

LXbD Presents, Michael Worlton with “Leading with Empathy”

Mike is a dynamic, talented professional whose expertise is in coaching, consulting, training, and facilitation. He has worked internationally with organizations in biotech, banking and finance, healthcare, SAAS, e-commerce, automotive, and travel industries. Mike specializes in leadership development with emphases in communication skills (verbal and nonverbal), empathy, and influencing skills. He partners with companies who support cultures of highly inspired leadership teams and staff to bring about higher morale, resulting in greater productivity and results.

Mike’s approachable demeanor and communication style are highly engaging for all audiences, from new hires to executives. Mike is passionate about the leadership principles he shares, which challenges audiences to think, feel, and do differently to bring about improved performance.

Mike studied business administration and marketing at Utah Valley University. He also has an advanced diploma from Adams Academy in nonverbal communication.





LX Overview

LX Name: “Leading with Empathy”

Why This LX Is Important: Empathy is a central skill for leading teams and organizations to maximize their team’s potential.

LX Length: The two-hour course is available on both virtual and live learning platforms (following all PPE protocols).

LX Participants: This program is designed for a maximum of 40 participants.

LX Overview: In “Leading with Empathy,” you’ll learn the fundamental skills, practices, and techniques of how to manage yourself and your team. Understanding and responding to emotional demands is paramount to the success of your team during the COVID-19 crisis. You will learn how to skillfully apply empathy to your conversations, interactions, and the skills needed for assertiveness for both the customer and employee experience. The program will cover emotional self-management, listening skills, non-verbal communication, and the assertion model with empathy. The end result is greater understanding, empathy, and levels of assertiveness for you and your team.

LX Takeaways: This interactive learning experience is designed with the following outcomes for each participant:

1. Leaders will be able to identify and manage their own emotions more effectively by using powerful and proven tools that transform the emotional component of performance.
2. Leaders will learn and practice the toolbelt of empathy: conversations, listening, emotional safety, non-verbal cues of empathy, the emotional menu, and appropriate assertion.
3. Leaders will have much more confidence in handling difficult situations with both customers and employees by implementing strategies and tools covered.

Price (for a Certified Trainer): \$5,000 per session for up to 40 participants.