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Factor

"The Empathy Factor at Work provides compelling evidence that empathy is a critical element for organizational success. It outlines a powerful process for creating empathic connections within individuals and among teams as well as with customers.

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The Empathy Factor will help thoughtful business people add substance and dimension to relationships within the workforce—colleagues and customers. Breakthrough thinking from cover to cover that will lead to more meaningful discourse and heightened impact." —JAMES B. HAYES, Former Publisher, FORTUNE Magazine "The Empathy Factor provides great insight into almost

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"High-performing companies have leaders who are self-aware and possess certain qualities that

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We analyzed answers to our empathy quiz—and discovered some interesting correlations. Affective and cognitive empathy also influence, and are influenced by, other biological systems and processes that contribute to everyday feelings, thoughts, beliefs, decisions, and behavior.

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The Empathy Factor: Your Competitive Advantage for Personal, Team, and Business Success is an outstanding book packed full of practical, useful information as well as examples and great "how-to's". A must read for people who are serious about their personal and professional growth.

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It shows how learning about and teaching empathy in the workplace can improve productivity, innovation, and profitability. The guide also provides an innovative framework to help leaders meet the six universal needs of the organization itself while also respecting those of individual employees and customers.

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The Empathy Factor—Your Competitive Advantage for Personal, Team, and Business Success takes Marshall Rosenberg's work developing Compassionate Communication into the business community by introducing Integrated Clarity®—a framework you can use to understand and effectively meet the critical needs of your organization without compromising those of your employees, team members or customers.

The Empathy Factor Your Competitive

The Empathy Factor: Your Competitive Advantage for Personal, Team, and Business Success is an outstanding book packed full of practical, useful information as well as examples and great "how-to's". A must read for people who are serious about their personal and professional growth.