

Leading with Compassion



Inspiring others through self-reflection

Patty Hajdu

My interest grew...

One of the six core values: compassion



Stereotype



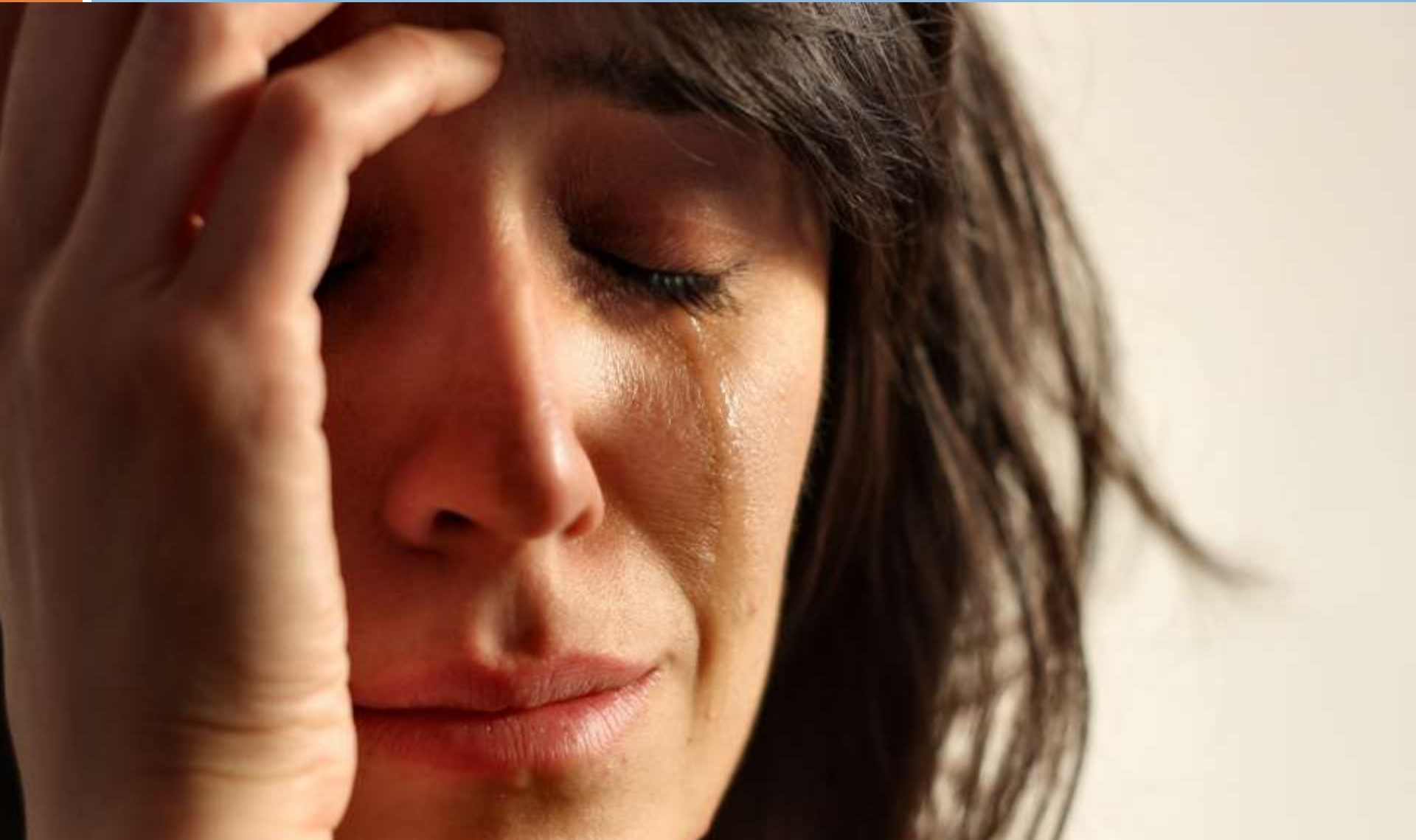
The reality...most of the time



Stereotype



The reality...most of the time



Personal...



Professional



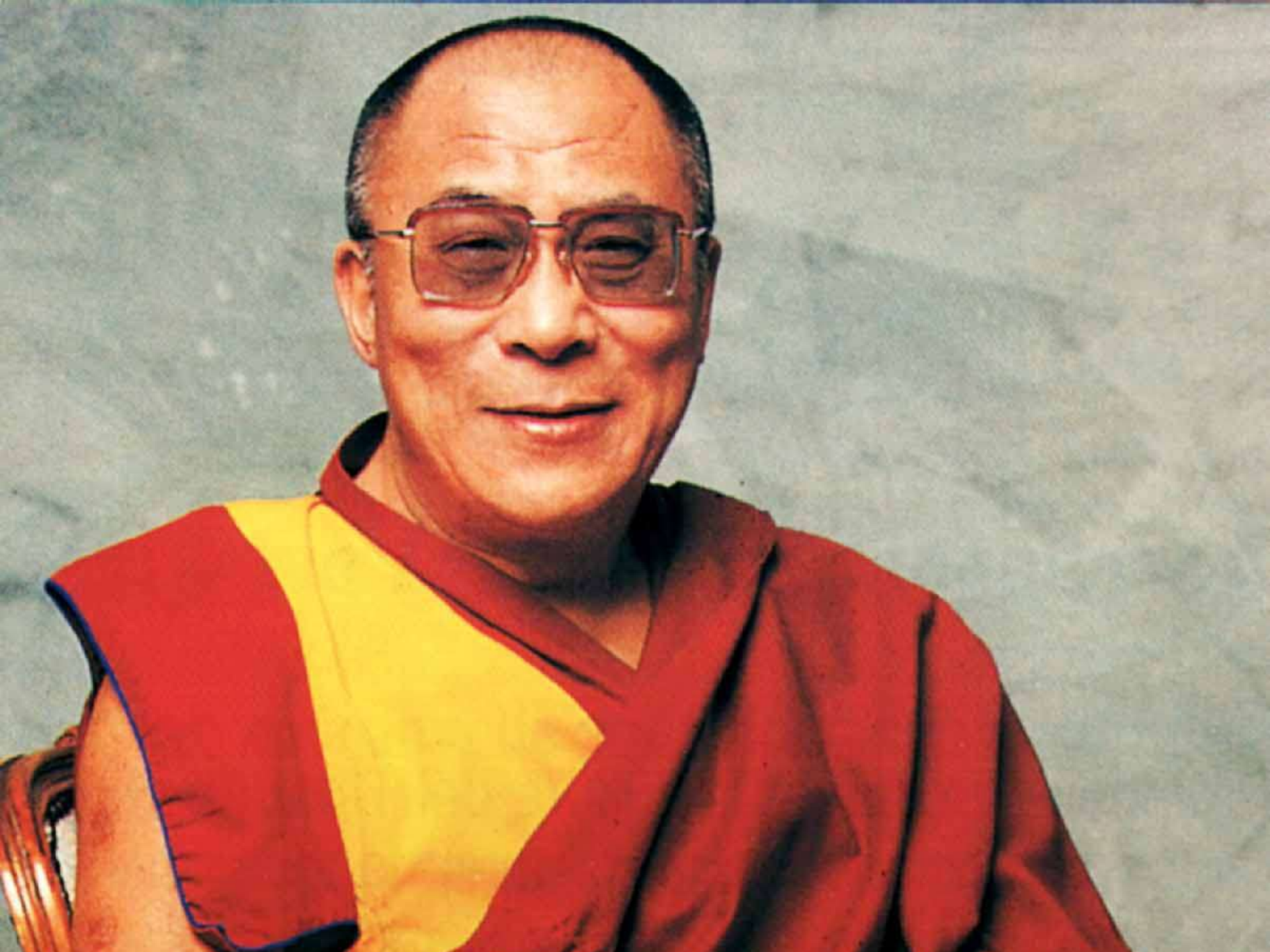
Contrast this....

- <http://www.youtube.com/watch?v=ISWBqJeWpWg&NR=1>

With this...

- <http://www.youtube.com/watch?v=K1qtf-qJpnM&feature=fvwrel>





A history of mentors...



The early years



Help along the way



Touchpoints of Compassion...

- Where has compassion eased your way?

Symptoms of stress in the workplace

- physiological symptoms
 - ▣ headache, high blood pressure, ulcer, loss of appetite.
- psychological symptoms
 - ▣ job dissatisfaction, tension, anxiety, boredom, difficulty in making routine decisions
- behavioral symptoms
 - ▣ absenteeism, turnover, changes in productivity (increase/decrease), increased smoking or consumption of alcohol, sleeping disorders.

Stress and Health

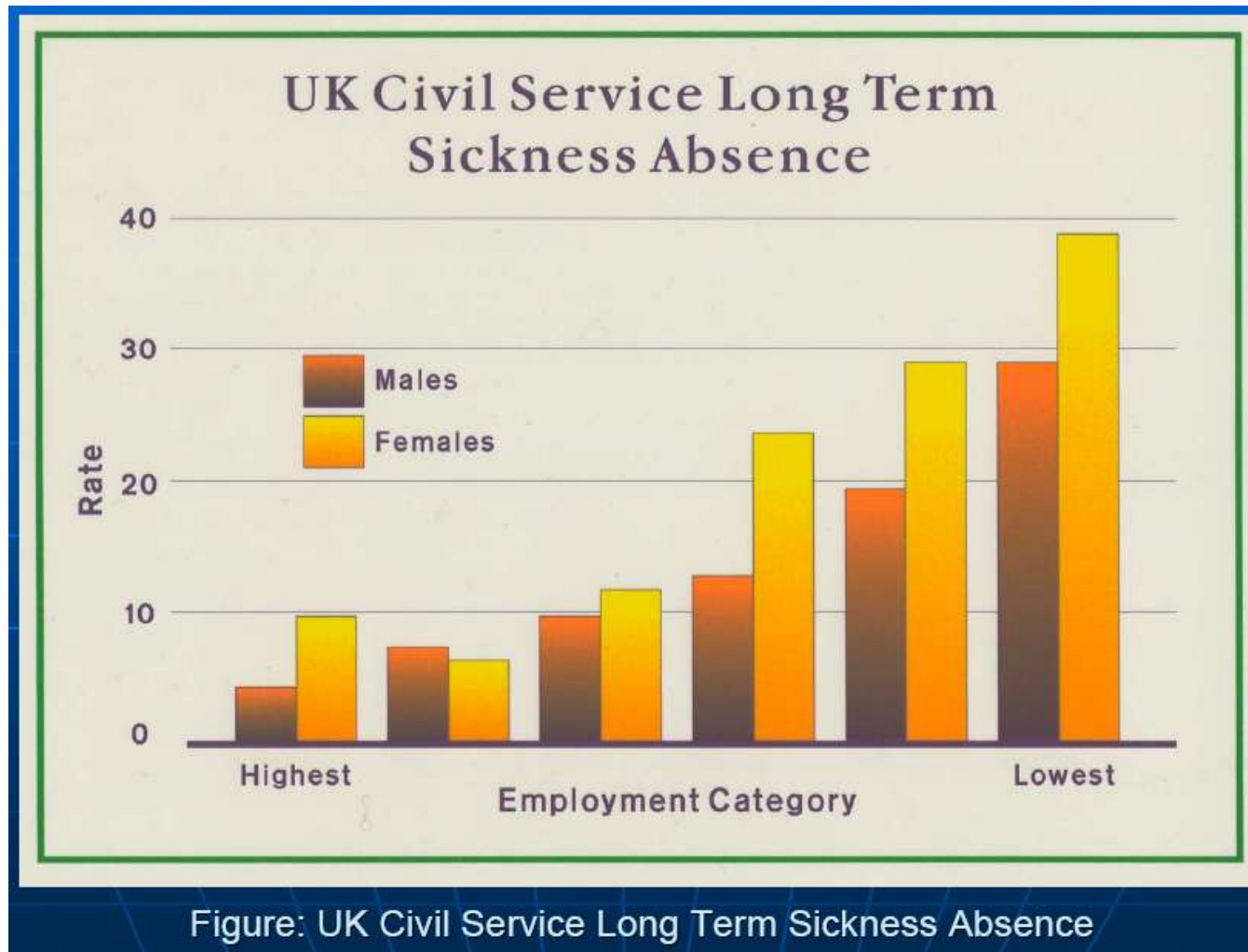
- Chronic stress leads to multiple health problems
 - ▣ Mental and Physical
- Tolerance level affected by personality, circumstance



Stress Tolerance Level factors

- Support Network
- Sense of Control
- Attitude and Outlook
- Emotional Control/moderation
- Knowledge and preparation (related to control)

Whitehall Study



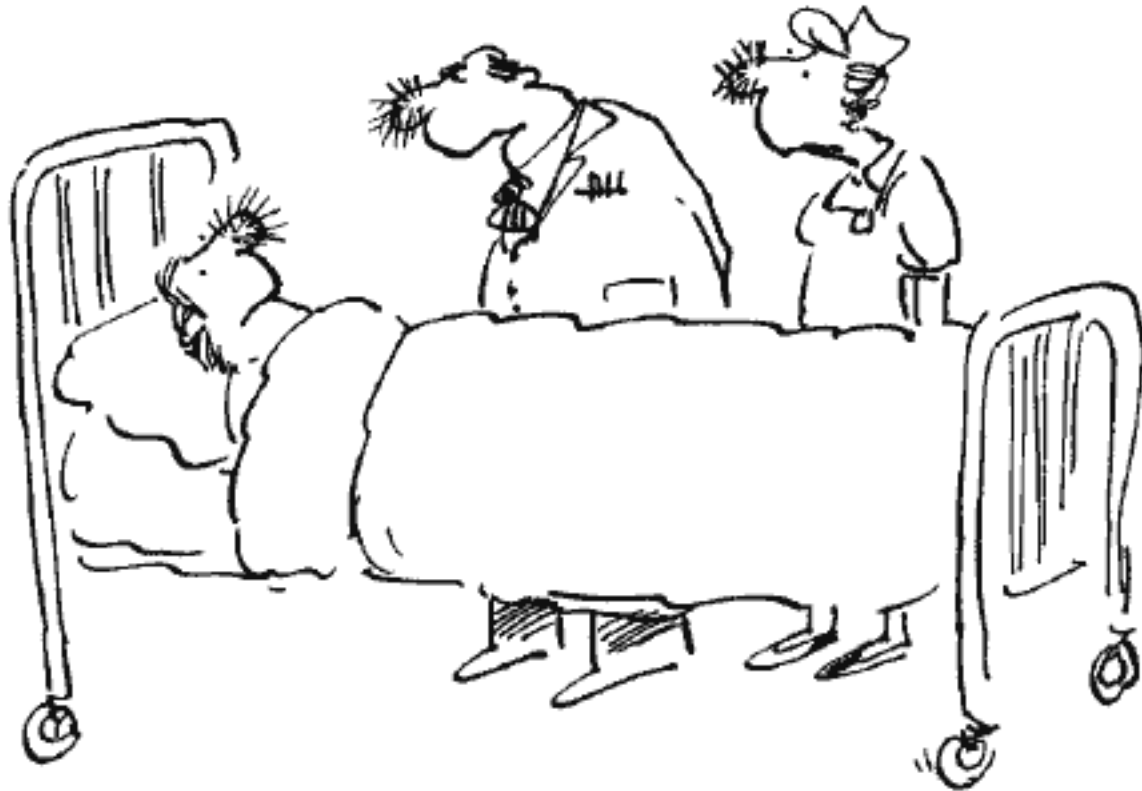
Perfectionism...



Daily mindfulness activity

- Where was I **hard on myself**?
- What **events** (internal or external) triggered harshness within me?
- What **feelings** did I experience – anger, fear, disgust, shame, frustration, guilt?
- What were the **thoughts** that triggered these emotions?
- What **beliefs** do I hold that fuel these thoughts and feelings?
- What would it feel like to be kinder and easier on yourself in those moments when you believe you ‘fall short’? **What happens to your energy level when you release judgment?**

Compassion is Contagious



"We don't know what it is, but we do know it's contagious."

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Don't fire the messenger...



If it's happening, you don't see it...



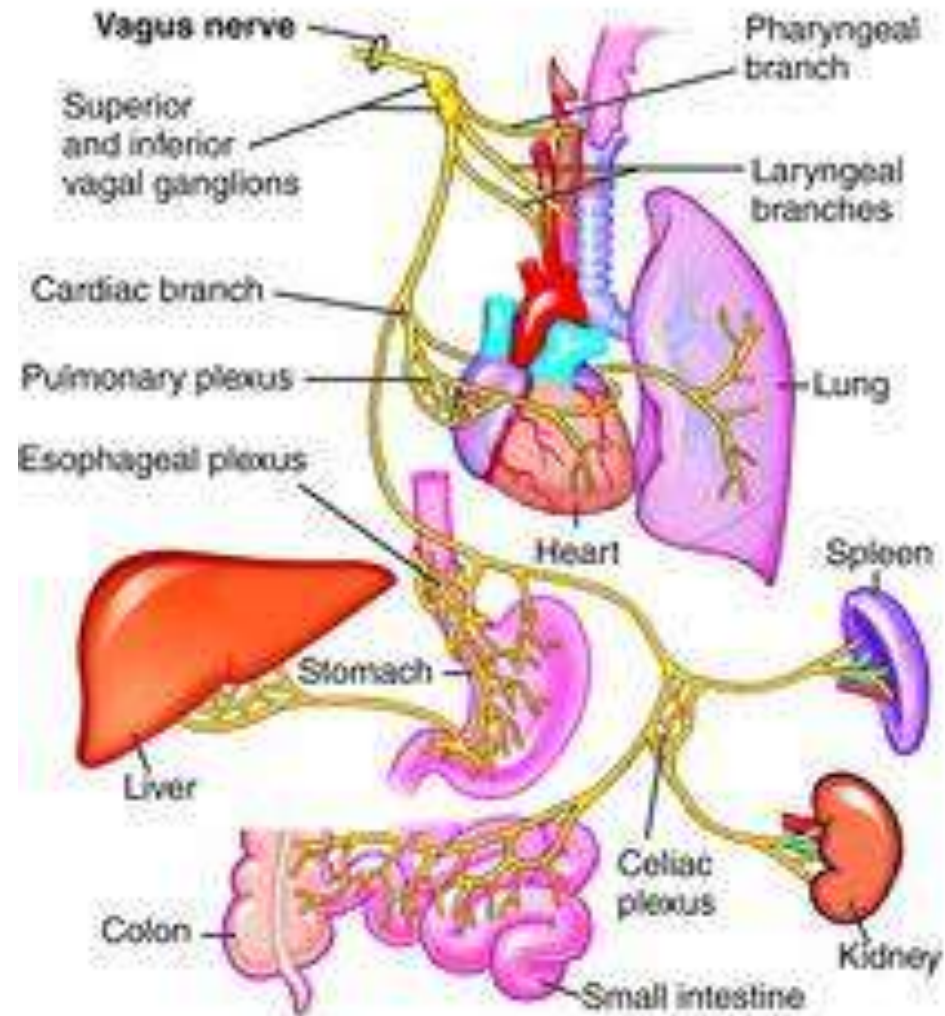
Simple concept?

- **if you are kind to people, they do better at their jobs.**
 - **Increases the sense of humanity** (Heaphy & Dutton, 2003)
 - **Fosters group happiness & team cohesion** (Snyder & Lopez, 2007; Lilius et al, 2008)
 - **Improves performance** (Heaphy & Dutton, 2003; Goleman, 2006)
 - **Improves commitment to work and employee engagement** (Lilius et al, 2008; Goleman, 2006)
 - **Improves responsiveness to customers** (Goleman, 2006)
 - **Leading with compassion can favorably impact the bottom line while enabling leaders to sustain their effectiveness for longer periods of time.”** (Boyzatis & McKee, 2005)

And what about employee health?

- Reduces stressed and frustration (Snyder & Lopez, 2007; Heaphy & Dutton, 2003)
- Increases positive emotions and reduces negative emotions (Lilius et al, 2008; Heaphy & Dutton, 2003)
- Increases dopamine, enhancing attention and pleasure and increases serotonin, decreasing fear and anxiety (Snyder & Lopez, 2007)
- Positive connections and perceived social support strengthen the immune system during periods of acute and chronic stress, such as job strain (Heaphy & Dutton, 2006)

Good for the giver...



Mind/Body Connection?

- Just like physical exercise improves muscle tone, emotional training improves vagal tone.
- High vagal tone is related to both a person's physical health and their ability to feel loving connections with others.

Growing compassion...

- ▣ Tonglen
- ▣ Loving Kindness Meditation

- Creates brain changes in region responsible for empathy
- Increases compassion to others
 - Study using MRI scans, University of Wisconsin-Madison

Tonglen

- Breathe in...
 - ▣ take on the suffering of someone you know
- Breathe out...
 - ▣ Send the person whatever would relieve their suffering

- Breathe in...
 - ▣ For the millions that are feeling the same way as you
- Breathe out...
 - ▣ Send out relief for everyone that feels like you

Practice...

- Seems counterintuitive
- Sometimes feel unable to do Tonglen due to own personal pain
- Feelings don't even have to be concrete...
 - ▣ Heaviness, darkness

Benefits of Tonglen

- Reverses usual logic of avoiding pain and seeking pleasure
 - ▣ 'liberation from the ancient prison of selfishness'
- Can be done as formal meditation, or spontaneously
- Relieves your pain and suffering while increasing your ability for compassion

Support connection, increase compassion...

- Be available, sensitive and responsive to others' needs and issues.
- Make time.
- Listen empathetically.
- Be emotionally present.
- Build a team environment which supports compassionate behaviors.
- Encourage compassion from all levels
- Be curious and have respect.

HR...a critical role

- Create an environment in which compassion is legitimized and is a priority to the team culture.
- Manage your own thoughts and beliefs.
- Recognize and reward behaviors and actions associated with demonstrating compassion.
- Create a framework for awareness and acceptance that suffering is ever-present and part of humanity.
- Create a safe environment to share concerns and responding to pain.

Questions?

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