

Harness Emotions to Be More Effective



Timeo-Performance
Get results

CrossKNOWLEDGE
A Wiley Brand
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QUICK VIEW



100% distance-learning



Approximately
6-8 hours



All staff members,
managers

In our increasingly digital world, empathy and connection are essential tools for establishing more human interactions. This groundbreaking collection offers real-world insights as well as practical ways to increase empathy skills organization-wide. It shows how empathy improves productivity, innovation, and profitability. Moreover, it reveals that, by changing the mindset of individuals, teams and organizations, empathy can actually revolutionize the workplace.

FOLLOW THE PATH

Analyze your feelings
and needs

1

Use your feelings to
make better decisions

2

Develop your ability
to connect

3

Improve your listening

4

Define your team's DNA

5

Improve your team's
productivity

6



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Internationally recognized author, business consultant, facilitator, keynote speaker and Nonviolent Communication (NVC) practitioner. Best-selling author of *The Empathy Factor - Your Competitive Advantage for Personal, Team, and Business Success*.

FOR PROVEN BENEFITS

Increase productivity
by building stronger
relationships



Manage and use your
emotions more effectively