



PROVIDING SUPPORT TO COWORKERS

Empathy is generally more effective than sympathy in providing support to coworkers. While sympathy involves feeling sorry for someone else's situation, empathy involves truly understanding and sharing their emotions, which leads to a more meaningful connection.

IN THE WORKPLACE:

- **Empathy fosters a more supportive and collaborative work environment**, where employees feel valued and understood.
- **Empathy can improve employee morale and engagement**, as they feel more connected to their colleagues and the workplace.
- **Empathy can enhance leadership effectiveness**, as leaders who demonstrate empathy are better able to connect with and motivate their teams.

EXAMPLE OF A SYMPATHETIC AND AN EMPATHETIC STATEMENT:

SYMPATHY

"Oh, that's terrible you're going through that."

(This is a surface-level acknowledgment of the situation.)

EMPATHY

"That sounds incredibly challenging. I can only imagine how frustrating that must be. What has been the biggest difficulty for you?"

(This shows genuine interest in their situation and a desire to understand.)

EAP can be a great resource for you to practice communication tools to help you improve both your personal and professional relationships.