Leading with Empathy, Gratitude, and Action
Ian Adair – Presenter

“I Build Successful Nonprofits and Fundraise by Winning Donor Attention.”

3X Nonprofit CEO | Top 100 Giving Influencer on Twitter | Top 100 Charity Industry Influencer

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As leaders we have control on whether or not to deploy Empathy and Gratitude to our teams and coworkers when feelings or emotions are experienced in the office, but to do so requires Action.
The nonprofit sector is currently experiencing an unprecedented amount of...

- Employee turnover
- Executive leadership succession
- Unhappy workers and low employee engagement

Yet, the number of new organizations continues to grow!
70% of employees say it is imperative or very important to work for an employer where mission and values align.

71% of employees say that they want to work for employers who have missions and values that align with their own personal values.

48% of employees say it is imperative or very important that their employers offer opportunities to pursue their charitable interests or causes.
Today’s workforce is asking for and concerned about more than just salary.

- Access to technology
- A positive work culture
- Opportunities for advancement
- Professional development
- Coaching & Mentoring
The goal for today is that everyone walk away with three things…

1. Better understanding of how to lead with empathy, gratitude, and action.
2. Strategies leaders can implement to meet the needs of today’s workforce.
3. Steps to address issues concerning employee engagement, job satisfaction and retention.
Leadership

Evolving Practices vs Emerging Practices vs Best Practices
HOW TO EMPOWER SOMEONE

BE VULNERABLE & TRANSPARENT
ENCOURAGE RESILIENCE

LISTEN & OFFER ADVICE

AFFIRM THEIR STRENGTHS
HELP THEM BREAK THROUGH BARRIERS

TEACH & MENTOR
Servant leaders....

- They are focused on others and not themselves.
- They are motivated to make life better for others, not just for themselves.
- Ten Characteristics: Listening, Empathy, Healing, Awareness, Persuasion, Conceptualization, Foresight, Stewardship, Commitment to the growth of people, and Building community.
### 6 Ways to Succeed as a Leader

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<th>Inspiring Commitment</th>
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<th>Strategic Planning</th>
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<td>- Recognize others' achievements</td>
<td>- Delegate effectively</td>
<td>- Translate vision into reality</td>
<td>- Facilitate organizational adaptation</td>
<td>- Coach to improve performance</td>
<td>- Recognize personal limits</td>
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<tr>
<td>- Motivate employees</td>
<td>- Act with fairness</td>
<td>- Plan for the long-term</td>
<td>- Manage resistance to change</td>
<td>- Provide guidance and encouragement</td>
<td>- Learn from mistakes</td>
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Leaders can empower employees by instilling in them a sense of **belonging** and **competence**, which can lead to:

- An employee feeling greater confidence in their **individual** ability
- The overall **ability** of the organization to have a **greater impact**.
Empathy
EMPATHY is...

• Taking the perspective of another AND recognizing their perspective as their truth.

• Recognizing emotion in another and communicating that.

• A choice, a vulnerable choice.
Building a culture of empathy requires YOU to be proactive, five ways to do this include:

1. Asking questions
2. Get to know everyone
3. Make people feel BIGGER than they are
4. Model behavior (showing empathy is important)
5. Encourage people to talk about their feelings
Gratitude
To help cultivate a culture of gratitude leaders need to express gratitude that:

1. Focuses on people (not just performance)
2. Customized (unique to you and your staff)
3. Is specific to the individual
Action
(The missing piece)
Action Centered Leadership

Accomplish the Task

Empower Individuals

Build the Team
A leader not willing to act on the organization’s core values or mission will always lose the respect of employees and create a revolving door culture of employment.
4 FACTORS THAT DRIVE EMPLOYEE ENGAGEMENT

LEADER ENGAGEMENT

JOB ENGAGEMENT

TEAM ENGAGEMENT

ORGANIZATIONAL ENGAGEMENT

Center for Creative Leadership
THE FUNDAMENTAL 4

CORE LEADERSHIP SKILLS
FOR EVERY CAREER

SELF AWARENESS
Understand your behavior’s impact on organizational outcomes.

COMMUNICATION
Effectively communicate goals and inspire trust.

INFLUENCE
Be comfortable persuading, promoting, and delegating.

LEARNING AGILITY
Know when to change course, and help others to do so.

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THANK YOU!
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