

# I'VE GOT YOU

**Anchoring Your Team through  
Empathy & Psychological Safety**

*ESSENTIAL WORKSHOP #1*

*Ford Foundation*

**ESSENTIAL  
WORKSHOPS &  
CORE STRENGTH  
ACCELERATOR**

**Essential Workshop #1**

**I've Got You:** Anchoring Your Team through Empathy and Psychological Safety

**Essential Workshop #2**

**Stay Ready:** Boosting Leadership Efficacy amid Change and Uncertainty

**CORE STRENGTH ACCELERATOR**

- ✓ **EQ-i 2.0 Leadership Assessment**
- ✓ **1:1 Debrief**
- ✓ **Core Values Exploration**
- ✓ **Personalized Leadership Web Portal**

# CLIENT V PORTAL

[Home](#) [Dashboard](#) [Log Out](#)

Hi, Rebecca!

## WELCOME TO YOUR PERSONALIZED LEADERSHIP WEB PORTAL

### OVERVIEW

Your portal is a one-stop shop that includes everything you need to complete the Essential Workshops & Core Strength Accelerator Program.

Here, you will find:

- Your **online scheduler**
- Information regarding the **EQ-i 2.0 Leadership Assessment**
- A **Core Values Exploration** to complete at your leisure
- All **workshop training materials and takeaways**
- Additional **resources** you may find helpful

Please note that after you take your EQ-i 2.0 Leadership Assessment, you will have the opportunity to receive a confidential, one-on-one debrief with Ty Moore, an executive coach.

Below, you will find an outline of the recommended next steps and timeline to help you complete your program.

### NEXT STEPS

by Wed, June 4th



Schedule Your Debrief

by Tue, June 10th



Take Your EQ-i 2.0<sup>®</sup> Leadership Assessment

by Fri, June 20th



Complete Your Core Values Exploration

Prior to Your Debrief



Review Your Assessment Results

As Scheduled



Attend Your Debrief

Ongoing →



Continue to Leverage the Resources, Workshop Materials, and Tools in This Portal

SEARCH THE PORTAL



### SCHEDULE YOUR DEBRIEF



DEBRIEF SCHEDULER

Click here to schedule your debrief for the EQ-i 2.0<sup>®</sup> Leadership Assessment.

by Wed, June 4th

### TAKE ASSESSMENT



LEADERSHIP ASSESSMENT

Click here for instructions on how to take your EQ-i 2.0<sup>®</sup> Leadership Assessment.

by Tue, June 10th

### CORE VALUES EXPLORATION



YOUR CORE VALUES

Click here for instructions on how to complete your Core Values Exploration.

by Fri, June 20th

### WORKSHOP MATERIALS & RESOURCES



COACH PROFILE

Click here to learn more about your Executive Coach, Ty Moore.



ESSENTIAL WORKSHOP #1

Click here to download all session materials from the "I've Got You" workshop.

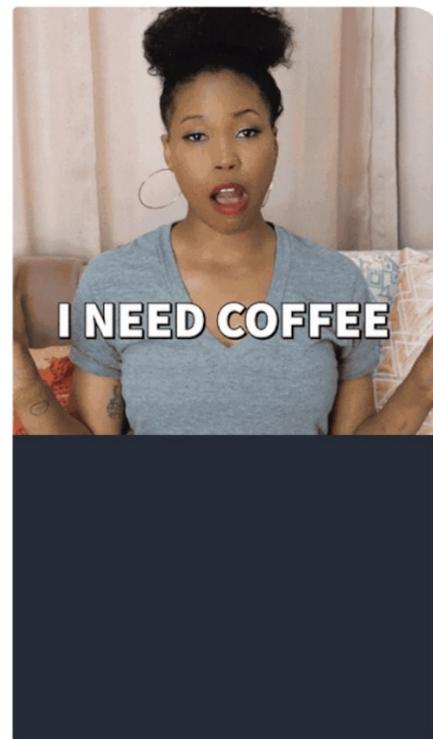
Available Mon, June 2nd

hello@veravis.co

# Mentimeter

How would you describe your energy right now?

4



Sliding into a food coma

1



Buzzing but scattered

1



Deep in the think tank

2



Let's gooo!!!!!!

# Group Norms & Expectations



# Mentimeter

What norms and expectations would invite your full participation and candid sharing of information?

Respect differences in opinions

Be real. Use "I" statements.

Safe space, respect, confidentiality

Grace

Be curious and respectful

Confidentially

Say what you mean, avoid ambiguity

humor

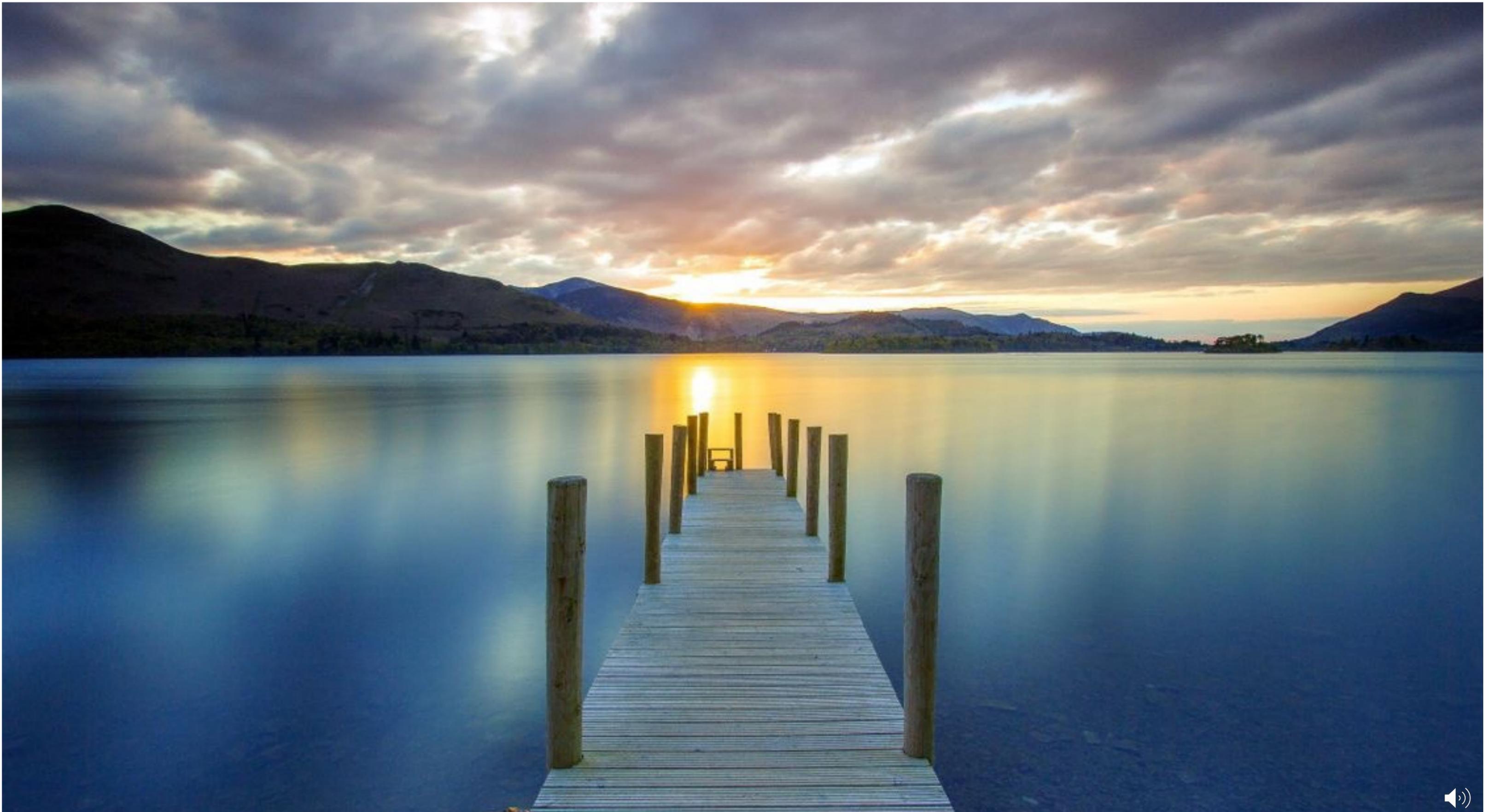
What happens here stays here (kinda like Vegas)

no interruptions

honesty

No question is a silly question

Stay engaged



**Empathy is the ability to recognize, understand, and appreciate the thoughts and feelings of another person.**

**recognize.**

**understand.**

**appreciate.**

**Empathy in action involves your acknowledgment and articulation of what someone else is experiencing.**

# EMPATHY IS **NOT**...

**Sympathy**

**Agreeing**

**Being Nice**

# EMPATHY IN ACTION

1

# PARTNER UP

2

# Quick Chat

(2 min)

**(2) Little-Known Facts about Yourself**

**3**

# Individual Reflection

**(1 min)**

Think about a time when it was **crucial to understand** someone else's thoughts, feelings or experience.

What happened?

How did you ensure you understood that individual?

How did you convey your understanding?

4

# Partner Discussion

(6 min)

Discuss what you just reflected on:

Think about a time when it was **crucial to understand** someone else's thoughts, feelings or experience.

What happened?

How did you ensure you understood that individual?

How did you convey your understanding?

5

**Sharing is Caring**



**Empathy is a simple,  
but nuanced, skill.**

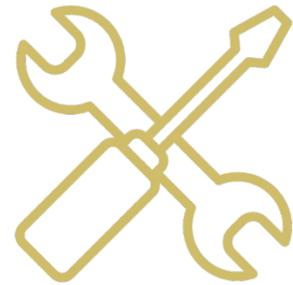
**60%**

**IQ DETERMINED  
AT BIRTH**

**30%**

**EMPATHY DETERMINED  
AT BIRTH**

**70%**



# **4-D EMPATHY GAME PLAN**

**D**ETECT

**D**EACT

**D**ISCOVER

**D**ISCUSS

# **D**ETECT

Notice shifts in other person's energy

---

Pay attention to body language, facial expressions, etc.

---

Something is different or something is off

# **D**EACTION

Take a deep breath

---

Shift your focus & attention to the present

---

“Please give me a moment so I can give you my undivided attention.”

# **D**ISCOVER

Listen intently and non-judgmentally

---

Dig deeper, like an archaeologist

---

Ask open-ended, exploratory questions

# **D**ISCUSS

Articulate your understanding of what they're thinking, feeling, and experiencing

---

Rephrase using a combination of your own and their words

---

“It seems that...” or “It sounds like...”



**Empathy can be developed  
and enhanced.**

Empathy

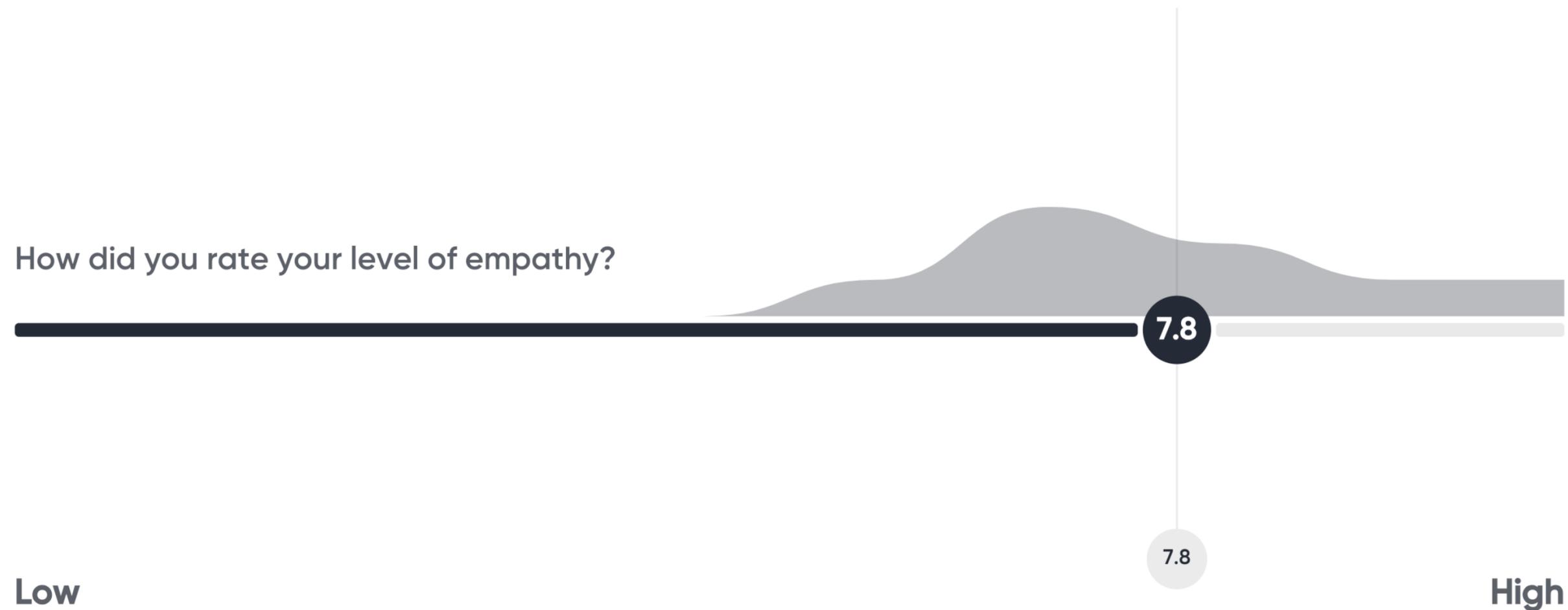
**SELF-ASSESSMENT**





# Empathy Self-Assessment

How did you rate your level of empathy?



# Mentimeter

Which is most natural for you?



Detect

0

Deact



Discover



1  
Discuss

# Mentimeter

Which is most challenging for you?

  
1  
Detect

  
3  
Deact

  
2  
Discover

  
1  
Discuss

# I'VE GOT YOU

Anchoring Your Team through  
**Empathy & Psychological Safety**

# BREAK

# 5

## MOST COMMON MISTAKES

**# 1**

“That happened to me, too”

---

**# 2**

“I completely understand...”

---

**# 3**

“Don’t worry about...”

---

**# 4**

Taking it personal

---

**# 5**

Providing advice

Make it clear that what they're experiencing is normal

---

Begin with “you” or “it” (i.e., impersonal statement)

---

“You have every right to feel...”

---

“It makes sense that...”

---

“Of course you feel \_\_\_\_\_, given that...”

## **VALIDATION**

**Empathy and validation  
provide space,  
acknowledgment,  
support, and the  
opportunity to process.**

# PRACTICE

**1**

# Individual Reflection

**(2 min)**

- Reflect on a moment in recent history **when you had strong feelings or thoughts** about a person or situation at work.
- Replay that moment** in your mind, **recalling** what you were **thinking, feeling, and experiencing**.
- You're going to have a conversation with a partner about it in a couple of minutes, so **jot down any helpful notes**.

# 2

## Empathetic Conversation #1

(6 min)

### Storyteller

Have a conversation with the Empathetic Listener about the moment you experienced, just as normally would with a co-worker.

### Empathetic Listener

Leverage the 4-D Game Plan & Empathy Killers to practice demonstrating empathy

**(focus mostly on discover, discuss, and validation)**

3

# Empathetic Conversation #2

(6 min)

## Storyteller

Have a conversation with the Empathetic Listener about the moment you experienced, just as normally would with a co-worker.

## Empathetic Listener

Leverage the 4-D Game Plan & Empathy Killers to practice demonstrating empathy

**(focus mostly on discover, discuss, and validation)**

4

**Sharing is Caring**



**You have the power to  
enhance your own empathy  
through focused effort.**

# YOUR **DATA** LIES WITHIN YOUR **PEOPLE.**

- ✓ Experience
- ✓ Knowledge
- ✓ History
- ✓ Concerns
- ✓ Ideas
- ✓ Questions



**More often than not, that  
data never gets to the right  
person at the right time.**

**fear.**

**silence.**

**Psychological Safety**  
describes a climate where  
**people feel safe enough to**  
**speak up** – raise concerns, ask  
questions, admit mistakes &  
share ideas.



**Speaking up is the norm  
within psychologically-safe  
environments.**

**Playbook to make it**

**S.A.F.E.**

**There are simple things you can do to make it S.A.F.E. for others to speak up.**

# **Set it up**

**Focus on the Start**

**State the context, vision, and purpose**

**Reaffirm value of each team member**

# Set it up

“What guidelines and expectations might we put into place to ensure everyone has a voice?”

“This is an open discussion—there are no wrong answers”

“We’re all here to figure this out together”

# Appreciate

Be humble—understand you are human

Truly value people, as well as their input  
(ideas, questions, concerns)

Express genuine interest in others and in  
their contributions

# Appreciate

“I need help”

“I may be wrong. What am I missing?”

“I’m truly curious...what do you think?”

# Appreciate

“What questions and/or concerns do you have?”

“What might other folks be wondering?”

“Thank you for: asking that question; bringing that up; offering a different point of view”

# **Fail & Tell**

Tell the truth when you've failed or made a mistake

Be open & accepting, and respond appropriately to others' failures

Reframe your own and your team's perspective on failure

# Fail & Tell

Ensure your team knows that mistakes are part of the process

“I made a mistake”

“How might we learn from this setback?”

# **E**mpower Collaboration

Think about what might prevent people from speaking up

Make it a point to hear from all members of your team

Highlight and praise the behaviors you want more of

# **E**mpower Collaboration

“It’s important that everyone has a voice”

“Who has a different opinion, idea, or concern that hasn’t yet been shared?”

“Who is not completely bought into this solution?”

**1**

# Individual Reflection

What is the **most critical information** you or a fellow teammate may need in the coming months that is **at greatest risk for NOT being shared?**

# 2

## Table Discussion

Which of the S.A.F.E. tactics **would be most effective** at helping you proactively create conditions that would optimize your chances of obtaining that information?

**NEXT STEPS...**

# FEEDBACK SURVEY



**REBECCA WILSON**  
CO-FOUNDER & CHIEF CREATIVE OFFICER

**TY MOORE**  
CO-FOUNDER & EXECUTIVE COACH