



## **BUILD EMPATHY FOR YOUR LEADER OR MANAGER**

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### **HOW TO USE IT**

- Set aside +/- 30 minutes
  - Find a quiet, reflective space
  - Thoughtfully fill in each section of the map
  - Reflect on your previous assumptions & perspectives, do they still hold true?
  - Use this tool to have a feedback conversation with your leader.
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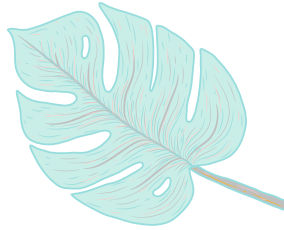
# **LEADER EMPATHY MAP**



## **What is an Empathy Map?**

An Empathy Map is a map which helps you outline the emotional, mental, and physical experience of another person. It allows you to better understand someone else's reality and circumstances so that you can better empathize with what they might be experiencing.

When working with your manager, it is important to understand his/her context within your organization. The Leader Empathy Map helps you do that, e.g. Where does he/she stand in the organization? What pressures is he/she facing day-to-day? What are his/her professional and personal aspirations? How does your work fit in to this picture.



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## **Why should I use it?**

The Leader Empathy Map helps you gain a better understanding for the context surrounding your manager or supervisor. By taking some time to think through the different elements of the map, you can gain a greater awareness for your supervisor's position, and may also be able to understand how you can best support your supervisor, and vice-versa.

This allows you to gain a greater awareness of the overall context and potentially change your perspective on what might be happening behind the scenes. It is also a tool which enables a more well-thought out and reflected communication - and allows you to better understand the pressures, fears, or worries of your leader.



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## **How should I use it?**

Take about 25 minutes to fill in the map, and to reflect on how this can impact your working relationship with your supervisor. Write down some key ideas that emerge and potential new ways you can work together successfully.

You can use this Leader Empathy Map to help guide conversations with your supervisor, to discuss the various points you've written out and work together to figure out the best way to collaborate in the future.



# LEADER EMPATHY MAP

## What does s/he think and feel?

*What preoccupies your leader? Take subtle cues like body language and tone of voice into account.*

**Think about:**

- What are his/her worries & fears?
- What are his/her aspirations?
- What are his/her core values?
- What is his/her thought process?
- What pressures is he/she facing?
- What is his/her overarching life philosophy?

## What does s/he expect of me?

*What preoccupies your leader? Take subtle cues like body language and tone of voice into account.*

**Think about:**

- What does he/she say they need from me?
- What kind of communication does he/she expect from me?
- How does he/she want to receive feedback?
- What process works best for him/her?
- What would he/she like me to take off their plate?



## What does s/he think see?

*What preoccupies your leader? Take subtle cues like body language and tone of voice into account.*

**Think about:**

- What does his/her work environment look like?
- What is his/her home environment like?
- What is his/her cultural background?
- Who are his/her critical stakeholders?
- What support does he/she have from the top?

## What does s/he say and do?

What actions and behaviors do you notice?

**Think about:**

- What is his/her attitude in public?
- What is his/her behavior towards others?
- How does he/she show up to meetings?
- How does he/she handle stress?
- How does he/she support the team?
- What words or themes come up regularly?

## Pains

*Any obstacles worth considering*

**Think about:**

Fears  
Frustrations  
Roadblocks

## Gains

*What does s/he hope to accomplish?*

**Think about:**

Wants / Needs  
Measures of success  
Opportunities