

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.

COMPASSIONATE LEADERSHIP

DISCOVERING LEADERSHIP

Define Compassion

- Why is it important?
- What is it?
- How do you get it / do it?
- What happens when you do / don't get it ?



COMPASSIONATE LEADERSHIP

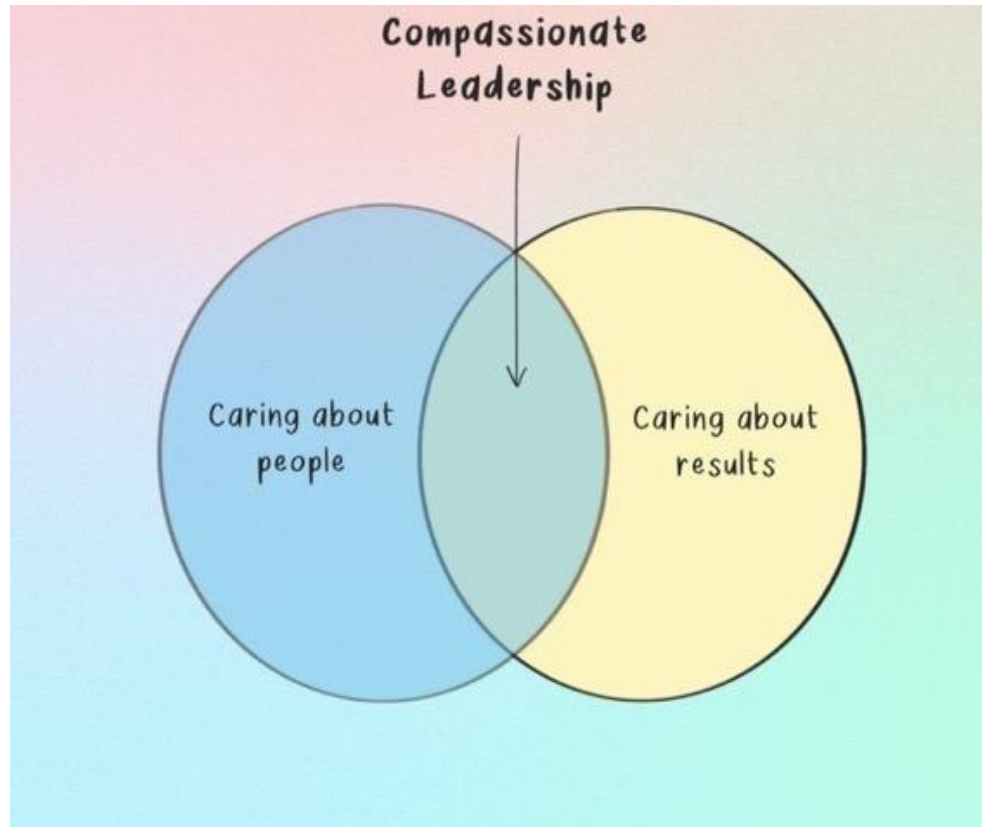
“ It takes courage and strength to be empathetic, and I'm very proudly an empathetic and compassionate leader.

Jacinda Ardern
Prime Minister of New Zealand

VITAL VOICES
GLOBAL PARTNERSHIP

A photograph of Jacinda Ardern, Prime Minister of New Zealand, speaking and gesturing with her hands. She is wearing a dark blazer over a patterned top.

WHAT IS COMPASSIONATE LEADERSHIP?





Attending

This means being present with and focusing on others – ‘listening with fascination’ ([Kline 2002](#)). Listening is probably the most important leadership skill and compassionate leaders take time to listen to the challenges, obstacles, frustrations and harms colleagues experience as well as listening to accounts of their successes and joys ([West 2021](#)).



Understanding

This involves taking time to properly explore and understand the situations people are struggling with. It implies valuing and exploring conflicting perspectives rather than leaders simply imposing their own understanding ([Gallo 2017](#)).



Empathising

This involves mirroring and feeling colleagues’ distress, frustration, joy, etc, without being overwhelmed by the emotion and becoming unable to help ([West and Chowla 2017](#)).



Helping

This involves taking thoughtful and intelligent action to support individuals and teams. Removing obstacles that get in the way of people doing their work (eg, chronic excessive workloads, conflicts between departments) and providing the resources people and services need (eg, staff, equipment, training) are the most important tasks for leaders ([McCauley and Fick-Cooper 2020](#)).

COMPASSIONATE LEADERSHIP – TO YOU AND FROM YOU

Shown to you


You to others



Ask yourself

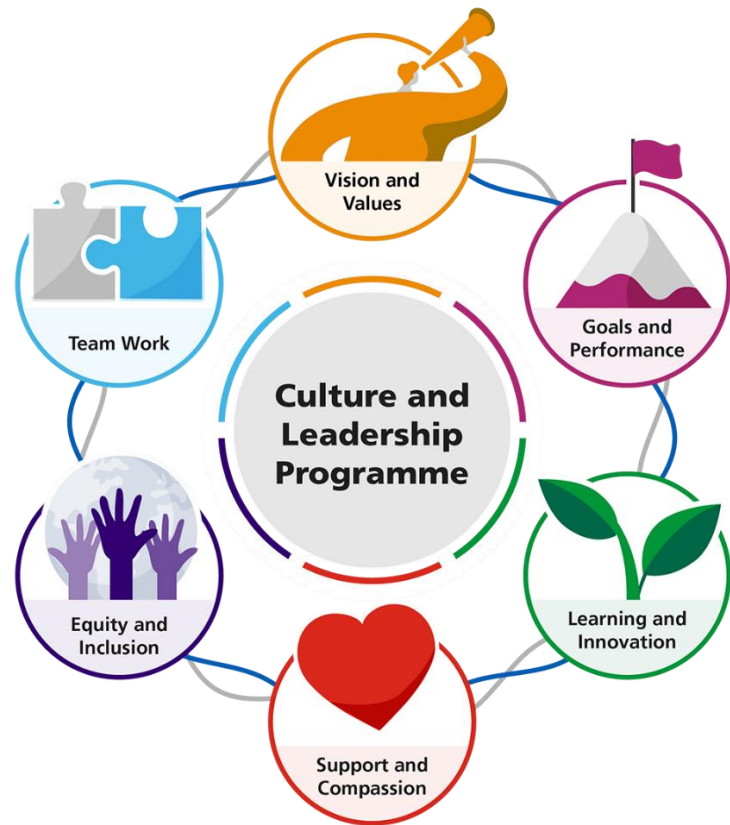
Share with someone else

Share with all

- Which elements were present?
 - What were the consequences and outcomes of both examples?
 - Which of the 4 elements came most easily?
 - Which may you want to focus on more?
 - What barriers, if any are there for you in modelling these to others?
 - How could you overcome?
 - Who do you know who does this well? What is there to learn?
- 

Breakout

HOW DO WE GET TO A COMPASSIONATE AND INCLUSIVE CULTURE?

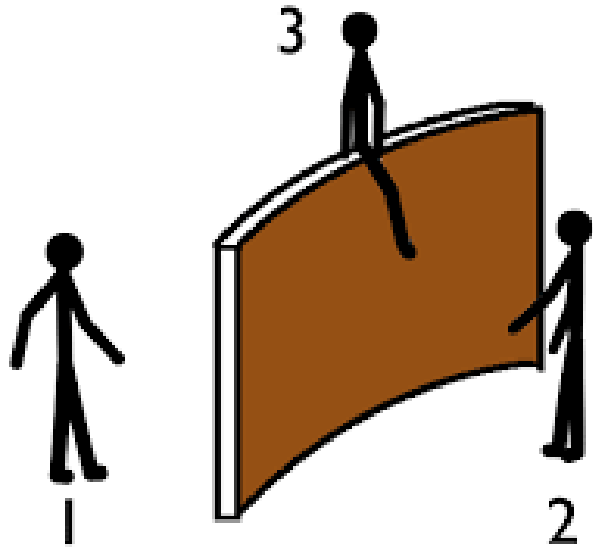


‘If we want to create cultures of high-quality, compassionate care, then we need to have leaders who embody the value of compassion as part of their continually-improving, high-quality leadership’

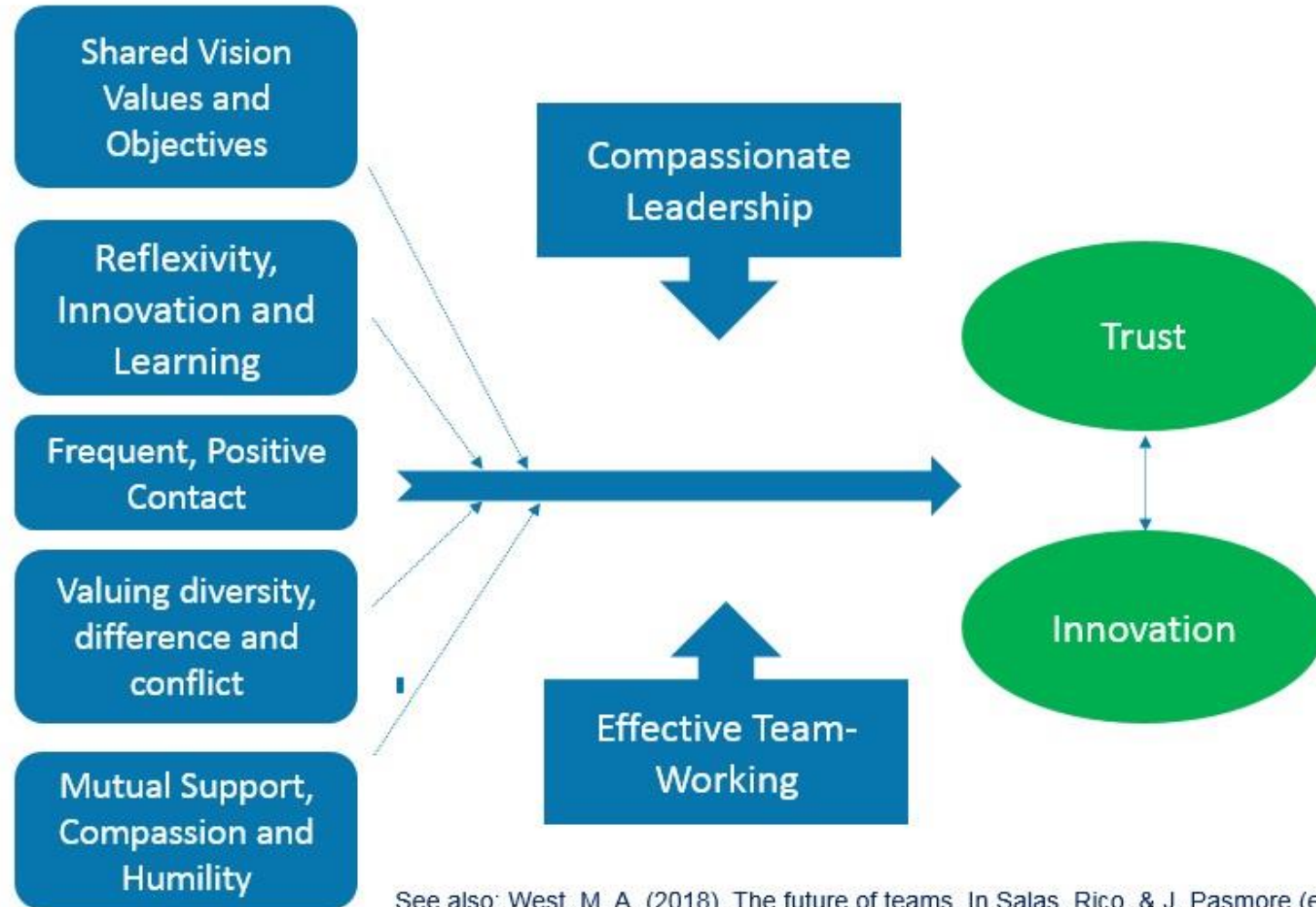
Michael West



WISDOM COMES FROM MULTIPLE PERSPECTIVES



Psychological Safety



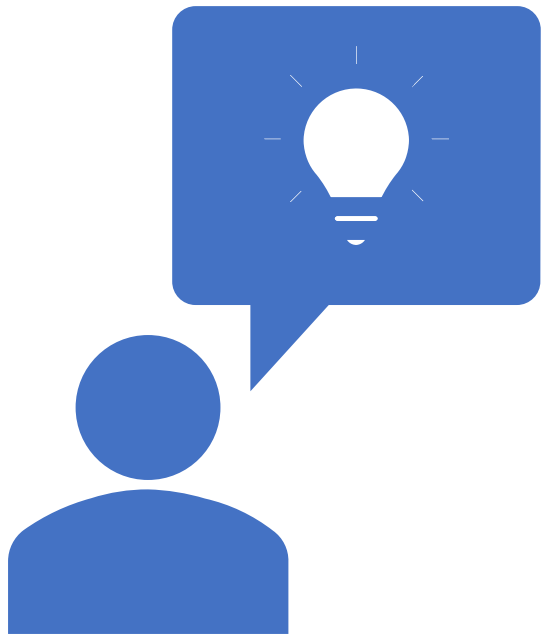
© [m.west](#)

See also: West, M. A. (2018). The future of teams, In Salas, Rico, & J. Pasmore (eds.). *The Wiley Blackwell handbook of the psychology of team working and collaborative processes.*

Are you a compassionate leader?

- <https://hbr.org/2018/05/assessment-are-you-a-compassionate-leader>

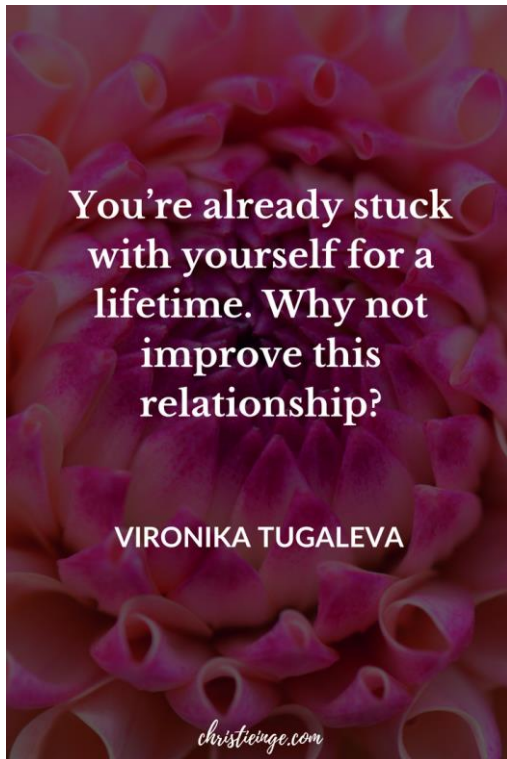




Let's discuss...

- What is self-compassion? What is it not?
- Why is self-compassion important for your health & wellbeing?
- Why is leadership self-compassion important in developing effective and compassionate leadership?
- What resistance do you find in being self-compassionate? How might you overcome that?

Self Compassion



Attending: paying attention to myself

Understanding: understanding the challenges I face

Empathising: caring for myself

Helping: taking intelligent action to help myself

...four behaviours of self-compassion

Measuring Self Compassion (Neff, 2023)

- <https://self-compassion.org/self-compassion-test/>



COMPASSIONATE LEADERSHIP AND EMPATHY

