

# WOMEN

## AND THE FUTURE OF WORK

BY CATALYST

### DEMONSTRATING **EMPATHY** AT WORK

The future of work is now. Today's disruptive events, social movements, shifting paradigms, and technological advancements have created a state of flux in the workplace, affecting how, when, and where we work. The quickening pace of change means that it's more critical than ever for organizations to foster flexibility, inclusion, and people skills, such as empathy. Institutions and leaders who create more human, inclusive, and flexible workplaces that work for everyone become more resilient, gaining a competitive advantage in the future of work. The solutions offered in this training are designed to prepare you for this climate of change, positioning your organization as a more equitable and inclusive workplace now and into the future.

#### EMPATHY IS A CRITICAL FUTURE OF WORK SKILL

- Empathy is the skill of showing care, concern, and understanding to the life experiences of others. It empowers people to pause, acknowledge, and appreciate others' thoughts and feelings.
- Empathy is the foundation for creating an equitable, inclusive, flexible, and remote-work environment for your organization.
- Catalyst research finds the skill of empathy has positive business outcomes for your organization and your employees, such as increased engagement, innovation, and inclusion, and decreased burnout and intent to leave.
- Empathy training focuses your leaders on bridging the empathy gap—when leaders mistakenly think they are better at exhibiting empathy than their employees perceive them to be. This will help your leaders create connections and support the lived experiences of your workers, positioning your organization to better weather rapid change as the paradigm shifts around life and work.
- Organizations and leaders who demonstrate empathy will better attract, retain, and promote talent. Building empathy skills allows your organization to create a future-forward workplace culture honoring the life and work needs of your workforce—so people can belong, contribute, and thrive.
- Empathy is also a foundational technical skill for the future of work in customer experience (CX), user experience (UX), and design thinking.

#### ABOUT DEMONSTRATING EMPATHY AT WORK

Take your learning to the next level to better demonstrate empathy in the workplace. In this two-hour virtual instructor-led training, you will be empowered with specific empathy strategies you can apply immediately, examine video-based examples of empathy in action, and receive personalized feedback on your empathy skills.



**Audience:** Managers and above

**Format:** Two-hour virtual instructor-led training

**Number of Participants:**

Recommended class size: 30  
(maximum 50)

**Fee:** USD \$6,500 | CAD \$6,500 | €5,000

Bundle pricing available

#### START MAKING CHANGE

Learn how your organization can build an equitable, people-first culture to succeed in the future of work with Catalyst Supporter-only Women and the Future of Work learning solutions.

Interested in attending or hosting a session? We'd love to hear from you! Please contact [futureofwork@catalyst.org](mailto:futureofwork@catalyst.org).

