

Connect Care

Empathy in the Workplace

BY DR. ROGER HABER

Are you an empathetic person? Empathy is the ability to put yourself in another's position in order to understand their feelings, their perspectives, and their experiences. Empathy enables us to respond to others in order to build trust, enhance relationships, and in the workplace, to improve employee engagement, retention, and business performance.

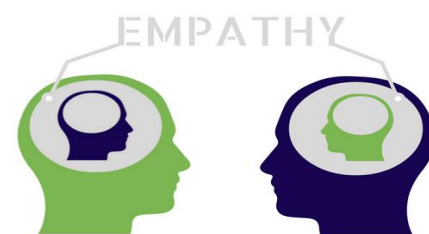
There is a difference between empathy and sympathy. Sympathy is caring for others, acknowledging what they are going through, but there is some emotional distance. When you express sympathy, you might say, "I'm sorry you're dealing with this—it must be hard."

Empathy is walking in the other person's shoes. It's much more personal. The empathetic person says, "I know how you feel. I've dealt with something similar. How might I help?"

According to a recent Gallup poll, only 22% of workers agree that their organization cares about their wellbeing. (The reason your company has a chaplain is because your organization **does** care about your wellbeing.)

What does empathy in the workplace look like? Would you like to be more empathetic in your workplace?

Let's look at a few suggestions you might want to consider, and maybe even discuss with your chaplain.



**"IF WE CAN SHARE
OUR STORY WITH
SOMEONE WHO
RESPONDS WITH
EMPATHY AND
UNDERSTANDING,
SHAME CAN'T
SURVIVE."**

BRENE BROWN

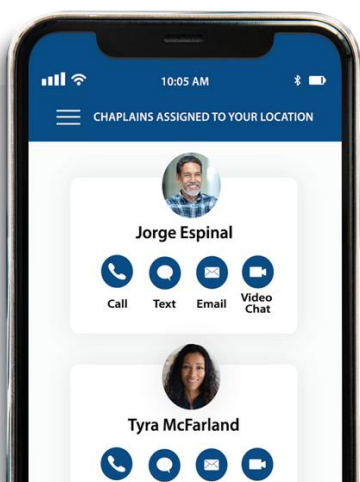


- **Emotional Intelligence.** Emotional intelligence is the ability to recognize, understand, and manage our own emotions while effectively navigating the emotions of others.
- **Highly communicative.** This means being proactive in sharing and receiving information through multiple channels to ensure clarity, trust, and alignment. It's less about talking more, and more about making sure the right people have the right information at the right time.
- **Active listeners.** Being an active listener means you fully concentrate on the speaker to understand their message, intent, and emotions rather than just waiting for your turn to speak.
- **Collaborative.** Collaboration is the act of two or more people combining their knowledge and skills to achieve a shared goal. It results in shared ownership.

- **Open to other perspectives.** This means having the willingness to consider new ideas, arguments, and information that may differ from your own.
- **Supportive.** Being supportive is the act of fostering an environment where colleagues feel valued, safe and empowered to succeed.
- **Flexible.** Flexibility is the ability to quickly adjust to changing circumstances, priorities, and obstacles without significant stress or loss of productivity.
- **More thoughtful in decision-making.** This involves having a heedful anticipation of the needs and wants of others, prioritizing human connections.
- **Humans first, managers second.** This approach involves prioritizing the well-being, emotions and personal growth of others on your team.

Would you talk to your chaplain when you see him or her next time about one or two of these ideas to help you be a more empathetic team members?

Have you downloaded the MyChap App? Why not do that right now, and let your chaplain know how you'd like to connect? You can call, text, email, or video chat.



**24/7 access to your
Chaplain Team
via MyChap App**

*free in your app store



How It Works



Enter your company's
Location ID:



Select a Chaplain to call, text,
email, or video chat directly
from the app.



Browse

UIG Location	APP ID
1912 - Buncombe/Henderson	123593
2105 - Bibb – I-16 and I -75 Interchange	125246
2115 – Robeson	125291
2218 – Orangeburg	126203
2311 – York – SC 160 Interchange	128277
2405 – Chatham – US 80	128284
2406 – Toombs – US 1 Swift Crk – Cal 010	128285
2409 - Union - Bridge Package 17	128289
2412 – Charleston Main Road Corridor Segment A	128938
2415 – Oconee Pickens	129560
2416 - Catawba & Iredell - NC 150	130492

UIG Location	APP ID
2503 - Lexington - CCR 3C (Management Staff)	130493
2504 - Anderson - SC-81 over Saluda River & S-4-143	130401
2505 - Sumter - RBOs S-152 over CSX RR & S-55	130495
2509 - Spartanburg - District 3 - Package 5	130496
2510 - Marion - US 76 over Catfish Branch	130497
2514 Richland - US 76 over CNL RR - Call 150	130798
2515 - Clarendon - I-95 over Tearcoat Branch - Call 50	130799
Corporate Office	123609
Charlotte, 3800 Arco Corp Dr. NC	124373
United Demolition Office - Charleston	128716
Special Operations Shop – Orangeburg	128717
Rock Hill Office	129574
Columbia Office	125579