



# Leading with Kindness and Compassion

A leader who believes in their employees and leads with kindness will achieve positive results. When a manager leads with compassion, their team respects them, wants to work hard and aims to make them look good.

## What does leading with kindness and compassion look like?

A compassionate leader uses empathy to put themselves in their employee's shoes. They work to understand others' perspectives. A compassionate leader also has the desire to improve their employee's situation by lending a hand to help pull them up. They treat everyone they encounter with dignity, respect and kindness.

An important tool in leading with compassion is utilizing emotional intelligence. Emotional intelligence involves self-awareness, self-regulation, motivation, empathy and social skills. Emotionally intelligent leaders can identify emotions in themselves and others. They learn how to tap into emotional data to inform their leadership decisions. They strive to understand and manage emotions. They might share their own emotions in a thoughtful way in the service of transparency. Employees are more likely to follow the lead of a leader who they care about.

A kind leader strives for a win-win mindset. They aim for win-win conversations where everyone feels good and can move forward with good feelings. Kind leaders set an intention to have a win-win outcome every time they face a challenging communication. Communicating in a way that shows they have compassion and respect for the employees, shows they value their team and their team's contribution to the organization.

## To lead in a kinder, more compassionate way, adopting the following practices:

- Embrace an open-door policy
- Don't interrupt employees
- Use encouraging words
- Recognize and acknowledge positive behavior
- Show gratitude
- When you are wrong, apologize
- Let your employee know you care even when you have to say no to their request
- Assist employees when they are going through hardships
- When you feel angry, take a deep breath.
- Be considerate of your employees' feelings
- Bring food to share!!

For further guidance on leading with kindness, consider taking advantage of USPS EAP coaching services. The Employee Assistance Program can be a valuable resource for reaching professional goals, including honing your skills in fully becoming a compassionate and effective leader. Find more information and resources by visiting [EAP4YOU.com](http://EAP4YOU.com) or by giving us a call at 800-327-4968 (800-EAP-4YOU), TTY: 877-492-7341.