

# PRAELISCERE

## EMPATHY AND ACCOUNTABILITY

We may come across situations at work with colleagues where empathy and accountability need to play a balanced role. There are three scenarios below that show different responses to a situation with focusing on accountability and empathy. You most likely fall naturally into one of the three scenarios. This exercise can help talk through responses and where you can grow.

### SCENARIO #1

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Leading with more empathy than accountability.

A staff member has been rude, belittling, and short when speaking with coworkers and customers. The leader approached this staff member to discuss their behavior. The coworker shared a lot of stresses are going on at home. The leader said they understood, empathizes with them, mentioned to work on the behavior and the conversation ended.

#### DISCUSSION QUESTIONS

- What is a positive of handling the situation this way? What is a negative?
- How do you think this response will affect the staff member moving forward? Affect the team moving forward?

### SCENARIO #2

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Leading with more accountability than empathy.

A staff member has been rude, belittling, and short when speaking with coworkers and customers. The leader approached this staff member to discuss their behavior. The coworker shared a lot of stresses are going on at home. The leader said they understood, skimmed over empathizing with them, dove into steps/actions they need to take with resolving their behavior and the conversation ended.

#### DISCUSSION QUESTIONS

- What is a positive of handling the situation this way? What is a negative?
- How do you think this response will affect the staff member moving forward? Affect the team moving forward?

### SCENARIO #3

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The final scenario is with more of a balance between empathy and accountability.

A staff member has been rude, belittling, and short when speaking with coworkers and customers. The leader approached this staff member to discuss their behavior. The coworker shared a lot of stresses are going on at home. The leader said they understood, empathized with them, discussed next steps/resolution moving forward with handling their emotions. A scheduled touch base was planned for the next week.

#### DISCUSSION QUESTIONS

- Discuss more in depth the response from the leader with breaking down (even writing a script) with empathizing, discussing next steps/resolution, and planning a touch base.
- What is a positive of handling the situation this way? What is a negative?
- How do you think this response will affect the staff member moving forward? Affect the team moving forward?
- What scenario do you tend to more naturally fall into with similar scenarios?
- What steps will you take moving forward to create more balance with empathy and accountability?