

# Many Industries, One Workplace Value

## How Employees in Different Professions View Workplace Empathy — And Why it Matters

Our 2018 State of Workplace Empathy study shows that employees value workplace empathy more than ever. For employers competing for talent, they know they must address this. But how?

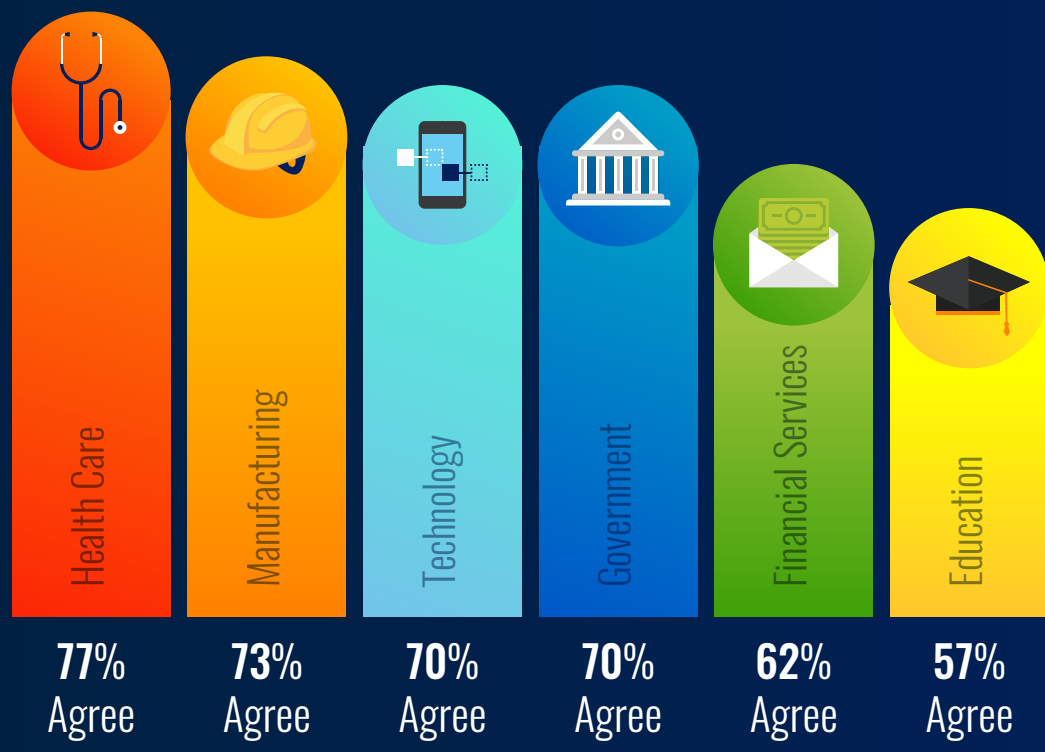
A good place to start is by knowing how those in your industry feel about workplace empathy. After all, it can mean something different to a factory worker versus an investment broker or an educator.

**We wanted to know more, so we asked CEOs, HR pros and employees in various industries:**



## And here is what they had to say...

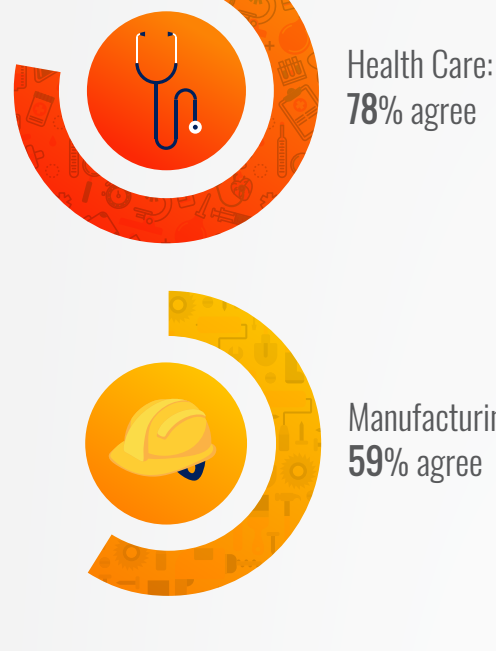
*"It's hard for people in my industry to show empathy."*



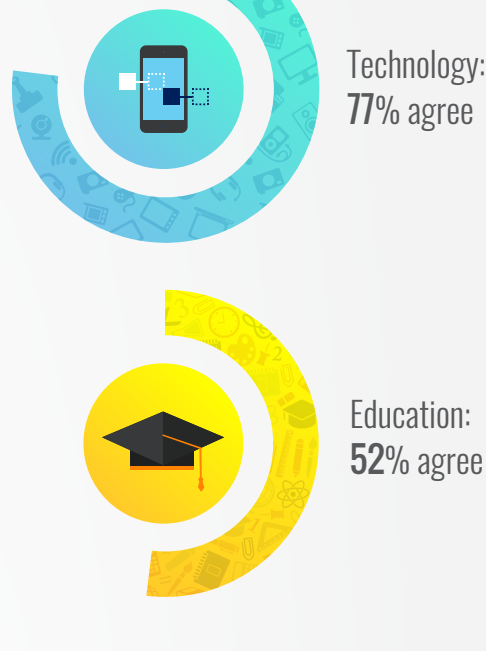
**It's clear that employees in every industry need help showing empathy.**

## Is technology the solution? It depends who you ask.

*"My industry knows how to use technology to connect with people."*

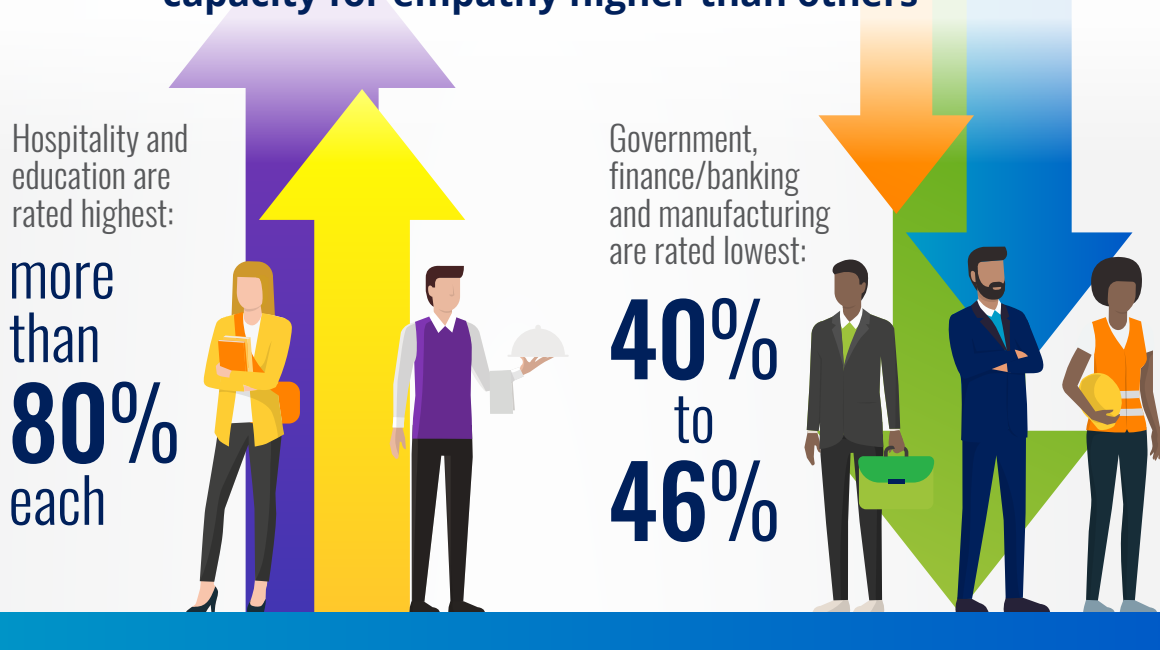


*"Personalized tech tools will make my organization MORE empathetic."*



## Key industry differences.

**CEOs, HR pros and employees rate some industries' capacity for empathy higher than others**



## Nature or nurture: Can empathy be learned?

*"Empathetic work environments happen because of training."*



**Empathy training programs can give employees the tools they need to increase empathy — and change their minds on nature vs. nurture.**

## What should leaders do?



### Implement 'Technology with Heart':

Understand employees' feelings about technology and make sure your tools leverage empathetic design. If your employees see tech as a partner — not a competitor — they're more likely to be engaged in their work and view your company as an empathetic employer.



### Ask, Listen and Communicate:

Meeting your employees' different needs for communication makes them feel that you're listening to and understand them. Recognize and acknowledge the different needs of your multigenerational workforce.



### Flex Your Empathy Muscles:

Like any training program, working your empathy muscles makes them stronger! Explore ways to hold empathy training sessions and equip your employees with tools to be more empathetic for an improved culture — and bottom line.

**Want to learn more about different industries and how they view empathy?**

**2018 State of Workplace Empathy Study**



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