

# EFFECTIVE EMPATHY TRAINING ©2009

*Creating Trust and Results*

**Are your employees really listening to your customers?**

**Does your organization need to establish trust quickly with clients?**

**Do your managers provide helpful feedback to your employees?**



## 1 Effective empathy is the key

- Empathic responses tend to establish a basis of trust and caring very quickly.
- Empathy keeps responsibility on the person to solve their own problems or concerns.
- Appropriate feedback is an essential element in any relationship.

## What will your employees learn?

- They will learn how to give and receive feedback in a specific, nonthreatening, constructive manner. How to effectively use empathy in helping others.
- Building the skills of active listening and conveying our understanding to the individual.
- As your employees use the skills of empathy and feedback in their own lives, the more constructive and productive will their relationships become.

## What are the benefits?

- **productivity**
- **client satisfaction**
- **staff & customer retention**

## Who Can Benefit from Effective Empathy?

HR Professionals, Counselors, Customer Service Reps, Medical Professionals, Teachers, Parents, Business Development Professionals... everyone that interacts with human beings can benefit from the power of empathy!

*Empathy can be learned and if you already have it, there are techniques that can enhance the effectiveness of this valuable tool.*

- Develop emotional resiliency
- Win and retain business
- Avoid or diffuse conflict
- Create and sustain durable teams

Unlock the full potential of your staff and your organization's performance by leveraging the power of empathy and feedback techniques.



## Contact information

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