Empathy, leadership and interaction in creating a human-centric work culture

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Work is solving other people’s problems, with other people, in a technologically supplemented manner.
Can we teach all human skill to the machine?
Verbal reasoning

Non-verbal reasoning

Attention

Memory, working memory

Fast information processing speed

Empathy

Creative thinking

Learning ability

Moral, ethical issues

Flexible, contextual thinking
EXPERIENCE

UNDERSTAND

ACT

EXPERIENCE
In sync?

The rhythmic activity of the brains of interacting individuals can synchronize

Dumas et al., 2010; Müller et al., 2013; Cui et al., 2010; Stephens et al., 2010
Inter-brain synchronization predicts team performance

Szymanski et al., 2017
Leadership is given to those who synchronize their brains to the rhythm of others, not vice versa

Jiang et al., 2015
Is empathy beneficial at work?
Empathy skills of team member predict success of joint problem solving

Woolley et al., 2010; Meslec et al., 2016; Chikersal et al., 2017
Meta-analysis: The empathy skills of the doctor improve patient-doctor relationships and treatment adherence

(Derksen et al., 2013)
The duration of the common cold in patients of empathic doctors was one day less (Rakel ym., 2009) and there were fewer inflammatory agents in the blood (Rakel ym., 2011)
Empathy increases trust
Trustig others and empathy activate overlapping brain areas.

Krueger et al., 2007; Ak et al., 2014; Haas et al., 2017
Perspective-taking increases empathy

Fett et al., 2014; Erle et al., 2018
The decision to trust activates brain areas related to experiencing similarity with another.

FeldmanHall, 2018
Pupil synchronization activates brain areas related to understanding others, and predicts trust.

Prochazkova, 2018
How to increase empathy?
Touch$^1$ and oxytocin$^2$ increase inter-brain synchronization

1 Goldstein et al., 2018; 2 Mu et al., 2016
Humanize
Attend
Care
Adjust
What decreases empathy?
The organization itself is technology. The structures it provides can either inhibit or support empathy.