

EMPLOYEE ASSISTANCE PROGRAM

DEVELOPING A CULTURE OF KINDNESS

There are many ways to model a culture of kindness

When we make the effort to be kind to everyone we interact with on a daily basis, we're helping to develop a culture of kindness. Kindness not only impacts the recipient in a positive way, it also makes us feel good about ourselves. We're more likely to feel a sense of connection and empathy. Empathy, the ability to understand and share in another person's feelings, is important to developing rapport with others and building good relationships.

There are many ways to model a culture of kindness. For instance, we can show respect for other people's viewpoints, whether we agree or disagree, by listening without interrupting, criticizing, or trying to convince the person that our view is the "right one." Other ways to lead by example include:

- Displaying thoughtfulness without expecting anything in return
- Pitching in when someone needs help
- Paying attention and fully listening when someone speaks to you
- Being friendly and respectful to everyone you meet
- Showing appreciation for the things people do for you
- Offering encouragement to others

Sometimes fear, discomfort, or uncertainty can interfere with our ability to listen and empathize. We may worry that sharing our own insecurities or mistakes will cause others to think we're weak. However, expressing your feelings of vulnerability and genuine emotion can strengthen your connections with other people. Your willingness to be authentic is a strength, not a weakness, and encourages others to be authentic too.

