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February 2024



EMPATHY AND COURAGE IN MANAGEMENT

Management requires not only technical skills, but also the capacity for empathy and courage. An uncompromising approach to work can lead to stress, low motivation and poor team performance. So how do we strike a balance between management and the human dimension of work?

THE IMPACT OF EMPATHY ON LEADERSHIP

Empathy in management means being able to understand and take into account the perspectives and needs of others. This is extremely important as it creates an atmosphere of trust and cooperation and increases employee engagement. Managers who show empathy are more effective and perform better. Empathy also allows employees to better understand and respond to their needs, leading to greater task performance satisfaction and loyalty to the organisation.

However, empathy in management does not only mean listening and understanding, it is important to show it in actions and reactions. It is about tailoring the approach to the individual needs of employees to ensure they are supported and motivated. Empathy can also help resolve conflicts and build healthy relationships within a team, which of course has a positive impact on the organisational culture, as employees then feel understood and valued. There is an increase in openness, innovation and commitment within the team.

THE ROLE OF COURAGE IN EFFECTIVE MANAGEMENT

Courage in management, on the other hand, is the willingness to make difficult decisions, to confront constructively and to be authentic. Brene Brown in her book *Dare to Lead: Brave Work. Tough Conversations. Whole Hearts* argues that courage is crucial both for effective leadership and for creating a trust-based organisational culture.

One of the most important characteristics of courage in management is the willingness to take risks, experiment, test new solutions and make decisions that may not always be popular. Courage allows you to grow, innovate and push boundaries, which is essential in a dynamic business environment.

An important characteristic of a manager is the ability to clearly express expectations, formulate constructive criticism and deal with difficult situations. At the same time, courage is about listening, accepting feedback and making decisions based on joint consultation. It also requires authenticity and honesty. Good leaders are credible and consistent in their actions, and authenticity allows for genuine relationships to be formed, enabling open communication and collaboration within the team.



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UNDERSTANDING SENSITIVITY AND ITS IMPACT ON LEADERSHIP

Sensitivity is often seen as a negative trait in the world of management, but Brown argues that it is precisely this that can be one of the greatest strengths of managers, as it means being able to understand the emotions and experiences of others, allowing you to better understand their perspectives, needs and motivations.

Sensitivity in management is also the ability to manage one's own emotions and reactions. Leaders who are aware of their emotions and can manage them are more stable, flexible and effective in their work. Sensitivity also allows the team to better understand the situation they are in and respond to it in a way that benefits everyone.

It is also very important for building trust within the team. When leaders show sensitivity and interest in others, they create an atmosphere where employees feel valued and important. This in turn leads to greater commitment, loyalty and efficiency.

It is worth noting that vulnerability does not mean weakness. On the contrary, it can be a sign of strength and courage.

HOW EMPATHY AND COURAGE HELP DEVELOP TRUST AND COOPERATION

Cooperation and trust are very important for team success, and empathy and courage underpin these values. Empathy allows for a better understanding and acceptance of differences within the team. An empathetic leader creates an atmosphere where everyone feels understood and accepted, and this leads to greater openness, better cooperation and exchange of ideas, which of course translates into better results.

Courage is also essential for building trust. Managers who are courageous are able to make tough decisions, be consistent and stand up for their team. This gives employees a sense of security and reassurance that their leader is with them and supports them. This makes the team more motivated, committed and ready to take on challenges.

Empathy and courage are also important in conflict resolution because when leaders show empathy and courage, they are able to communicate more effectively, understand someone else's perspective and seek better solutions. This allows problems to be resolved quickly and creates a healthy working environment.



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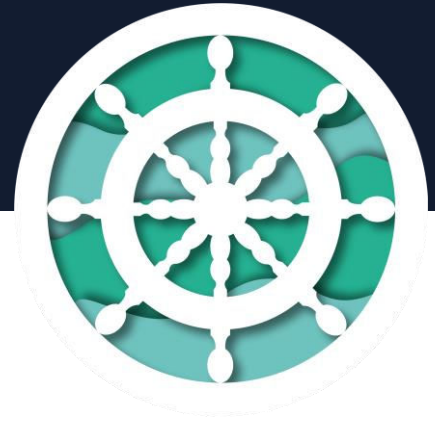
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BENEFITS OF EMPATHY AND COURAGE IN A WORKPLACE

Introducing empathy and courage in management can bring many benefits to both the manager and the team. Here are some of them:

- better relations between the manager and employees
- higher levels of commitment and motivation
- increased efficiency and productivity of the team
- creating a culture of trust and cooperation
- better resolution of conflicts and problems within the team.

PRACTICAL STRATEGIES FOR DEVELOPING EMPATHY AND COURAGE IN MANAGEMENT

Developing empathy and courage in management requires conscious effort and practical strategies. Here are some tips:

- Listen actively – be present and focus on the interlocutor. Listen not only to words but also to emotions and needs, ask questions and express interest.
- Learn from others – observe leaders who are empathetic and courageous. Identify specific behaviours that you yourself would like to develop.
- Practice empathy on a daily basis both at work and in your private life. Think what other people's needs and perspectives are and how you can respond to them.
- Make difficult decisions – do not avoid difficult decisions. Be bold and consistent in making decisions that benefit the organisation and the team.
- Learn from mistakes – do not be afraid of failures and mistakes. Use them as an opportunity to learn and grow. Remember that courage is also about trying and taking risks.

The combination of courage and empathy can bring about a revolution in management and lead to success for both the manager and the whole team. These two factors of authentic leadership can contribute to creating strong relationships and achieving better results.

Get inspired!

- Book: [Dare to Lead: Brave Work. Tough Conversations. Whole Hearts](#)

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