JAMES COOK INSTITUTE



SOFTSKILL

INTERMEDIATE

[Synchronous E-Learning]

Leading with Empathy

SOA: People and Relationship Management

Description

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.

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

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.

Course Duration
16 Hours

Course Reference No.
TGS-2024049357

Mode of Training
Synchronous E-Learning

Funding Validity
Till 24 Sep 2028

Full Fee $800
(Subject to 9% GST)

Pricing	Funding	Nett Fee (After GST)
SME OR SINGAPOREAN AGE 40 AND ABOVE	70%	$312
NON-SME OR SINGAPOREAN AGE 21 TO 39 OR PR	50%	$472

Subsidies available: SFC, SFEC, PSEA & UTAP

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website

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ver. no.: 2025.09.18

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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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