

Power Choice #4– **EMPATHY**

Are you at that point in your life when just a little extra **empathy** would help you to build healthier relationships?

Are you challenged with digging deep inside and finding that extra understanding and appreciation for the “human condition” – **empathy**– to help you over some really difficult challenges?

Are you **empathetic** or sympathetic, and do you understand the difference?

If YOU are (and even if you're not)...
Please read on!

- Learn to understand the value of **empathy**, or as Stephen Covey would say – “*Seek first to understand and then to be understood.*”
- Learn techniques to that can help **YOU** build stronger skills and capabilities for **empathy**!
- Learn the habits and behaviors that get in the way of your ability to have more **empathy**!
- Learn to improve **YOUR empathy** capacities and abilities personally and professionally!

We are interested in helping **YOU** build **YOUR** ability to enhance your capacity to have and use more **empathy** when executing goals and action plans that can change your life for the better. If your desire to have a life filled with purpose, balanced health, social responsiveness, enhanced ethical behaviors, mental growth, nurturing family relationships, amazing career performance and financial success, than contact Laura or Leanne to begin **YOUR** first steps in learning to rely on **YOUR empathy** to help you achieve **YOUR** greatest dreams.

We invite you to our websites (see below) to subscribe to **Power Choices®** and we hope that you choose to discover how choosing more **empathy** can change **YOUR** life.

A Classic READ!

The Philosophy of Civilization

by
Albert Schweitzer



"Some people think only intellect counts: knowing how to solve problems, knowing how to get by, knowing how to identify an advantage and seize it. But the functions of intellect are insufficient without courage, love, friendship, compassion and empathy."

Anonymous

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Empathy – Showing "A Reverence for Life"

Laura Novakowski

Is there value in continuously showing a
"Reverence for Life?"

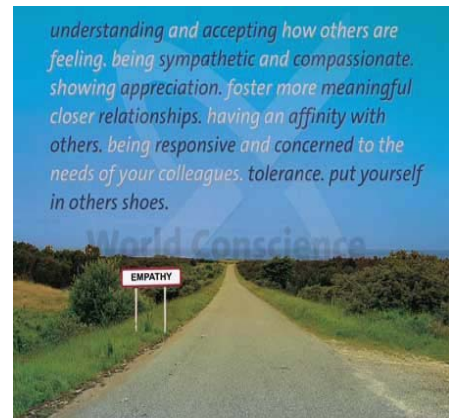
In 1923, Albert Schweitzer wrote in the **Philosophy of Civilization**,
*"If I am a thinking being, I must regard life other than my
own with equal reverence, for I shall know that it longs for fullness
and development as deeply as I do myself."* This Dr. Schweitzer's book, considered to be one of his
greatest works, was based on a philosophy that he called **"A Reverence for Life."**

Basically, according to Webster, **empathy** *"involves experiencing the feelings of another without
losing one's own identity."* Although, Albert Schweitzer doesn't use the word empathy, how
eloquently he embraced the concept when he wrote *"equal reverence...longs for..."* The more I
continue to study about and work with the human condition and potential, the more I realize that
investing time and energy to be attentive to people wants and needs and at all times showing
respect and human dignity is one of our greatest competencies.

Stephen Covey tells this great story. He is on a train ride home after a long exhausting day. Sitting
next to him is a man with several children. The children are loud and running around the aisles and
the man is not paying any attention. Covey, totally annoyed, finally informs that man that his
children are in need of some control and discipline. The man shakes his head as if he is waking up
from a daze and as it dawns on him that his children are out of control. Slowly, he looks at Steven
Covey and says, "I'm sorry sir, but you see this morning my wife died and my children lost their
mother." This was one of those moments when Covey wished he could take back his words. He
learned a valuable lesson that day, a lesson he continues to use as a reminder that we need to
understand the situation before we speak or act.

Expanding our capability of empathy takes constant awareness and vigilance. We have been blessed
with two eyes and two ears but all too often we use our **one** mouth to speak before we have full
understanding of what is going on in someone else's life. If we want to be successful in families, it is
important to listen and learn what is important to our family members. If we want to be successful
in business, we have to be sure that those we work with fully understand what is required of them and
that when they need help or support they know that they will receive it. If we want to be successful
in our communities, we need to appreciate that there are many interests and agendas involved. And
finally, if we want to be successful on this planet, we need to respect and understand diverse needs,
ideas and approaches.

There is value in showing a "reverence for life." This value is shown in happy, healthy and
prosperous families, business and communities around the world. Give yourself and others this gift -
show your "reverence for life" and **empathize!**



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***"The great gift of human
beings is that we have the
power of empathy."***

Meryl Streep

Is **Empathy** One of Your Leadership Skills?

Leanne Hoagland-Smith, M.S.

*"A finely tuned ear is at the heart of **empathy**."*

Daniel Goleman

Developing leadership skills is an important goal from the small business owner to the Fortune 500 companies. A recent report from Sherpa Coaching revealed that leadership development is the basis for 49% of all executive coaching.

After reading this extensive report and the many other reports on coaching, one can not help but wonder why the emphasis on leadership skills or what many call the soft skills. However, the research suggests that the development of these critical skills dramatically increase emotional intelligence. One of the foundational concepts within emotional intelligence is the ability to intellectually or emotionally identify with another. **Empathy** is that ability.

Leadership in today's diverse global market place demands the ability to relate to others if the leader truly wants to achieve the desired results. Without results, organizations will fail.

The old leadership role of "It's my way or the highway" might have worked when everyone shared the same values, the same ethnic origins and the same belief systems. However, people in the 21st century are smarter not to mention quite different than their ancestors. These people experience more change in one year than their grandparents experienced in their entire lifetime. All of this change creates additional stress and pushes them to seek other opportunities to realize their dreams. Effective leaders must be able to relate to these changes if they want to achieve the predetermined results.

Daniel Goleman in his book *Working with Emotional Intelligence* (EQ) speaks directly to the impact of EQ from the variety of studies he researched. One research study conducted by Richard Boyatzis of 2,000 supervisors, middle managers and executives at 12 different organizations revealed EQ separated high performance from average ones in 14 of 16 competencies. An even larger multi-national study of 286 organizations demonstrated that over 80% of the general competencies that identify superior performance depend on high emotional intelligence more so than pure cognitive abilities.

Goleman defines **empathy** as a social competence where the individual is aware of another's feelings, needs and concerns. He further explains that emotional intelligence determines "our potential for learning...based on five elements...**empathy**...in relationships."

Having a high degree of **empathy** and being able to use that emotional competency is truly a "no brainer." **Empathy** can be developed within any individual especially those in leadership roles. The challenge is to include this capacity within your professional development for your organization or even yourself.

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EMPATHY+ACTION=SUCCESS

Stephen Sisselman

"I do not ask how the wounded person feels. I simply become that wounded person."

Winston Churchill

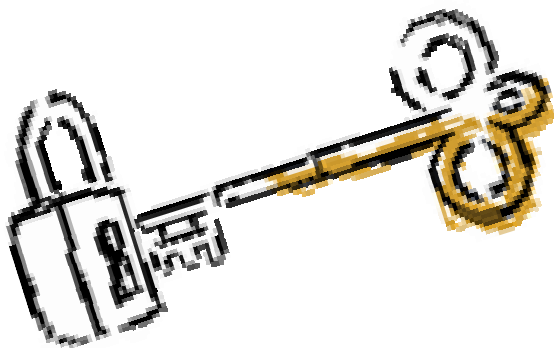
The capitalistic market that drives our society and workplaces rely on laws and contracts to form the framework for becoming a functional business world. In theory, it means that business is cut and dry with little room for interpretation except by lawyers and policy makers. However, those who are involved in every business transaction or interaction are not robots but human beings who have and play multiple roles within their own lives, their businesses and their communities.

Leaders in business are successful because they are able to accomplish goals. Many of these goals are dependent upon other people to also be successful. Therefore, a business leader's true success is dependent upon others. The relationships between top leaders, middle leaders & entry level leaders are all dynamic. If these relationships are not cared for and nurtured, there can become a lock on the treasure chest of productivity. Are there locked treasure chests within **your** organization? If so, where does the key lie to unlock the productivity and release its potential?

The key lies in **empathy**. The online encyclopedia Wikipedia defines **empathy** "*as one's ability to recognize, perceive and directly experientially feel the emotion of another.*" Top level business leader's need to be able to have productive people and leaders working for them and as such they need to have **empathy** in order to be able to be a motivating and supportive force. If those leaders are able to recognize and get a clear feeling as to what their employees need to be successful they take the first step to opening the treasure chest.

Empathy is the key. However, keys are useless unless they are turned. Unlocking our treasure of productivity requires action not just **empathy**. Turning the key of **empathy** requires utilizing the knowledge gained by its practice as a way to create an approach that brings humanity into the workplace.

Think about the impact on your organization if each individual leader understood the needs of themselves, their peers, superiors and subordinates. Continually work to expand **your empathy** and unlock the hidden potential that surrounds **YOU**.



Make everyday a day to remember!

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On a scale of 1 to 10, with 10 being extraordinary, score your personal and profession level of **empathy**:

How does my **empathy** help me to achieve my life's personal/professional success? ___

How does my **empathy** help me to achieve my physical health and wellbeing? ___

How does my **empathy** help me to achieve my mental growth and development? ___

How does my **empathy** help me to in my relationship with family and friends? ___

How does my **empathy** help me to in serving my community? ___

How does my **empathy** help me to achieve my full financial growth potential? ___

How does my **empathy** help me to achieve my full career, profession or business potential? ___

How does my **empathy** help me to achieve living my beliefs, ethics and beliefs? ___

How does my **empathy** help to influence my ability to change personally/professionally? ___

Evaluating **YOUR empathy** can help you to stay achieve extraordinary goals and live an amazing life. The next step is to start a **Power Choice**© goal achievement system in an area that will help you to achieve **M.A.G.I.C.A.L.**™ goals.

*If **you** want to discover some exciting tools and techniques to help you to expand **YOUR empathy** and to help you to double your performance potential please call:*

"When you empathize with someone you place yourself in a mental, emotional and spiritual mode that is ideal for problem solving."

Laura Silva Quesada



Laura R. Novakowski

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