

Understanding People

The tools to build the understanding, trust and commitment that drive performance!



Why is working with people so hard?

Leadership is challenging. For many the step up in pay comes with bigger targets, tighter deadlines and managing people. Indeed global surveys regularly call out Leading People as the most challenging job in business. But what if the issue wasn't 'them'... what are the problems in our own head, our perceptions.

Empathy to build deep engagement

If we want to truly lead people, we need to understand that they are not just another cog in the machine. They are not a problem to be solved, or a resource to be deployed. Building relationships is important, but it is not enough.

If we want to lead those manage, we need deep, trusted and committed partnerships with our people. This involves building a deep understanding, underpinned by empathy and trust.

	Engagement	Driver	Clients think...	Outcome
Them focus ↑	Empathy Based	Understanding	"I trust you"	Commitment
	Relationship Based	Concern	"I like you"	Compliant
	Solution Based	Outcomes	"I'm your problem"	Resentment
You focus ↓	Transaction Based	Process	"I'm just a number"	Resistance

This interactive session will entertain, educate and inspire the audience to step up to an Empathy Based leadership approach. The session breaks down empathy into a set of easy to use tools that will improve relationships, deepen understanding and drive results.

This session can be 60 – 180 min and involves engaging stories, emotive activities and introduces neuroscience with refreshing simplicity.

This session is \$6,500 + GST.

Key Outcomes

- Uncover the hidden drivers of human behaviour
- Simple tools to engage your Curious Brain
- Authentically connect with people not like you
- Help reshape stories that transform people's lives

What others say...

"Daniel is a master storyteller, generous in what he gives of himself and you walk away inspired to do more of the important work of the world."

Senior Manager, IAG

"Thought inspiring, provoking and interesting. Took you through the emotional journey of using empathy in your business"

CEO, Tyro

"Exceptional session! We are already seeing changes in what people say and do to better understand others."

Head of Retail, CBA

"Daniel spoke at our conferences across Australia and each time the audience really connected, laughed and learned."

MD, Community Engagement

"Brilliant story of empathy in leadership during times of change."

CEO, Humanity in Business

*Driving performance through
understanding*

About Empathic Consulting

Empathic Consulting exists to drive performance through developing greater understanding, compassion and connection through empathic leaders.

We believe empathy is the most important capability to create improved outcomes for businesses, leaders and communities. While too often ignored or misunderstood by business, empathy is the capacity for a person to understand the rational and emotional drivers of others. When leaders and businesses can develop this skill to build an understanding of their employees, customers and stakeholders, they are able to develop breakthrough competitive strategies and foster powerful teams through greater diversity and employee engagement.

Empathic Consulting provides practical, evidence-based skills, tools and frameworks to develop empathy as a capability. We challenge perceptions, inspire curiosity and upskill leaders to help them change their world. We support not-for-profits who believe in a more compassionate and inclusive world and form partnerships with those who share our passion for empathy.

About Daniel Murray

After a long career in corporate strategy and management consulting, Daniel now helps businesses and leaders to drive performance through empathy. Blending neuroscience and psychology with corporate strategy and leadership development, he inspires people driven performance.

Daniel is the CEO of Empathic Consulting and has a Bachelor of Science and an MBA.

Clients include:

tyro
strategy&

Part of the PwC Network

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