

LEADING WITH EMPATHY

Todd Finders



— Empathy

Actively sharing in the emotional experience of another person.



Leadership

The action of leading a group of people

— Empathetic Leadership

The action of leading a group of people, by **genuinely** identifying with others and understanding their point of view



Me

Hometown Population

300



Me

High School Graduating Class

36



Me

College Education

Community College



Me

College Education

Iowa State University



Me

MBA

Executive MBA (15 Years after Bachelor)



Me

Spouse

Married to High School Sweetheart (31 years)



Me

Family

3 boys, all married, 3 grandkids

Me

Jobs

Help Desk Intern

IT Manager

Help Desk Co-op

IT Director

Help Desk Technician

Director, Data Center

LAN Administrator

Services

Database Administrator

Group CIO

Software Developer

Platform CIO

Hardware Developer

CIO

Product Manager

CIO





In Action

Remember Where You Came From



In Action

Acknowledge That You Don't Understand



In Action

Seek to Understand



In Action

Pay Attention



In Action

Surround Yourself With People Who Help Manage Your Ego



Keys to Empathetic Leadership

Be Prepared

Be Passionate

Be Proactive

Be Patient

Keys to Empathetic Leadership

Be Courageous

Be Committed

Be Collaborative

Be Curious