

WSQ Leading with Empathy



 COURSE DURATION
16 Hrs

 COURSE REFERENCE NO.
TGS-2024049357

 MODE OF TRAINING
Classroom

 FUNDING VALIDITY
Till 24 Sep 2026

This course explores the power of empathy in leadership. Participants will gain a deeper understanding of empathy, its benefits for leaders and teams, and practical strategies to cultivate and express empathy in everyday situations. Through interactive activities, discussions, and self-reflection, leaders will develop their ability to connect with their teams on a deeper level, build trust, and foster a positive, inclusive and productive work environment.

Course Objectives

By the end of this course, learners will be able to:

- Identify the benefits of fostering inclusiveness within diverse teams, and the importance and dimensions of empathy.
- Developing their empathy skills to promote an inclusive and diverse work environment.
- Applying empathy methodology in a difficult conversation to effectively navigate diversity challenges and opportunities in service situations.
- Utilizing ability to enhance team cohesion and an inclusive workplace via fostering trust and belonging, emotional intelligence, and addressing challenges and opportunities.
- Constructing an action plan with empathetic communication and best practices to promote an inclusive and diverse work environment

Who Is This Course For

- This course is designed for leaders, supervisors, and managers who want to lead their teams more effectively and efficiently, all while fostering empathy.

FULL FEE

\$800

(Subject to 9% GST)

NETT FEE AFTER FUNDING

\$312

SME OR Singaporean age 40 and above (including GST)

70% Course Fee Funded

\$472

Non-SME OR Singaporean age 21 to 39 OR Singapore PR

(Including GST)

50% Course Fee Funded

Subsidies Available

SkillsFuture Credit
PSEA



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Course Content

Learning Unit 1: The Power of Empathy

- What is empathy?
- The different dimensions of empathy (cognitive, emotional, compassionate)
- The neuroscience of empathy
- Why is empathy important in leadership?
- Benefits of leading with empathy for individuals, teams, and the organization

Learning Unit 2: Building Your Empathy Muscle

- Self-assessment of empathy
- Identifying personal strengths and weaknesses
- Strategies to develop and strengthen empathy skills
- Active listening techniques
- The importance of non-verbal communication in building empathy

Learning Unit 3: Communicating with Empathy

- Recognizing and understanding emotions in yourself and others
- Using language that fosters connection and empathy
- Providing constructive feedback and support in an empathetic way
- Navigating difficult conversations with empathy

Learning Unit 4: Creating an Empathetic Workplace

- Fostering trust and psychological safety
- Building a culture of inclusion and belonging
- Encouraging emotional intelligence within the team
- Recognizing and addressing employee burnout

Learning Unit 5: Putting it into Practice

- Developing an action plan to apply empathy in your leadership style
- Case studies and role-playing exercises to practice empathetic communication
- Sharing best practices and ongoing support



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