

How to Lead with Compassion & Get Things Done

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Menti Poll

In One Word...

What do you see as the most pressing challenge for leaders today?

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Code

3140 6799

A New World, A New Kind of Leadership

The world has shifted, and nothing will go back to the way it was.
It's imperative for leaders to lead in new ways.



Leaders are the single biggest contributor to how employees experience work, especially post pandemic.

Relationship with leaders is **the #1 factor** in a person's job satisfaction. (McKinsey)

86% of people now expect **CEOs to lead and speak out publicly** on societal issues. (Edelman)

Leaders have new challenges, from reskilling teams for hybrid work to addressing racial justice and climate change.

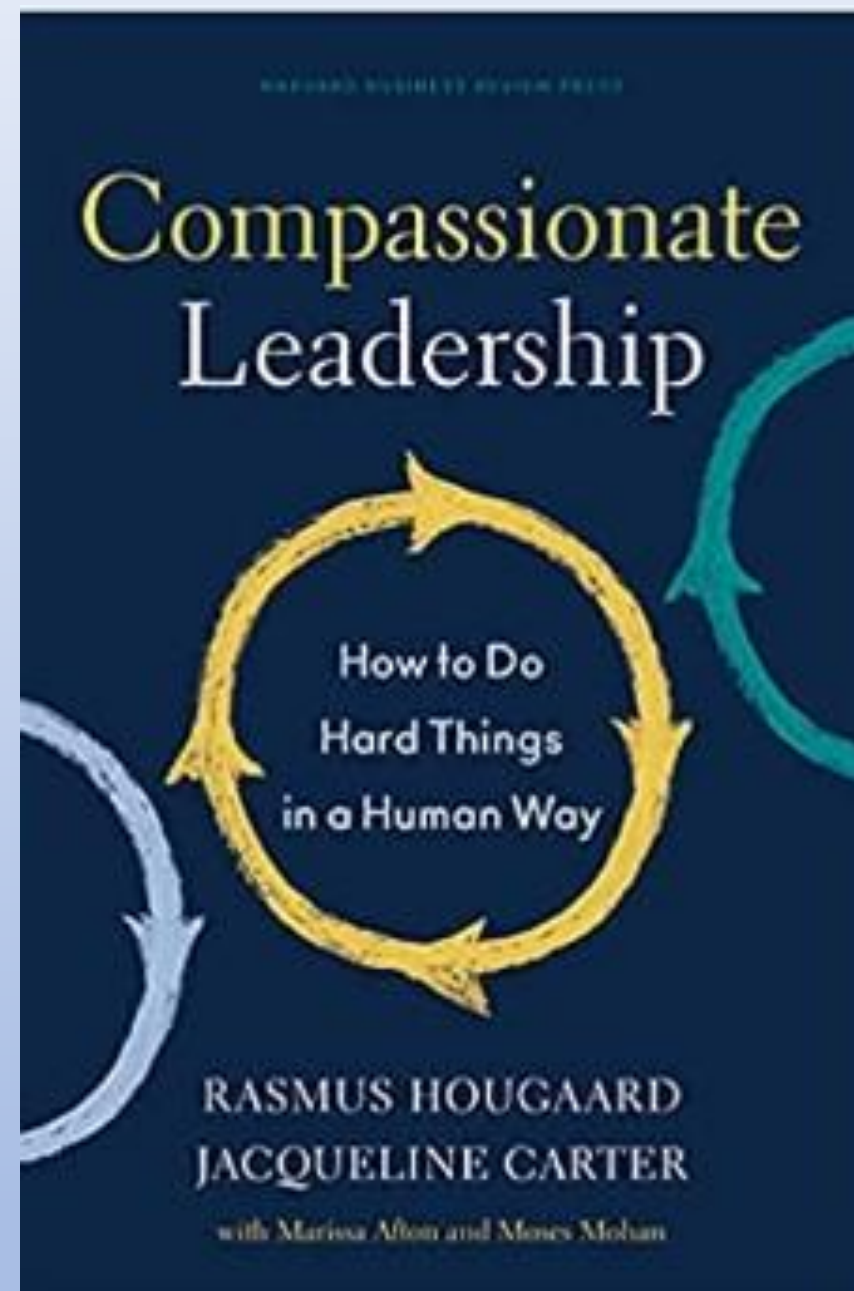
People are placing **higher levels of trust in their employer (76%) and CEO (63%)** post the pandemic. (Edelman)

Leaders need to care for employees experiencing grief, anxiety, and uncertainty.

CEOs say their **top priority is delivering innovation** through an **empowered remote workforce**. (IBM)

41% of adults have reported **symptoms of anxiety or mental health challenges**, up from 19% in 2019. (Kaiser Family Foundation).

Anxiety is on the rise as employees return to offices.



Rasmus Hougaard



Jacqueline Carter





Choice 1
Good Person

Choice 2
Hard Leader

Nice
Empathetic
Caring

Another
Choice!

Get Things
Done
Accountable

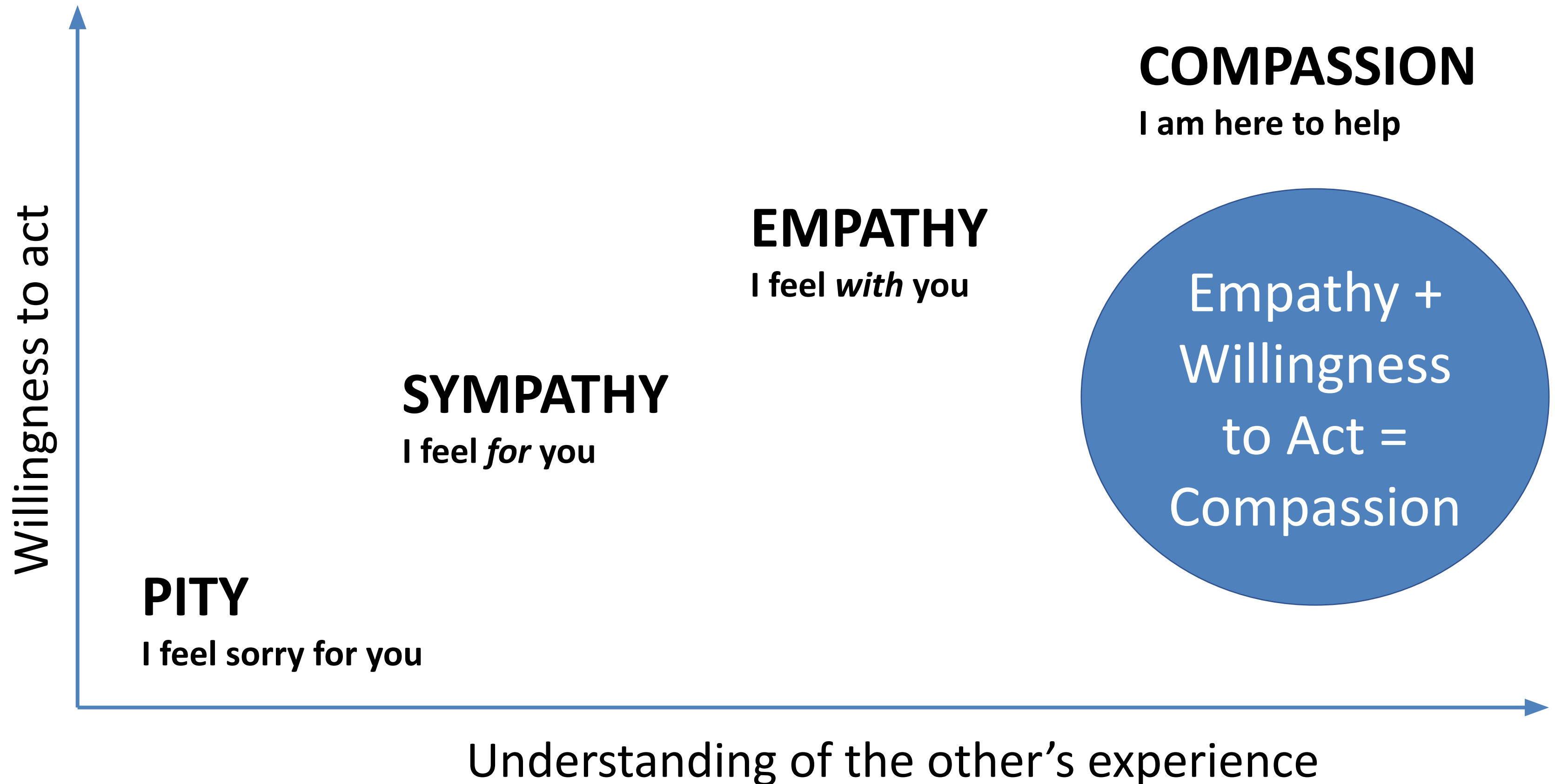
Choice 3

Doing hard things in a human way
by balancing:

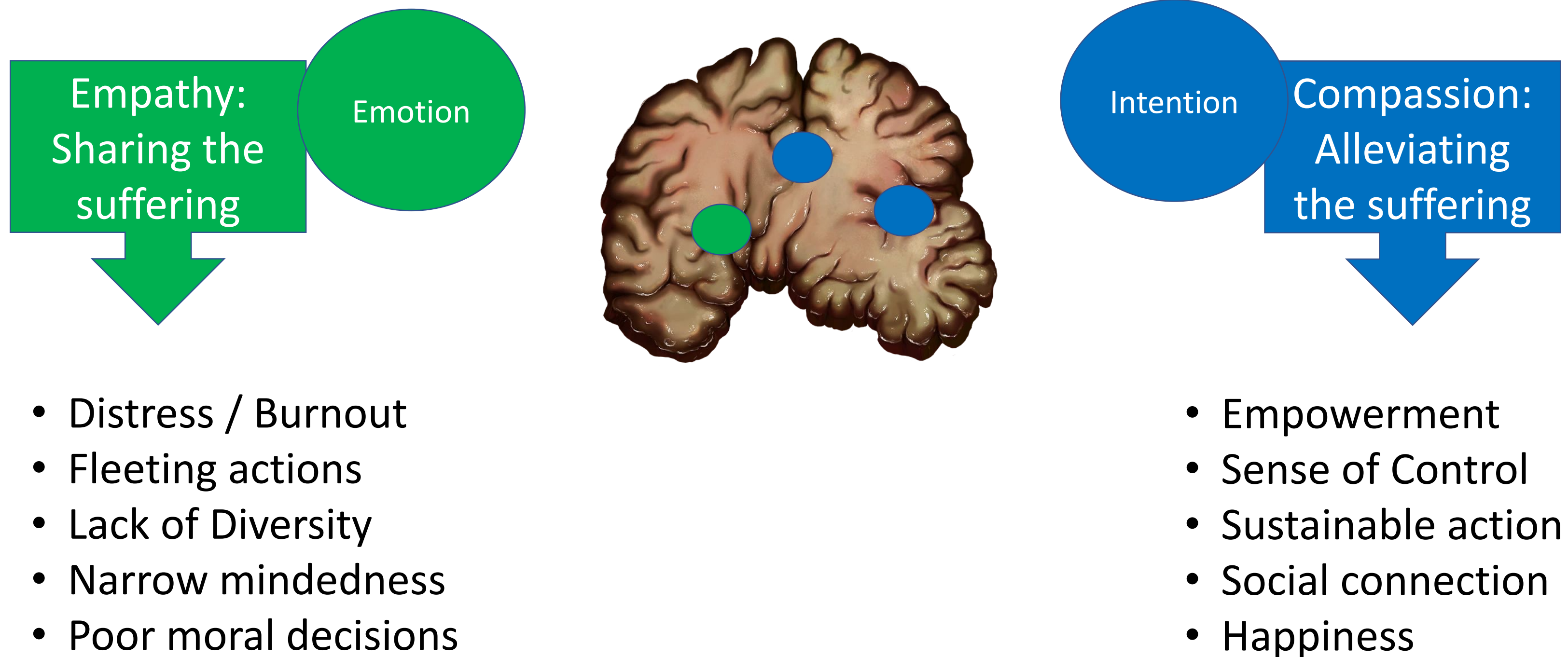
- Caring for your people
- Leadership wisdom
to get things done



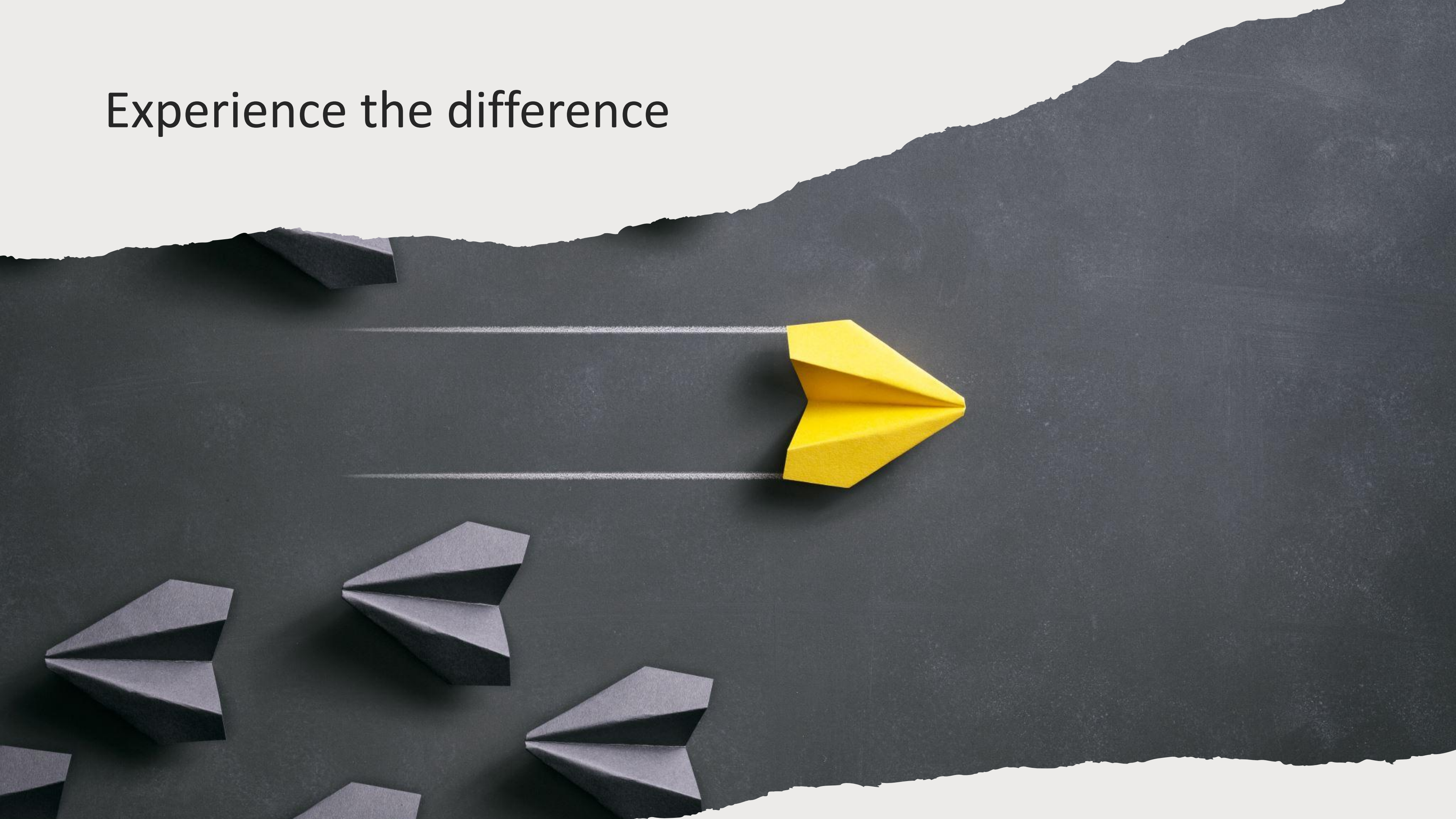
Landscape of Compassion



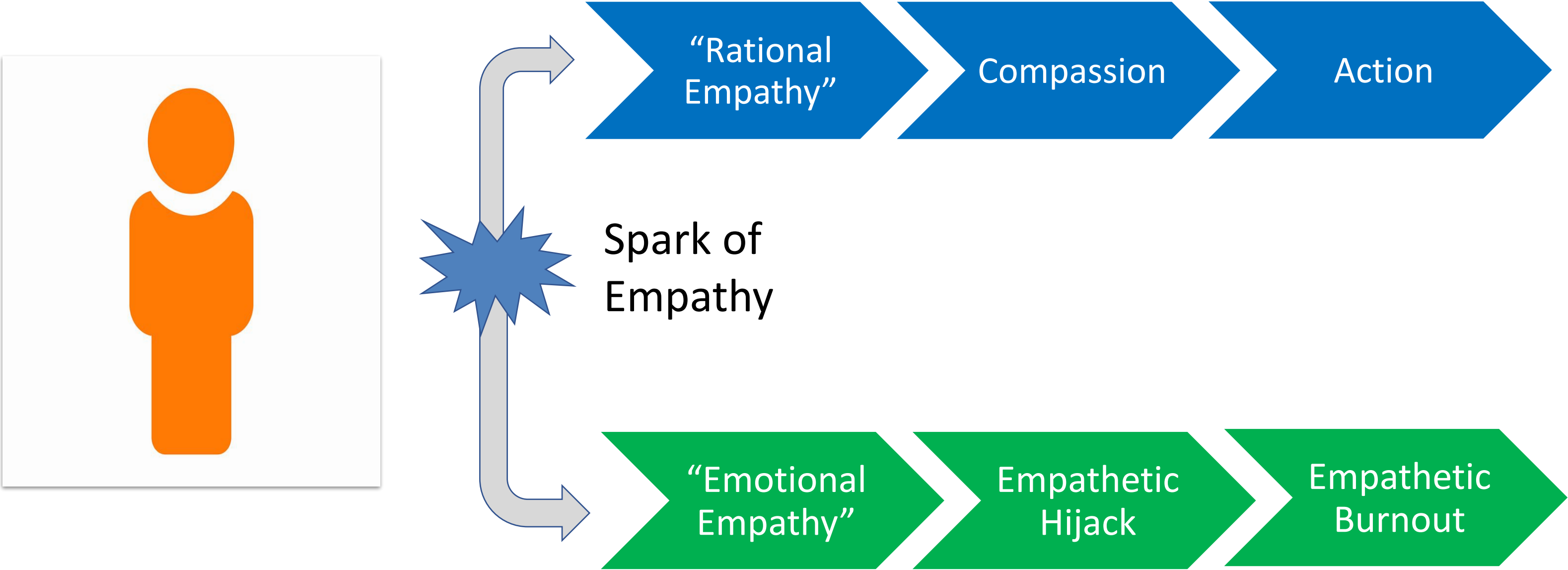
From the Research: Empathy vs Compassion



Experience the difference



Connect with Empathy, Lead with Compassion



Modern Leadership Requires Compassion + Wisdom



Compassion

Genuine care combined with
an intention to support and help.



Wisdom

Courage to be transparent and
to do what needs to be done.

Ø



A LEADER WITHOUT WISDOM OR COMPASSION (BASELINE)

C



A COMPASSIONATE LEADER

W



A WISE LEADER

C+W



A COMPASSIONATE AND WISE LEADER

Source: Potential Project

Job Satisfaction

Ø



C



+34 %

W



+35 %

C+W



+86 %

Decreased Burnout

Ø



C



+22 %

W



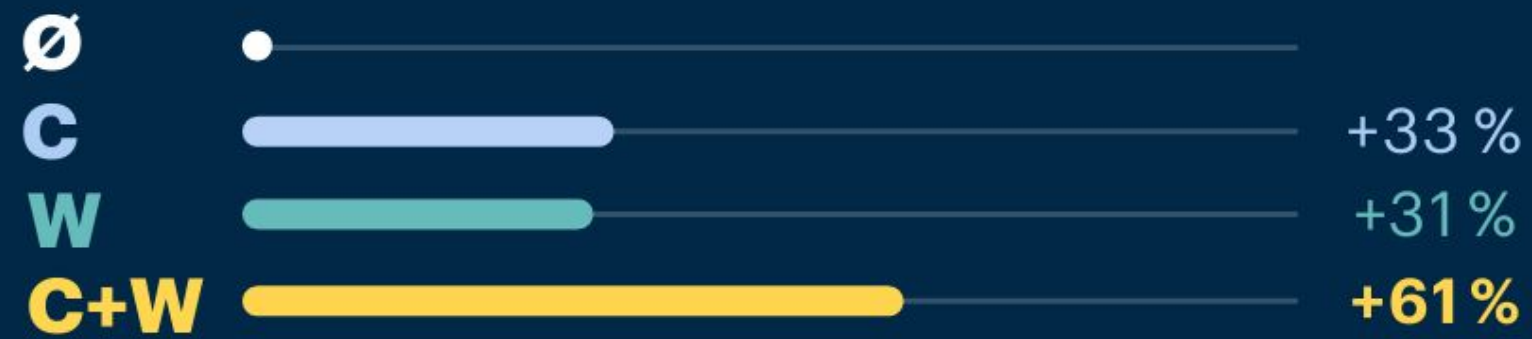
+25 %

C+W

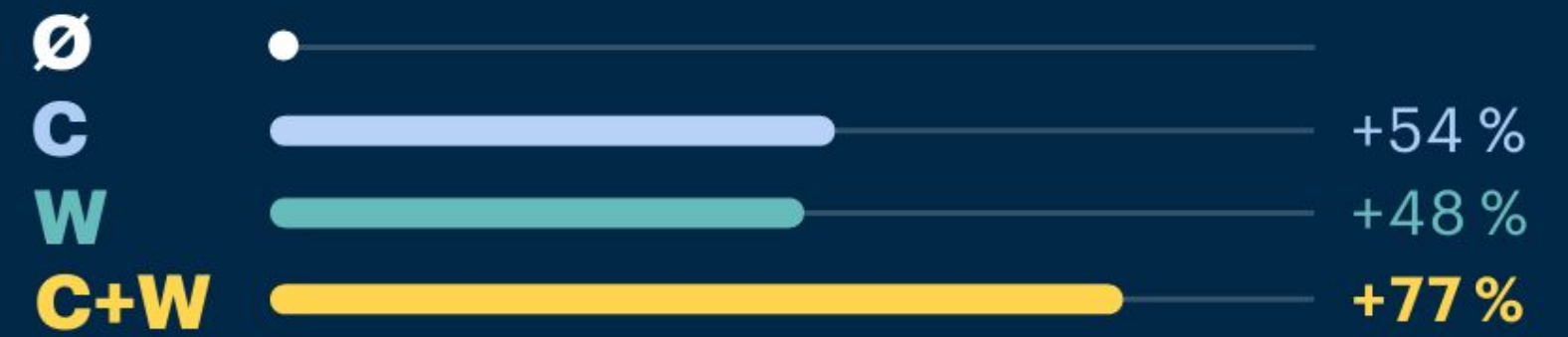


+64 %

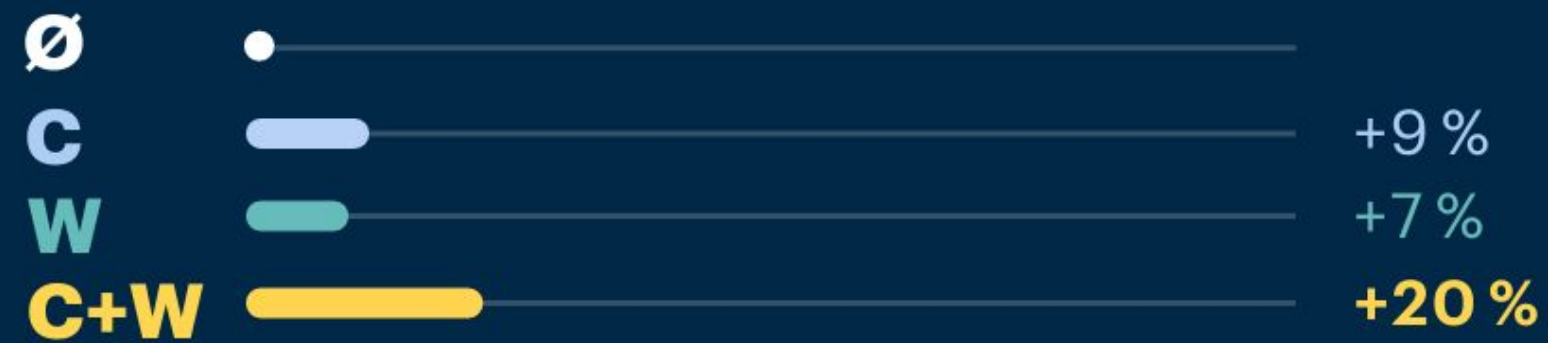
Organizational Commitment



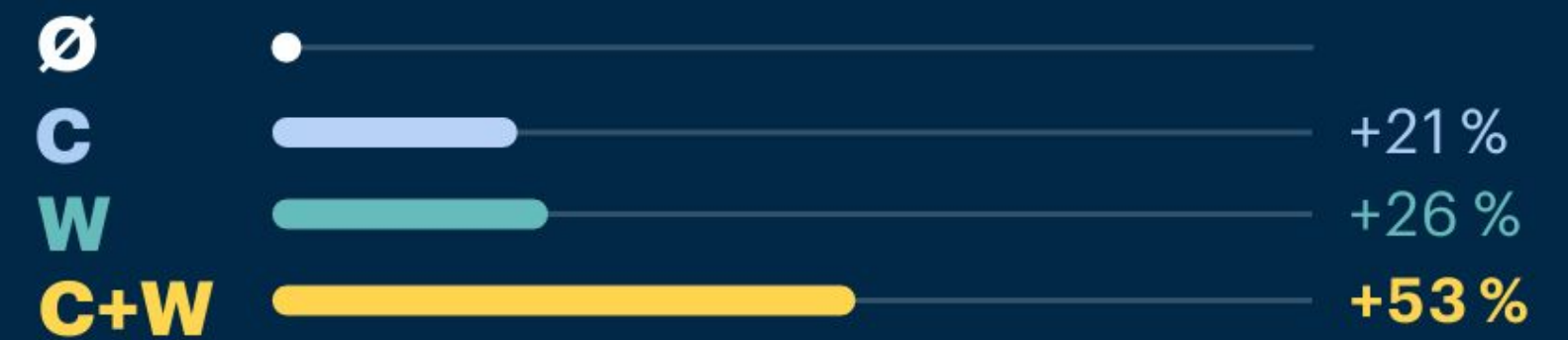
Satisfaction With Leader



Job Performance



Job Engagement



Matrix of Wise Compassion

Ignorant


Caring

1 Caring Avoidance Letting care be a barrier to action	2 Wise Compassion Doing hard things in a human way.
3 Ineffective Indifference Lacking care & not delivering results	4 Uncaring Execution Putting results before people's well-being

Uncaring

Wise





Menti Poll

Which quadrant do you operate in most of the time?

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Caring

Ignorant

Wise

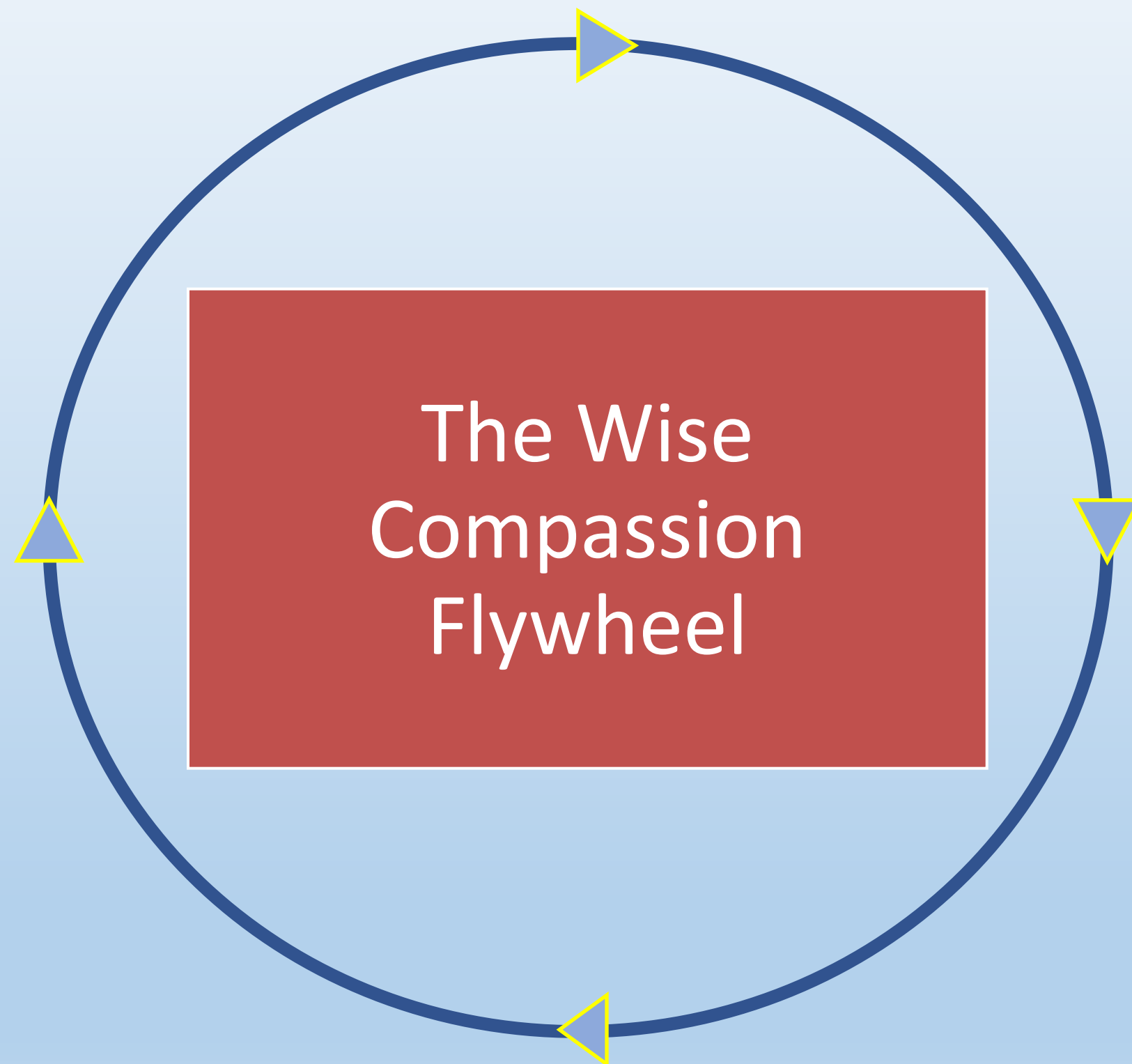


**Matrix of Wise
Compassion**

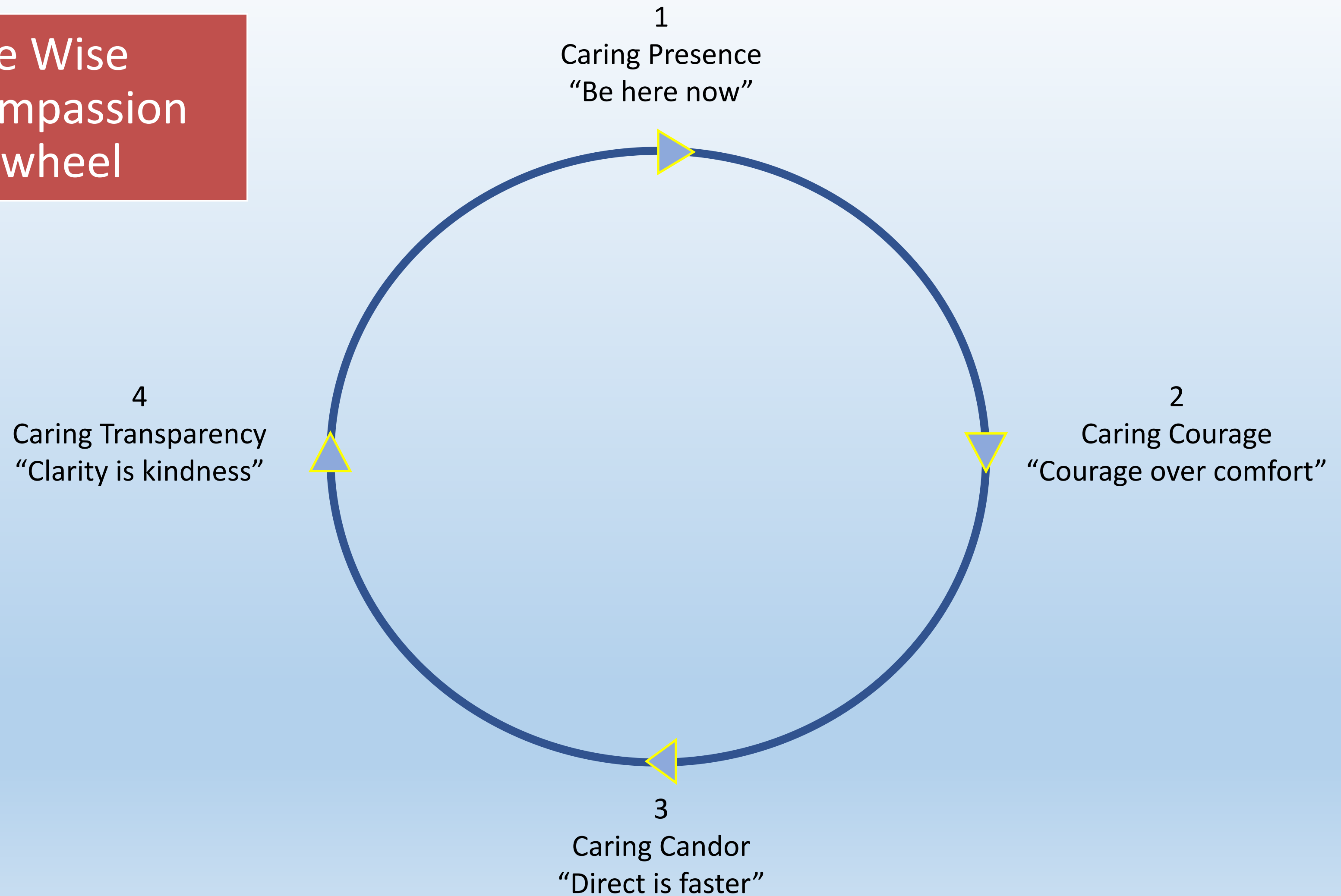
20,000 leaders

1 Caring Avoidance 16%	2 Wise Compassion 42%
3 Ineffective Indifference 22%	4 Uncaring Execution 20%

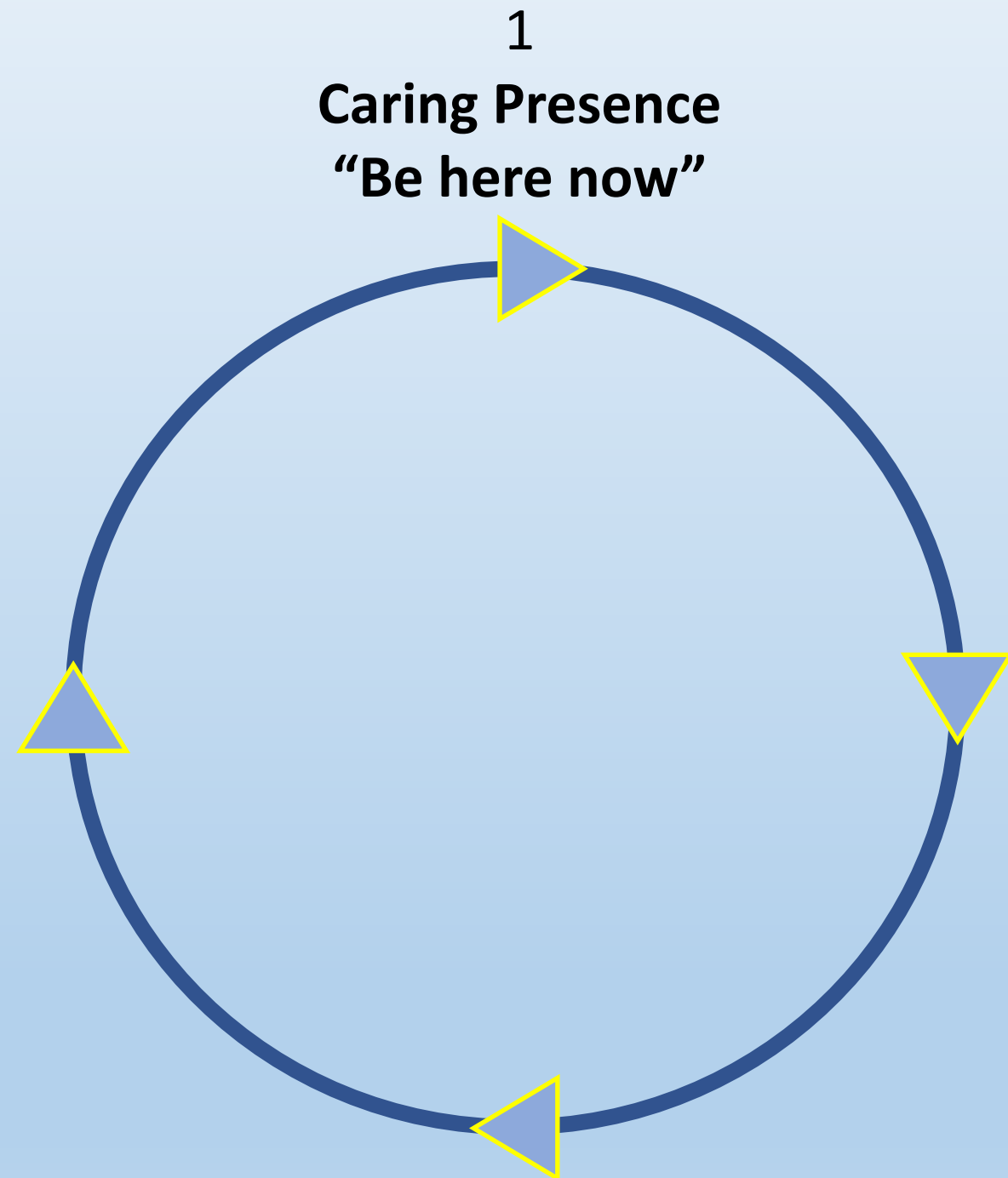
Uncaring



The Wise Compassion Flywheel

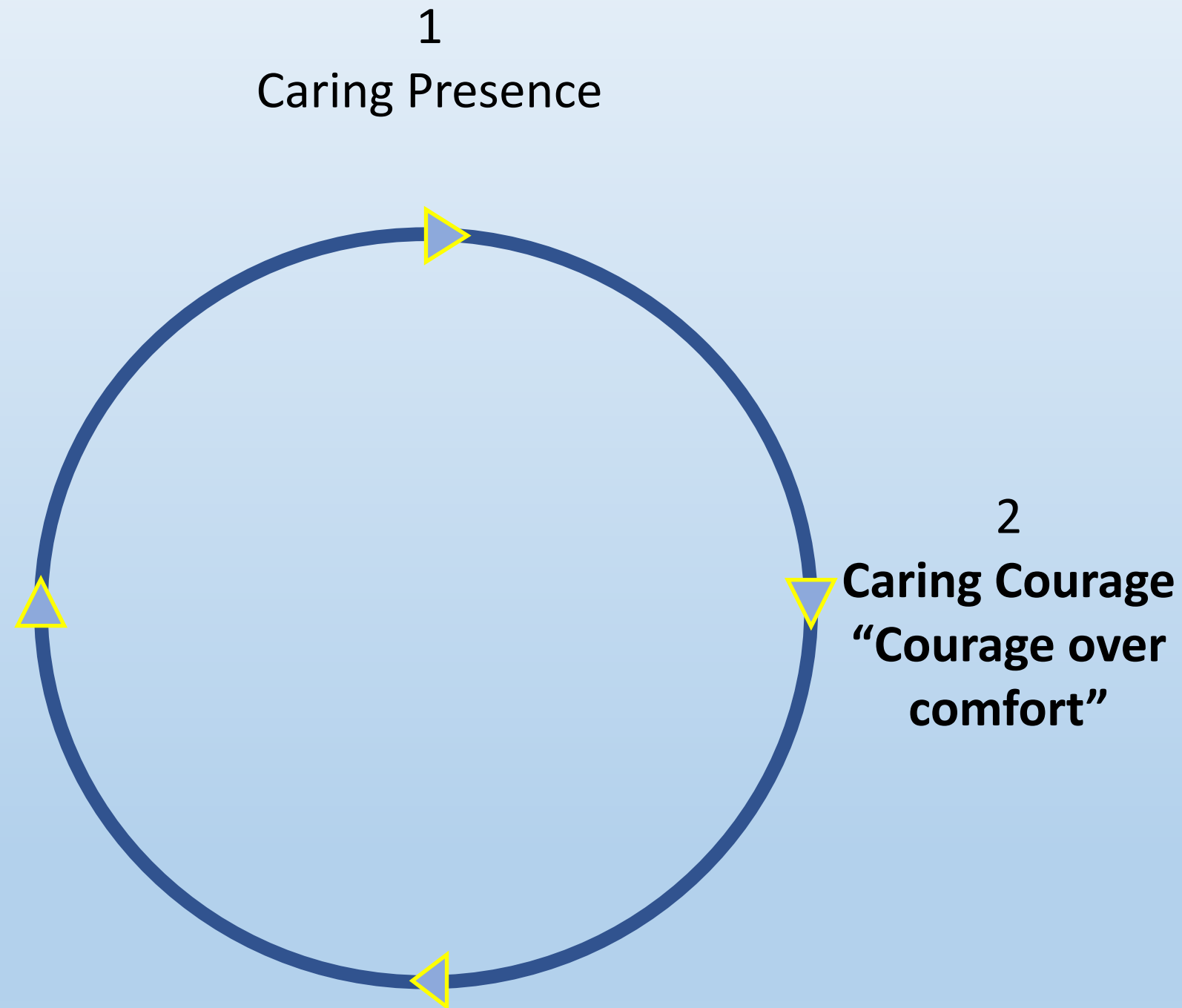


Strategies for cultivating Caring Presence



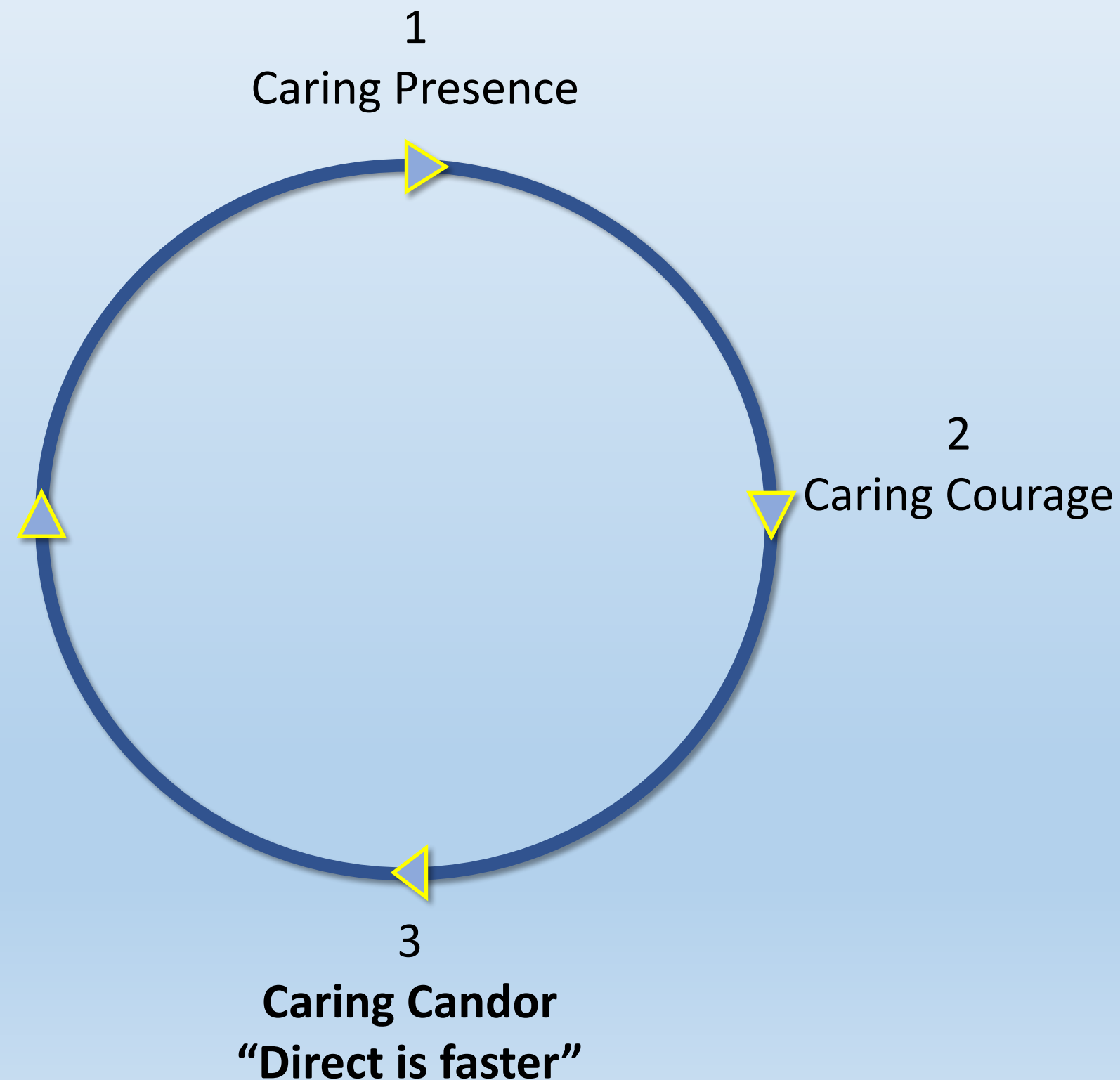
- **Use the power of “pause”**
(1 min of Awareness)
- **Have intention to be of benefit**
(2-2-2- Awareness, Intention Setting, Prioritization)
- **Be curious** (Double the “ask to tell ratio”)

Strategies for cultivating Caring Courage



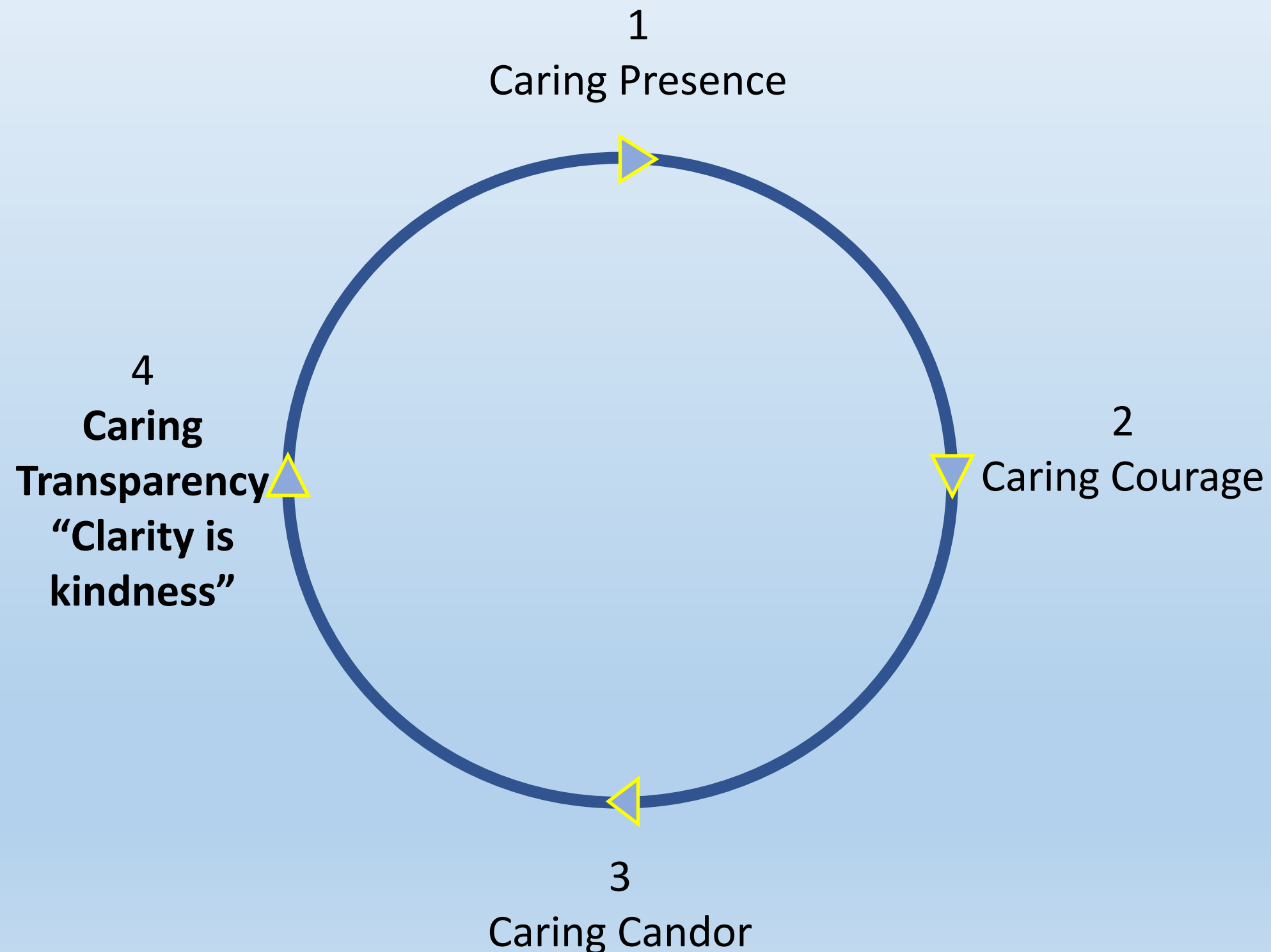
- **Comfort & growth cannot co-exist**
- **Avoid empathy trap**
(Breathe-Check-Release)
- **Get peer support**

Strategies for cultivating Caring Candor



- **Be mindful of setting & context**
- **Say it now, do it quickly**
(Don't wrap the grenade in bubble wrap)
- **Bottom line it first**
- **Be firm & decisive** (Personalize statements- "It is my decision...")
- **Avoid popularity game**
(Do the right thing)

Strategies for cultivating Caring Transparency



- **Strive for clarity as a state of mind** (Check for understanding)
- **Treat people as adults**
- **Make time for connection**
- **Encourage dissent**
- **Demonstrate humility**
- **Show your true self** (Be vulnerable; admit what you don't know)

1. Caring Presence: “Be here now”

- Use the power of “pause”
- Have intention to be of benefit
- Be curious
- Suspend assumptions

2. Caring Courage: “Courage over comfort”

- Comfort & growth cannot co-exist
- Avoid empathy trap
- Get peer support

4. Caring Transparency: “Clarity is kindness”

- Strive for clarity as a state of mind
- Treat people as adults
- Seek clarity to enhance clarity
- Make time for connection
- Encourage dissent
- Demonstrate humility
- Show your true self

3. Caring Candor: “Direct is faster”

- Be mindful of setting & context
- Say it now, do it quickly
- Bottom line it first
- Be firm & decisive
- Avoid popularity game
- Have zero tolerance for value breakers



Take-Aways

- ★ **Connect with Empathy, Lead with Compassion**
- ★ **Bring Wisdom AND Compassion to your Leadership**
- ★ **Use the Wise Compassion Flywheel to enhance Trust, Psychological Safety, and Performance**



Menti Poll

Which of the four qualities do you see as most important for leaders to develop in your organization?

Or what resonates with you?

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Code

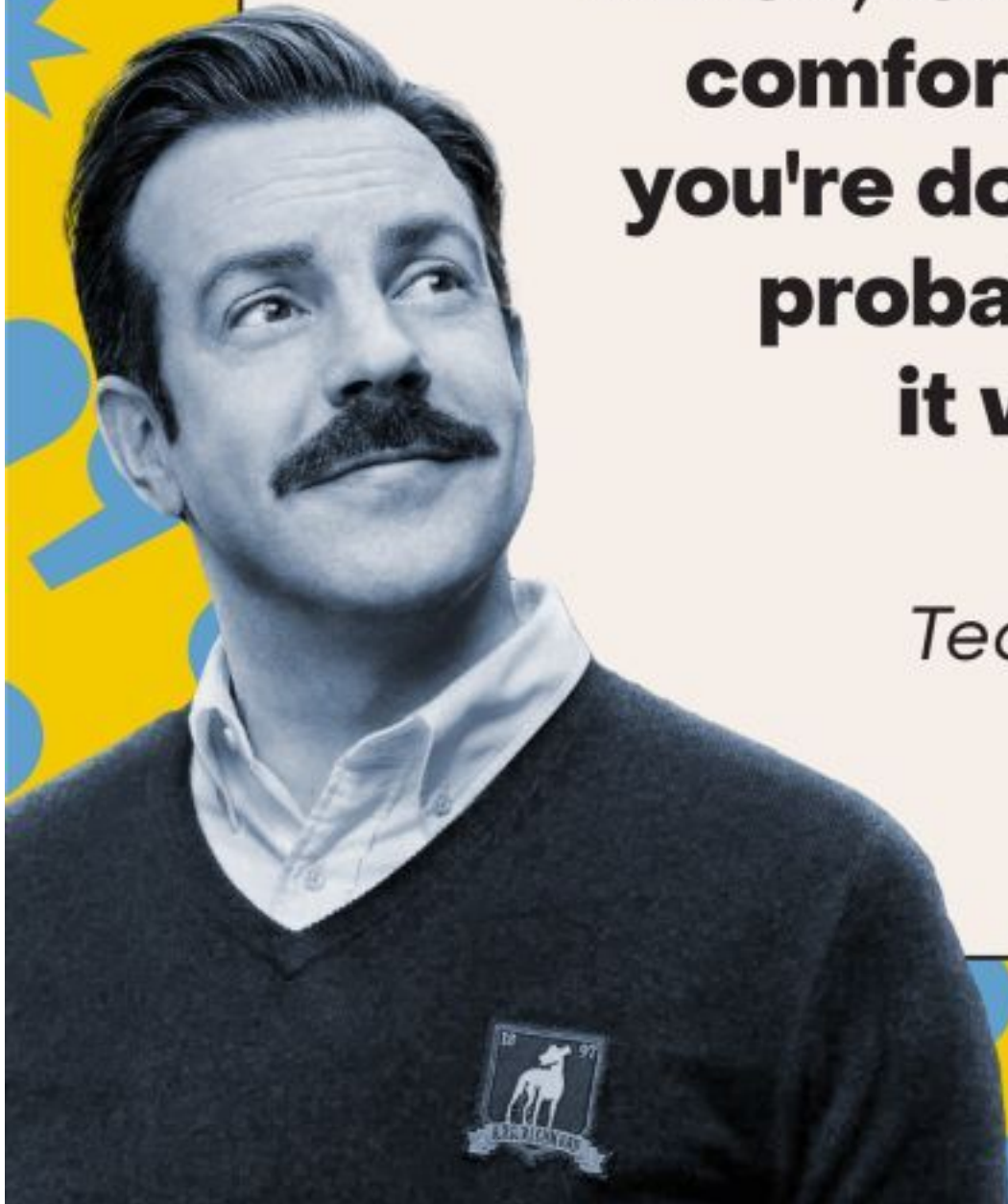
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Challenge

Pick one of the four stops on the Wise Compassion Flywheel to work on in the next week.

Record your observations:
What impact did it have on you?
What was the impact on others?



A man with a mustache, wearing a dark sweater over a light-colored collared shirt, is looking upwards and to the right. He is positioned in the lower-left corner of the image. The background is a bright yellow with a pattern of blue stars and musical notes. A large, light-colored rounded rectangle is centered in the upper half of the image, containing text.

**Taking on a challenge
is a lot like riding a
horse, isn't it? If you're
comfortable while
you're doing it, you're
probably doing
it wrong.**

Ted Lasso



Resources

[Becoming a More Humane Leader](#) HBR article- Hougaard & Carter

[A New World, A New Kind of Leadership](#) Infographic by Potential Project

UC Berkeley Greater Good Science Center on [Compassion](#)



Thank You!

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