

Dare to Lead Video 9 Summary:

- Opposite of experiencing shame is experiencing empathy.
- If you put shame in a petri dish and douse it with silence, shame thrives. If you pour on empathy, shame can't survive. Empathy creates a hostile environment for shame.
- Empathy is a practice skill.
- Quote from Minouche Shafik at the London School of Economics:
 - "In the past, jobs were about muscles, now they're about brains, but in the future, they'll be about the heart."
 - Leadership without empathy isn't courageous leadership.
- Empathy
 - Empathy is not responding to an experience; it's connecting to the emotions that underpin an experience.
 - We know what emotions feel like even if we don't know the experience.
- Empathy is four skill sets – from Teresa Wiseman:
 - Empathy Skill #1: To see the world as others see it. Also called perspective taking
 - You need to listen to a person's story and honor it as truth even if it doesn't fit with your experience of that situation.
 - Empathy Skill #2: To be nonjudgmental
 - We judge in areas where we're susceptible to shame and we pick people doing worse than us.
 - Empathy Skill #3: To understand another person's feelings
 - Empathy Skill #4: To communicate your understanding of that person's feelings
 - That means we need to understand emotion in ourselves and in
 - other people. The most courageous leaders are emotionally literate. Emotional literacy is the foundation of empathy, self-compassion, and shame resilience.
 - The majority of people can identify three emotions in themselves and others (mad, sad, glad). We think there are close to 40 emotions needed for emotional literacy.
 - Empathy Skill #5: Mindfulness – from Kristin Neff
- These empathy skills become more natural when you practice them.