



Developing Empathy as a Strength Course©



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

Call us at: + 61 481 307 778

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Developing Empathy as a Strength Course©

Do you have team members that would benefit from developing empathy as a strength?

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 and therefore we will demonstrate empathy in various situations and all participants will be activated so that more is caught.



✓ 1-2 Hour | ✓ 1/2 Day | ✓ Full Day | ✓ Custom Program

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

- Understanding the foundations of empathy and the science of empathy.
- Identify 'Empathy Blockers' and 'Communication Killers.'
- Learning the different types of empathy and the difference of compassion and sympathy.
- Gain skills with relating and having empathy for sensitive and emotive people.
- Stepping in other people's shoes (and role-playing as them).
- Practicing curiosity, active listening, and advanced communication skills.
- Develop empathy in context with additional social and emotional intelligence skills.
- Learn how to have UPR (Unconditional Positive Regard) for yourself and others.
- Learn a variety of hand picked workshop activities such as 'Resporative Conversations, Self-awareness as a Choice, Empathy Mapping, Active Listening to Affirm, and The Breakthrough Empathy Blocker Activity©.
- Learning about the importance of emotional intelligence and social intelligence and putting them into practice.
- Gaining a deeper understanding of communication, including words, voice, and body language.
- Through our reflection process you will uncover the level of each of your Human Needs (Certainty, Significance, Love/Connection, Growth, Uncertainty/Variety and Contribution.)
- 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. Your participants will work on becoming a more emotionally intelligent communicator. 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.



The overall training/coaching is aimed to help participants develop their awareness and skills with empathy and emotional intelligence. This course can be run in the following formats: 1-2 Hours, Half Day, Full Day, and Custom Program options are available. Call +61 481 307 778 or email office@breakthroughcorporatetraining.com.au for more information.

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Empowering leaders and teams to breakthrough and achieve their potential!

Breakthrough Corporate Training offers workshops, corporate training, coaching, team building, retreats and speaking services to organisations in Australia and worldwide. Breakthrough Corporate Training has a strategic partnership with TransforMe Learning and combined, we have over 70,000 hours of coaching/mentoring/training experience in organisations. 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. See some of our combined clients below.



Our Vision

Breakthrough Corporate Training is a Sydney Australia-based corporate training leader. We facilitate powerful breakthroughs that transform team culture through our CLASS (Communication, Leadership And Soft Skills) and RAW (Resilience And Well-being) Courses and Programs. Our clients experience transformation through our on-line and on-site training, coaching, team building, retreats, and keynote talks. We add enormous value to teams as they become healthy, cohesive, and successful.

Our Core Purpose

To Empower Leaders and Teams to Breakthrough and Achieve Their Potential!

Our Core Values

Our Core Values show you what is really important to us and how we behave. Our core values demonstrate who we are at our core to our clients. These Core Values are intrinsic to who we are, and they do not change. Our Core Values are *Engagement*, *Breakthrough*, and *Passion*.

Engagement – We are engaged in every client encounter.

We empower leaders and teams to *Breakthrough*.

Passion is our energy that fuels transformation experiences.

Our Nurture Values are values that we care about and that we aim to demonstrate in our behaviour. These values reflect our standards and how we function in our organisation. Our Nurture Values are *Relevance*, *Heart*, *Integrity*, *Presence*, *Truth*, *Courage*, and *Teamwork*.



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