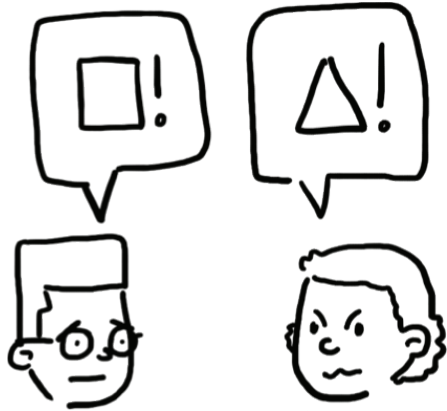




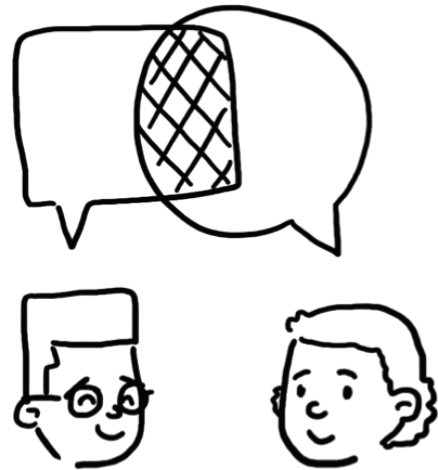
**by Empathy Lab, Inc.**

# What can be gained through developing empathy?



## The problem

While we know that a healthy culture and impactful teams benefit from this thing called “empathy”, **we are rarely taught or shown HOW to be empathetic.** Empathy is even highlighted as the first step of the [Design Thinking](#) product innovation cycle. But how can we convey this to our end user if we aren’t trained to be empathetic individuals and team members first?



## The solution

### Cultivate a culture driven by empathy.

In order to activate and sustain an empathetic culture, we created the Empathy Decathlon® framework. The Empathy Decathlon practice combines the **science** of human behavior, the **art** of human-centered design, and the **rigor** of sport into an empowering, 10-skill practice series for individuals and teams.

*“When trying to foster a workplace that is equitable and inclusive for all, it is imperative for leaders to be well-trained in inclusive strategies. There is one key trait that all great leaders should possess. Some may call this trait the crème de la crème of all leadership traits: empathy.”*

**Dr. Janice Gassam Asare**

[Empathy: The Key To A Diverse And Inclusive Workplace](#)

*Only 1/4 of employees believe empathy in their organizations is sufficient, representing no change since 2020.*

**Businessolver**

[State of Empathy Report 2021](#)

*“Empathy is not just a nice to have at work, it’s actually existential...we have to innovate to meet the unmet unarticulated needs of customers, that’s the only way we make progress...”*

**Satya Nadella**

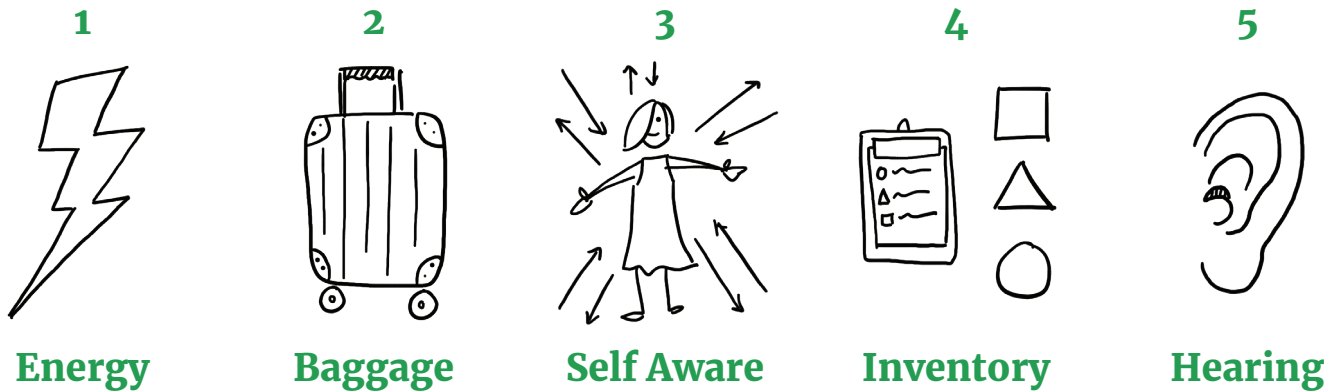
[CEO, Microsoft TimesTalks: Microsoft](#)

# Empathy Decathlon Framework

All good things take practice and empathy is definitely one of them. The Empathy Decathlon framework was created to help individuals, teams, and organizations better utilize empathy through layered skill practice. We start practice by focusing on me-empathy so that we can individually assess personal energy, baggage, and self-awareness. This helps each individual transition from self reflection practices to collaborative we-empathy practices. With the we-empathy micro-skills we practice listening, responding, asking, meaning making, feedback, and leadership skills.

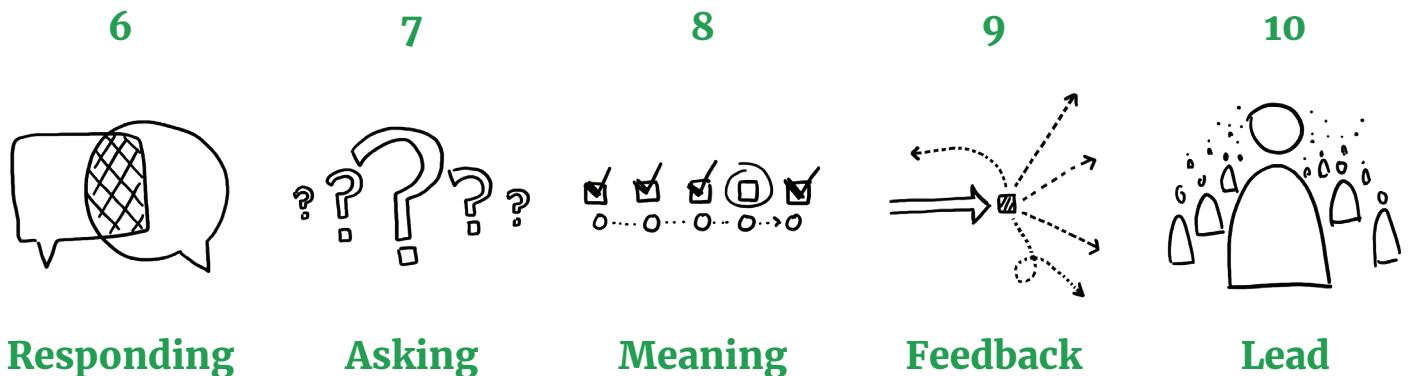
## ME-Empathy

The first five micro-skills in the Empathy Decathlon help us establish self-empathy as a foundation. Without this, team collaboration and relationships suffer from judgement, infighting, voiceless progress and regret. We can reduce the likelihood of these unwanted (and costly) outcomes by practicing and mastering self-awareness and non-judgement.



## WE-Empathy

The remaining five micro-skills are dedicated to interpersonal engagement. With the personal foundation that we've laid in the first five skills, we can now come together for communication, understanding, and support, to build amazing things. It will be difficult, uncomfortable, and extremely rewarding.



# The Empathy Decathlon Experience

The Empathy Lab offers a fully guided experience in the form of a workshop series that can be conducted virtually or in-person. The experience helps teams learn the ten micro-skills, and more importantly it creates a space where they can begin putting them into practice right away.

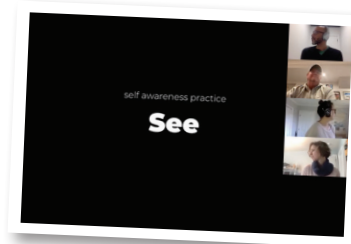
*"I previously defined empathy specifically in relation to others. The workshops **helped me realise how to be more empathetic with myself**, and how this in turn makes me more empathetic with others."*



*"I love the way **Empathy Lab broke down the components** of empathy into bite-sized practices that are easy to understand and put into practice. Simple things like asking clarifying questions when listening (or not listening) to folks has been extremely empowering for me."*



In-Person Session



Virtual Session

## Results for you and your team

- Your team members will be happier with a increased sense of worth by feeling heard, respected, and valued.
- Your teams will be stronger, more engaged, and more collaborative. They will increase their capacity for difficult conversations and navigating interpersonal tensions.
- Your company will be more robust and resilient when it is powered by healthier teams. Companies that continually cultivate and support healthy individuals and teams benefit directly from lower employee turnover, increased innovative output, and improved business performance.
- Your customers will be more satisfied with the products, services, and experiences developed by these robust, healthy teams.

# The Empathy Decathlon Experience Continued

Each session is **unique + modular**, so we can focus on building the kind of culture that will make a true difference for your employees and your industry. While customizations are always available, here are some foundational elements you can always expect in a Decathlon experience:



Discovery discussions and surveys before the experience begins • multiple sessions with a similar structure - starting with mindfulness • engagement for every voice to be heard • content delivered by a certified facilitator • breakouts for connection • time for shared large group insights • session takeaways to apply “IRL”.



An interactive playbook with worksheets for each session • playbook sent via snail mail in a fun welcome packet before the experience begins • check-ins with leadership throughout our practice together



Office hours, coaching, and ‘stand-ups’ available and scheduled at your team’s convenience • recordings of sessions and digital summaries delivered at the end of the experience • all session material in your hands to be shared with your growing team as you need them

## Who are your empathy coaches?



[Shelton Davis](#), Empathy Lab’s founder, CEO, creator of the Empathy Decathlon workshop, and lead experience designer during an empathy workshop.



[Theresa Ward](#), Empathy Lab’s lead facilitator and resident productivity expert during a team empathy workshop.

## What's Next?

1. **Get in touch** and let us know a little bit about your team and your goals.
2. We'll recommend a pace for the Empathy Decathlon workshop: a 2 week sprint, a 10-week jog, or a practice that meets your pace.
3. We'll customize the curriculum, review pricing structure, and get you on your way to an empathy-fueled utopia!