

**LEAD WITH PURPOSE AND
EMPATHY**



GENTEX[®]
TRAINING CENTER



Introduction

Lead with Purpose and Empathy Training Course helps leaders connect clear direction with genuine human understanding. Purpose gives a team its reason to work hard; empathy gives leaders the awareness to lead people as individuals rather than as roles. When both are present, trust grows, engagement rises, and performance becomes sustainable. This program builds both capabilities through practical frameworks and guided practice. It covers purpose articulation, psychological safety, emotional intelligence, and empathetic communication. As a result, participants learn to hold high standards while still listening carefully. Furthermore, the course covers difficult conversations, inclusive leadership, and wellbeing, so leaders can care for people and results together.

Lead with Purpose and Empathy Course Objectives

- Articulate a clear team purpose and connect it to daily work.
- Apply Simon Sinek's Golden Circle to communicate why, how, and what.
- Apply the four domains of emotional intelligence in leadership practice.
- Build psychological safety using the four-stage model.
- Practise empathetic listening and reflective questioning.
- Give feedback with care using the SBI and radical candor models.
- Lead difficult conversations while preserving dignity and trust.
- Apply inclusive leadership practices and manage unconscious bias.
- Support team wellbeing, workload balance, and burnout prevention.
- Measure trust and engagement with practical survey indicators.

Course Methodology

- Facilitated sessions grounded in leadership and empathy research.
- Role-play of empathetic listening and difficult conversations.

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- Case studies from healthcare, education, services, and industry.
- Group exercises in purpose articulation and values alignment.
- Self-assessment of emotional intelligence and empathy habits.
- Simulation of inclusive leadership and bias interruption.
- Peer feedback, reflection, and personal leadership action plans.

Who Should Take This Course

- Team leaders, supervisors, and department managers.
- HR and people development professionals.
- Change and transformation leaders.
- Executives building a people-centered culture.
- Project and program managers with team responsibility.
- Customer service and operations leaders.
- Coaches and mentors supporting leadership growth.

Lead with Purpose and Empathy Course Outlines

Day 1: Purpose, Values, and Meaningful Direction

- Defining purpose and its effect on engagement and performance.
- Simon Sinek's Golden Circle: why, how, and what.
- Connecting organizational purpose to team purpose.
- Values articulation and everyday behavioral standards.
- Purpose-driven goal setting and priority choices.
- Communicating purpose with authenticity.
- Workshop: drafting a team purpose statement.





Day 2: Emotional Intelligence and Self-Awareness

- The four domains of emotional intelligence.
- Self-awareness, self-regulation, and empathy.
- Recognizing personal triggers and emotional patterns.
- Empathy versus sympathy in leadership.
- Regulating emotion under pressure and provocation.
- Building emotional agility with the ACT-based approach.
- Workshop: completing an emotional intelligence self-assessment.

Day 3: Psychological Safety and Trust

- Defining psychological safety and why it drives performance.
- The four stages of psychological safety.
- Behaviors that build and destroy trust.
- Encouraging speaking up and constructive dissent.
- The trust equation: credibility, reliability, intimacy, self-orientation.
- Repairing trust after mistakes and conflict.
- Workshop: designing a psychological safety action plan.

Day 4: Empathetic Communication and Difficult Conversations

- Empathetic listening and reflective questioning techniques.
- Nonviolent communication: observations, feelings, needs, requests.
- Giving feedback with the SBI model and radical candor.
- Preparing for difficult conversations step by step.

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- Managing strong reactions and staying regulated.
- Coaching with the GROW model from an empathetic stance.
- Role-play: conducting a difficult conversation.

Day 5: Inclusive Leadership, Wellbeing, and Sustained Practice

- Inclusive leadership behaviors and everyday practices.
- Recognizing and interrupting unconscious bias.
- Flexibility, accessibility, and equitable opportunity.
- Preventing burnout through workload and recovery design.
- Recognizing signs of stress and offering support.
- Measuring trust, engagement, and inclusion.
- Capstone: presenting a personal purpose and empathy plan.

Conclusion

By successfully completing Lead with Purpose and Empathy Training Course, participants will have acquired the knowledge to define and communicate purpose, apply emotional intelligence, build psychological safety, hold empathetic and honest conversations, and lead inclusively while protecting team wellbeing. They will also understand how to measure trust and engagement so their leadership keeps improving. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping leaders build teams that feel both directed and valued.

FAQs for the Lead with Purpose and Empathy course





Q1 What is the "Lead with Purpose and Empathy" course about?

It is a training program that teaches leaders to combine clear direction with genuine human understanding. It covers purpose articulation, emotional intelligence, psychological safety, empathetic communication, inclusive leadership, and team wellbeing.

Q2 What are the key benefits of the "Lead with Purpose and Empathy" course?

Participants gain stronger trust with their teams, more honest conversations, and better handling of sensitive situations. Organizations benefit from higher engagement and retention, lower burnout, and leaders who can hold high standards without losing the human connection.

Q3 What skills will I gain from the "Lead with Purpose and Empathy" course?

Participants build purpose articulation and values alignment, emotional intelligence and self-awareness, psychological safety and trust building, and empathetic communication and inclusive leadership.

Q4 What tools, methods, or standards are covered in the "Lead with Purpose and Empathy" course?

The course covers Simon Sinek's Golden Circle, the four domains of emotional intelligence, the four stages of psychological safety, the trust equation, the SBI feedback model, radical candor, nonviolent communication, the GROW coaching model, and emotional agility practices.



Q5 How is the "Lead with Purpose and Empathy" course applied in real-world practice?

Learners apply it by running purpose conversations with their teams, holding regular empathetic one-to-ones, encouraging speaking up in meetings, giving structured feedback, handling difficult conversations with care, and tracking trust and engagement indicators over time.