

HOW TO DEVELOP EMPATHY AS A SKILL COURSE OUTLINE

COURSE CONCEPT	<p>Empathy is the ability to understand and share the feelings of another person. It goes beyond sympathy by fostering a deep connection that allows us to see the world from someone else’s perspective. In professional and personal settings, empathy is a crucial skill for building relationships, resolving conflicts, and enhancing communication.</p>
AUDIENCE	<p>Individuals who are seeking to improve their interpersonal skills with a focus on empathy to deepen their communication, interaction and relationships with others in the workplace and personal relationships.</p>
AIMS	<p>The course aims to develop empathy as a fundamental skill to understand others and experience their perspective without judgment to deal with difficult conversations, manage conflict and respond with compassion and insight to foster more meaningful relationships.</p>
COURSE CONTENT	<p>The course covers the elements of interpersonal communication that include:</p> <ul style="list-style-type: none"> • Definition, components and three types of empathy • The apathy-empathy-sympathy continuum • Empathy blockers and strategies to overcome them • Empathy in challenging situations • Developing empathy in daily life
LEARNING OUTCOMES	<p>On completion of the program, you will be able to:</p> <ul style="list-style-type: none"> • Define empathy and understand the components and its types • Differentiate between the apathy-empathy-sympathy continuum, and respond appropriately to given situations • Identify empathy blockers and apply strategies to overcome them • Apply empathy in challenging situations for a higher-level response • Develop and apply empathy skills for daily life
LEARNING ACTIVITIES	<p>The online course consists of the theory with a range of interactive activities:</p> <ul style="list-style-type: none"> • Interactive activities • View video clips with reflections of your learning • Reflective activities • Workplace application • Write an Action Plan to achieve your career goals
DURATION	<p>Self-paced learning, approximately 2 hours</p>

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**ADDITIONAL
PROFESSIONAL
DEVELOPMENT**

If you have specific and challenging issues, we can further assist with optional coaching sessions in a one-to-one or a small group session.

Upon completing your full course or individual course, we offer ongoing supervision in your practice through our Career Coaching and Training membership program.

**FURTHER
INFORMATION**

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