



SHOLA KAYE

Keynotes & Training

Culture Change, Communication & DEI

CULTURE, D.E.I., LEADERSHIP: ELEVATING EMPATHY

To increase inclusion, productivity and engagement (Suitable for all employees and delegates)

Creating a workplace where everyone feels that they belong is more important than ever before, but how can you build supportive, cohesive environments within your organisation? This is a high-impact, inspiring keynote that offers the tools and the inspiration to become a more compassionate and effective leader, manager, or individual contributor. It may be modified for senior leaders, management, and whole-company keynotes. We'll look at the important themes of curiosity, courage and being a catalyst and you'll understand the vital components of empathy, how to be compassionate while avoiding burnout, and why skills like emotional intelligence are in high demand.

What will the audience learn?

- Explore the value of active listening and reasons why we may be reluctant to practice curiosity and courage
- Understand the different types of empathy
- Find out what impact empathy and listening have on diversity, inclusion, engagement, retention, innovation, and happiness at work
- Discuss how we might practice empathy in the virtual workplace
- Spend time reflecting on our own levels of empathy and potential areas for self-improvement
- Walk away with a simple three-step framework for being empathetic in nearly every situation



SHOLA KAYE

Keynotes & Training

Culture Change, Communication & DEI

The Elevating Empathy keynote may be adapted with additional content to suit any of the following themes:

- Empathy + **racial awareness**
 - We explore the impact of damaging racial assumptions and microaggressions, using empathy skills to challenge bias and reduce negative stereotypes
 - We discuss the cycle of socialisation and wheel of power and privilege and explore workplace interventions that help support employees of colour and reduce systemic unfairness
- Empathy + **burnout reduction, wellness and self-compassion**
 - We explore the differences between social and compassionate empathy, and their relationship with burnout in the workplace
 - We discuss proven tools that increase compassion and reduce distress
 - We review the concept of The Gap and The Gain and the impact of these differing perspectives on health and wellness
- Empathy skills **for leaders**
 - We explore key data linking empathy with inclusion, innovation, customer and employee engagement, retention and work-life balance
 - Managers learn frameworks for practising active listening and empathy under pressure
 - Optional talking points for managers to share with their teams

All keynotes include: PDF guide action guide for all attendees, pre-keynote planning session, post-keynote customised survey, post-keynote survey results review & recommendations session.

30 - 60 min keynote, or half to full day workshop



SHOLA KAYE

Keynotes & Training

Helping you master the A.R.T. of Transformation: Act, Reflect, Transcend!

What comes next?

After this keynote you may want to consider workshops, coaching and other learning opportunities with Shola and her U.S. and U.K.-based team of associates. We deliver additional half and full day workshops on the topic of your keynote, helping to embed your transformation, and also have a variety of longer, customisable programs available. These include:

- The Empathy to Equity Blueprint (DEI series),
- Empathy and Self-Awareness Skills for Leaders
- Communication and Presentation Skills training sessions
- Our 6-month to year-long Leadership Development Suite
- Workshops on varied topics such as Cultural Competency

We value flexibility and love collaborating with clients to co-create the perfect solution.

Book an introductory chat with the team at sholakaye.com/15 or email us at info@sholakaye.net to book in your keynote and get the ball rolling.

About Shola

Shola Kaye is the author of two books and an award-winning international speaker on Communication, Inclusive Leadership and Empathy at Work. She's passionate about helping organisations create an atmosphere of belonging for their people. When a workplace is fully inclusive and welcoming, amazing things happen. People are transformed into leaders. Teams and groups perform better. Everyone gains. Shola's work has appeared in a variety of industry journals, she's a LinkedIn Learning instructor, TEDx speaker, and her clients include Google, American Express and Deloitte.