We are looking forward to having another training by them. Many thanks to Scott & Nicole. :)'*

Cynthia Xiang – Office Administrator at Shokai Group



*'Everything that we did together was so accurate and right away as Scott and Nicole described the different Life Languages I was able to identify how the Life Languages showed up in my life. I really liked how I wasn't boxed in with the Life Languages... I want to thank Scott and Nicole for facilitating for us because it's an awesome dynamic having them both lead as they both have such a high level of mastery and understanding of it that when they share it and communicate it they are able to make it so relatable. They each were able to share their own experiences and that made a big difference for us.'*

Stefan James - Internet Entrepreneur and Founder of Project Life Mastery



*We exist to empower leaders and teams to breakthrough and achieve their potential!*

Call us at: 0481 307 778

Email: [scott@breakthroughcorporatetraining.com.au](mailto:scott@breakthroughcorporatetraining.com.au)

Learn more and get an instant quote at: [www.breakthroughcorporatetraining.com.au](http://www.breakthroughcorporatetraining.com.au)