LEADING WITH EMPATHY

Todd Finders
Empathy

Actively sharing in the emotional experience of another person.
Leadership

The action of leading a group of people
Empathetic Leadership

The action of leading a group of people, by genuinely identifying with others and understanding their point of view.
<table>
<thead>
<tr>
<th>Me</th>
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<tbody>
<tr>
<td>Hometown Population</td>
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</tbody>
</table>
Me

High School Graduating Class  36
Me

College Education

Community College
Me

College Education

Iowa State University
Me

MBA

Executive MBA (15 Years after Bachelor)
Me

Spouse

Married to High School Sweetheart (31 years)
Me

Family

3 boys, all married, 3 grandkids
<table>
<thead>
<tr>
<th>Jobs</th>
<th>IT Manager</th>
<th>IT Director</th>
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<tr>
<td>Help Desk Intern</td>
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<tr>
<td>Help Desk Co-op</td>
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<tr>
<td>Help Desk Technician</td>
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<td>Director, Data Center Services</td>
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<td>LAN Administrator</td>
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<td>Database Administrator</td>
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<td>Software Developer</td>
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<td>Hardware Developer</td>
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<td>Product Manager</td>
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In Action

Remember Where You Came From
In Action

Acknowledge That You Don’t Understand
In Action

Seek to Understand
In Action

Pay Attention
In Action

Surround Yourself With People Who Help Manage Your Ego
Keys to Empathetic Leadership

Be Prepared
Be Passionate
Be Proactive
Be Patient
Keys to Empathetic Leadership

- Be Courageous
- Be Committed
- Be Collaborative
- Be Curious