

The leadership guide to empathy in the workplace.

82%

of employees
would consider
leaving their
job for a more
empathetic
organization.

Yet, 58% of CEOs say they struggle with consistently exhibiting empathy in the workplace. It's not that leadership doesn't understand the importance of empathy or want to change. In fact, 72% of CEO's say the state of empathy needs to evolve. The struggle comes from the "how." How can leadership demonstrate empathy in the workplace?

Here are some tips.

TIP 1

Take diversity seriously

9 in 10 HR professionals and CEOs agree that companies are more empathetic when they have diversity in their leadership. 85% of employees said that empathy results from leadership implementing strategies to increase diversity and inclusion. In this regard, HR leaders, CEOs, and employees are in agreement: putting real effort into diversity and inclusion matters, in fact it's imperative.

Diversity is more than box to check. You have to communicate the value to your employees and follow through. Employees need to see themselves represented in leadership and setting an example starts at the top.

TIP 2

Be human

Studies show that employees want a personal connection, both with each other and with leadership. Those who have a best friend at work are seven times as likely to be engaged in their jobs. Employees view leaders as empathetic when they ask about an employee's family or their interests outside of work and when they recognize professional milestones. 78% of employees would work longer hours for a more empathetic employer.

In short, be human and encourage employees to build connections with each other. At Cornerstone, we have "Coffee with Cornerstars" where members of leadership have a "fireside chat" with employees and answer questions about everything from professional goals to their favorite music.

TIP 3

Support employee well-being

95% of employees say family benefits such as day care and flexible work hours are empathetic. This comes back to "be human." You need to support your employees in how they are human outside of work. True work-life balance builds a more productive, engaged, and more likely to stay for the long-term workforce. Benefits are how your company conveys that it sees its employees in a holistic way. You are a whole person and we see that and support it.

Benefits unite employees, HR, and leadership.