

# Want employees to work harder, leaders show empathy

Many studies confirm that leaders who understand sympathy and understanding employees will motivate them to work harder and more effectively.

**A recent study confirms that expressing empathy with employees is likely to make businesses more successful.**

This study, conducted by Businessolver, a provider of employee welfare fund management services, shows that employees are more likely to work for a boss who understands their feelings. Moreover, they work harder and want to contribute more to the organization.

Specifically, 56% of the surveyed workers indicated that they wanted to work for a company where management understood their needs, 35% said they would "jump" to work for a business. another - where there is no discrimination in terms of age, race, gender, region, political opinion, ethnicity or other issues; Wages are paid on the basis of ability and a boss knows sympathy for workers. In addition, 40% of respondents will be willing to work overtime if the leader understands their contribution and efforts.



According to the author of the study, *"in a business organization - where empathy is prioritized, people will be willing to overcome the limits set by themselves, be more loyal and want to devote themselves to porcelain. Even, they are the factors contributing to increasing the NPS index (Net promoter core) - a measure of customer satisfaction "*.

However, the problem here is that many leaders overestimate their ability to understand employees' feelings: 60% of CEOs insist that their company maintains a sympathetic attitude in culture. work, while less than half of workers feel this. In addition, 31% of employees believe that the business they are working with is more concerned with profit than they are.

*"The report shows a huge gap between CEOs and employees when it comes to empathy,"* said Jon Shanathan, Businessolver's CEO.

A large number of people participated in the survey - about 46% said that company leaders should create a harmonious atmosphere for everyone by making the spirit of sympathy spread throughout the organization.

Researchers recommend that business owners do a better job of training junior managers to show empathy to employees when communicating with them. The study found that 3 behaviors that reflect a company focused on building "sympathetic culture" are **listening more than speaking, being patient and taking the time to talk directly to each employee.**

Adam Waytz, an associate professor of research in management and organizations at Northwestern University's Kellogg School of Management, said, *"Many other research programs have begun to show evidence that empathy is weak. The factor creates unity in the working environment and has an important influence on the net profit of the business".*



These studies have contributed to the assertion that all leaders need to pay more attention to understanding the emotions and lives of workers.

Here are 5 behaviors that show sympathy that each company needs to pay more attention to, based on the opinions of the survey participants:

1. Be nice to employees.
2. Listen to customers' needs and feedback.
3. Conduct ethical business activities.
4. Pay attention to the mental health of employees.
5. Pay attention to the physical health of employees.

So from now on, the leaders need to pay more attention to the thoughts, feelings and life of the staff at their company, at the same time, encourage the development of "sympathetic culture" and share .

*Note : The study is based on surveys with the participation of 1,730 adult Americans, including 165 CEOs in companies with more than 100 employees, 100 HR professionals and 740 employees. Full-time (not CEO or HR expert).*

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