



THE POWER OF EMPATHY @ WORK WITH SELF ASSESSMENT



Presented by
PHILIP LAI

Author of the best seller
"The Power of Empathy"

LEARN ANYTIME AND ANYWHERE!



SAVE
COST



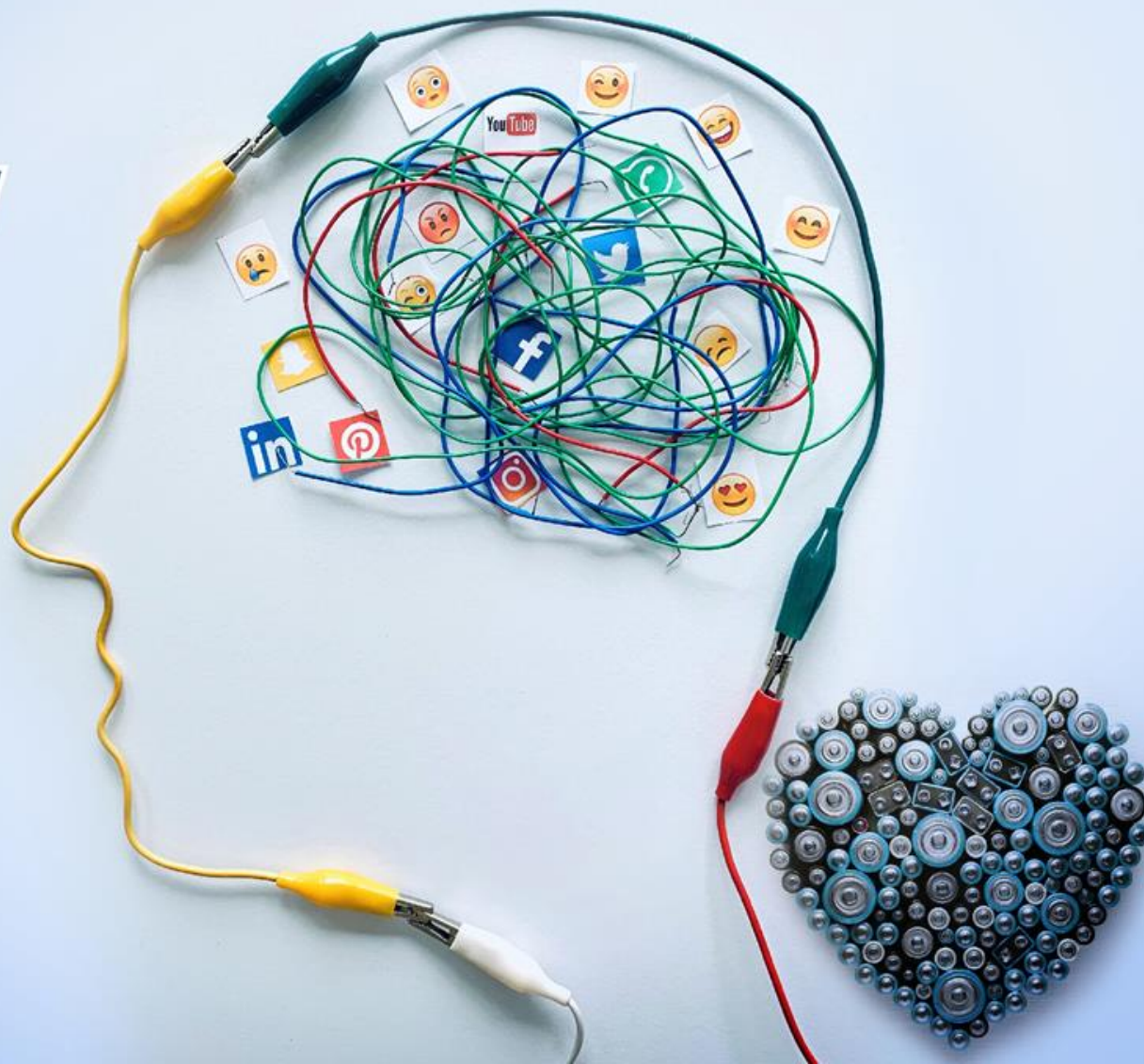
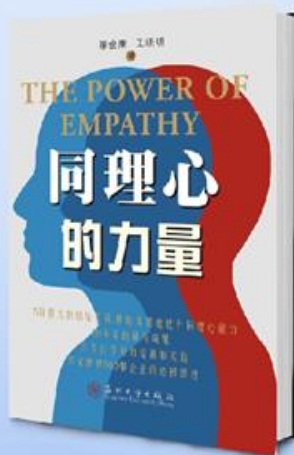
SAVE
TIME



STAY
SAFE



STAY
AHEAD



LEARNING OBJECTIVES



- Overview of Empathy and its interpersonal effectiveness and leadership implications in the workplace.
- Participants to walk away with a clear understanding of what empathy is and a clear road map for developing one's power of empathy.



WHO SHOULD ATTEND

- All leaders, managers to the top management, who would like to learn how to lead with empathy or become an **empathetic leader**



COURSE OUTLINE



- Completion of the online POE Assessment **BEFORE** the Webinar
- What is Empathy?
- What it matters in the workplace?
- How Empathy is to be developed?
- POE Assessment Debrief
- [See Philip's Introductory Video](#)



COURSE LEADER PROFILE



- Master of Education (Counselling Psychology), Bachelor of Social Work - University of Manitoba, Canada.
- Post-Graduate Certificate in Business Administration – City University of Hong Kong
- Held senior leadership positions at Digital Equipment Corporation, Oracle Corporation, and General Electric Company
- Author of "The Power of Empathy" published in China in 2016
- Designed and conducted over 100 Assessment Centers (AC's) in Asia Pacific
 - Assessed and coached hundreds of hi-potentials
 - Pioneered AC in Tencent Group (one of the largest Internet companies in the world)



COURSE LEADER PROFILE



- Developed multiple curricula and train-the-trainers for PingAn Corporate University (the largest corporate university in China) with more than 10,000 participants attending the
- Certified in MBTI, "7 Habits of Highly Effective People", DISC
- Distinguished Toastmaster: Dynamic speaker and facilitator across cultures
- Speaks fluent English and Chinese (Mandarin & Cantonese)
- Based in Greater Toronto Area, Ontario, Canada
- Areas of Expertise:
 - Presenting with Impact •Empathic Communication •Leadership Development •Building Trust & Rapport for Sales
 - Conflict Management •Teamwork Development •Conducting Effective Employee Dialogue •Stress Management
 - Youth Leadership Development •Visioning Workshop Facilitation •Development Workshop Design and Train-the-Trainers



COURSE LEADER PROFILE



Selected Clients' Testimonies

Senior Manager, DiDi Chuxing Technology Co. (acquired Uber China in 2016)

When I read the best-selling book "The Power of Empathy", I was deeply captured by it and was determined to introduce it to our team. Philip designed a course tailored to our customer service environment and helped us create a train-the-trainers program to enable our internal trainers to deliver the course to the entire service organization. This training course has become a main stay in our staff development curriculum, and it truly helps us develop an empathic listening capability and mindset that drive team effectiveness and customer satisfaction.

Senior VP, BASF Group (ETR: BAS)

Philip was instrumental in our leadership development efforts here in China for the past decade (2004-2016). He helped hundreds of our managers, especially those in the technical side of the business, to become better communicators and leaders through his various development workshops which were very well designed, delivered and received.

Senior Director, NIO (NYSE: NIO)

At NIO, we place enormous focus on superior customer experience in which empathy of our service professionals is a key success factor. Philip designed a series of bite-size workshops to help create an empathic culture that is crucial to our continued success. His workshops are hands-on and action orientated. They are well received by our teams.





www.itdworld.com

Follow us on    / ITDWORLD



MALAYSIA
ITD PENANG (Head Office)

Tel: +604 228 3869
E-mail: itdpg@itdworld.com

ITD KUALA LUMPUR
Tel: +603 6203
E-mail: itdkl@itdworld.com

U.S.A
ITD U.S.A
Tel: +480 545 2878
E-mail: itdusa@itdworld.com

SINGAPORE
ITD INTERNATIONAL PLE LTD
Tel: +65 85 556 001
E-mail: itdsg@itdworld.com

THAILAND
INTERNATIONAL ITD LTD
Tel: +662 116 9336 to 7
E-mail: itdbkk@itdworld.com

PHILIPPINES
ITD CONSULTING GROUP INC
Tel: +632 887 7428
E-mail: itdmanila@itdworld.com

CAMBODIA
ITD-LDC
Tel: +855-23 555 0505
E-mail: itdcambodia@itdworld.com

MYANMAR
ITD - BCTC
Tel: +959 765 222 103
E-mail: itdmyanmar@itdworld.com

BANGLADESH
INTERNATIONAL ITD LTD
Tel: +880 173 070 4688
E-mail: itdbangladesh@itdworld.com

VIETNAM
ITD VIETNAM
Tel: +84 28 38 258 487
E-mail: itdhcmc@itdworld.com

