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Be Compassionate (Walk in Their Shoes)

WHAT: Be Compassionate

WHY: Empathizing with the leader helps us understand where they are, what keeps them up at night, and what tools they need to succeed.

HOW: Walk in Their Shoes

Honor Story

- Listen with curiosity and for discovery, without judgment.
- Remember what your first year on the job was like, or a time when you struggled, failed, felt sad, questioned your own competence, felt lonely, lost the attention of your classroom, or said something ridiculous in a meeting.
- Breathe, step into the leader's shoes, and coach to their strengths.
- Provide space for the leader to think and talk her way to understanding.

Be Curious

Ask nonjudgmental questions to collect data and build trust.

Examples of what compassionate curiosity sounds like in a statement:

- "That must have felt _____."
- "Tell me what would be most helpful to you right now."
- "It sounds like you were being courageous."

Examples of what compassionate curiosity sounds like in a question:

- "What strengths have you called on in other situations like this?"
- "Who are your lifelines?"
- "What self-care do you practice?"
- "So that I know how to listen, do you need to vent for a while, or do you want to try to solve the problem?"

Potential Traps

- Being impatient
- Getting triggered
- Being impulsive
- Confusing your issues with theirs
- Mining their deeper psychological issues