

# The Importance of Empathy & Understanding in Leadership

**Mental Health:**  
**89% of workers agree** that empathy leads to better mental health in the workplace.

**Staff Retention: 92% of employees** would be more likely **to stay** with an organisation company if their leaders showed more empathy.



**Healthcare: 77% of NHS staff** who feel supported by their **leaders** report higher engagement levels, linking to improved patient care and reduced absenteeism.

**Job Satisfaction & Productivity: 91% of employees** believe leaders demonstrating empathy and understanding are **more likely to foster a positive work environment.**

Are you interested in becoming an Empathy Envoy?

OR

Do you have a colleague you would like to nominate for their empathy and understanding?

Visit C&E Empathy Training Ltd's Empathy Envoys page to find out more.

[www.empathytrainingltd.co.uk/empathy-envoys](http://www.empathytrainingltd.co.uk/empathy-envoys)

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