

# Putting Empathy Into Action: Reflective Worksheet

## Connecting Before Correcting

### Examples

- “I value you and your contributions and want to support your growth.”
- “I care about your growth, and I believe this conversation can help us both be better.”
- “I want to acknowledge your hard work, even while we discuss areas for improvement.”
- “I know this has not been easy, and I want to ensure you feel supported as we talk this through.”

Come up with your own that genuinely resonates with the language you use.

## Ask, Don't Assume

What's working well for you right now? What is feeling more challenging?

Can you walk me through what happened from your point of view?

What is one thing that would make a meaningful difference for you right now?

## **Bridge Empathy and Accountability**

Adam Grant offers a powerful thought on empathy and accountability: “I have high expectations of you. I know you can meet them. That’s why I’m sharing this feedback.” This conveys confidence in their ability, your expectations, and feedback intention. Ensure there is a follow-up on what can be done as a leader to clear the path of barriers and support them in success.

Come up with your own that genuinely resonates with the language you use and maintains the same intent of conveying confidence in ability, demonstrating expectations, and feedback’s intention.

## **Invite Feedback, Often**

How am I doing as your leader?

Is there something I am not doing as your leader that would help you be more successful?

What can I continue to do that has helped you be successful?

## Recognize and Reflect Emotions

### Examples

- “Please correct me if I am wrong. It seems like you are frustrated.”
- “It seems like this frustrates you. Tell me more on how this is frustrating.”

Come up with your own that genuinely resonates with the language you use.

## Celebrate Small Wins and Big Efforts

### Examples

- “I appreciate the energy you bring to your work!”
- “Your positive attitude uplifts the whole team and does not go unnoticed.”
- “I see how much effort you have put into this – even behind the scenes – and I am grateful!”
- “You have positively impacted how I lead – Thank you!”

Come up with your own that genuinely resonates with the language you use.