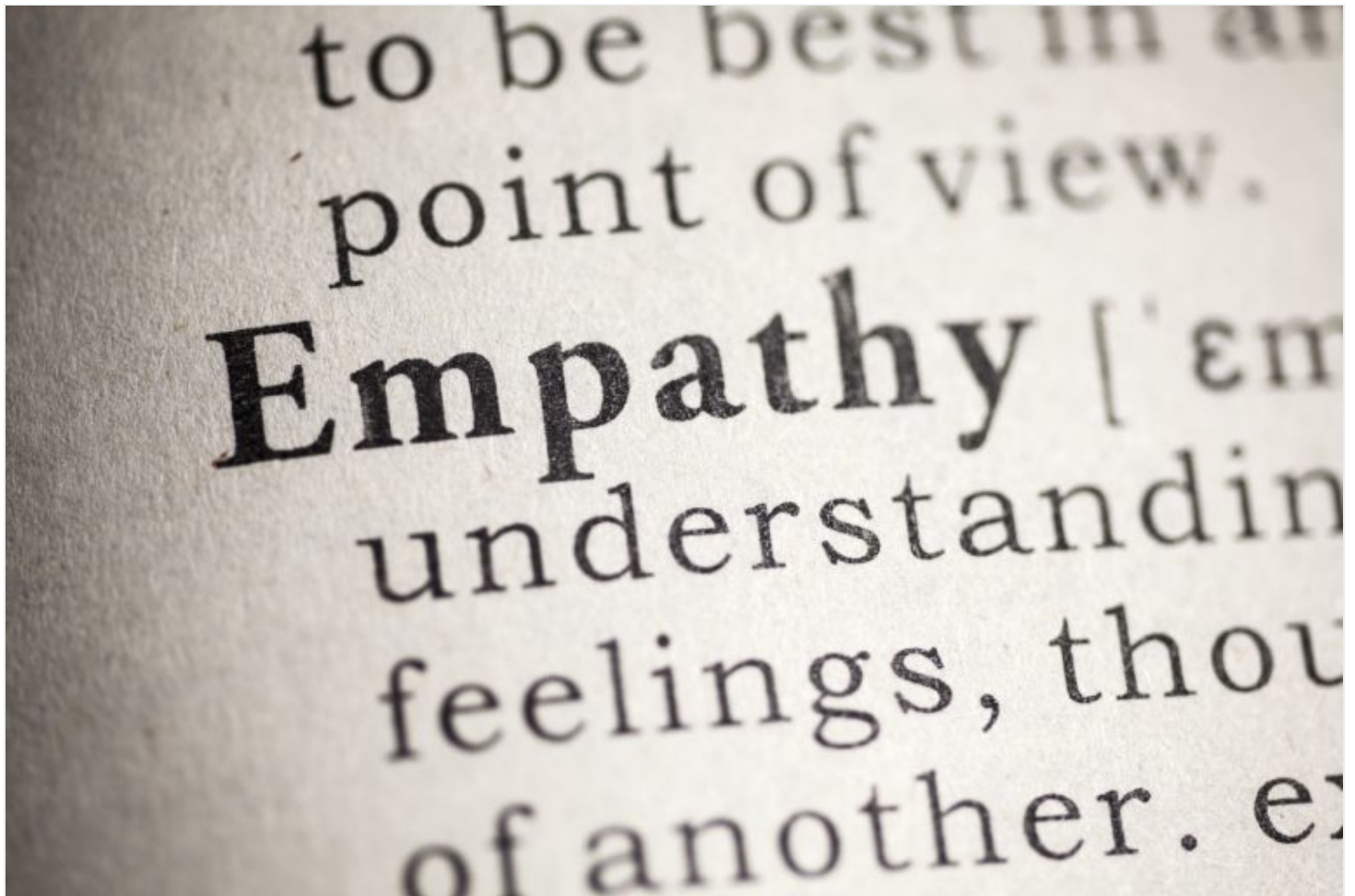


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workplace has a positive impact on business performance, motivating workers and increasing productivity.

Apr. 25, 2018



When an employer shows empathy – treating employees as human beings with feelings and not just workers who help produce profit – it can make a significant difference in the workplace, studies show.

How much of a difference?

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worker, says Kerry Alison Wekelo, a human resources expert at [Actualize Consulting](#) and author of [Culture Infusion: 9 Principles to Create and Maintain a Thriving Organizational Culture](#).

“We often don’t know what another person might be going through,” says Wekelo. “Unfortunately, part of life is crisis, challenge, and the loss of loved ones. With a focus on people first and practicing empathy, it means so much to the employee both in the immediate and in the long-term. They’ll want to work there because they feel truly cared about.” Wekelo is also a yoga teacher, life coach, award-winning author of children’s books, and the founder of [Zendoway](#), a company that encourages holistic wellness.

Wekelo offers four ways business leaders can show their employees that they care:

- **Cover for them.** When employees have a crisis and need time away, Wekelo says, quickly and nicely assure them that they are covered and can focus on their personal situation. “This alleviates the stress of having to worry about work,” Wekelo says. “And don’t make them feel like they have to hurry back.”
- **Reach out consistently and with sincerity.** Consistent communication with the employee while away shows the employee you truly care. “During the life event, regularly send the employee notes or texts that you are thinking of them,” Wekelo says. “Send a personalized card, too, but the proactive, frequent communication makes all the difference. And it should continue after they return to work, which may be when they struggle most.”
- **Spend one-on-one time with them.** Even when things are normal in the employee’s life, sit down with them and take interest in their life outside of work. “Ask your team members how they are doing personally so they know you care

more than just about their work product,” Wekelo says. “Connecting with specific

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Wekelo says, “which in turn can boost morale and productivity.”

Payroll

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