



Embracing Empathy

A Framework for Modern Test Leadership

About me



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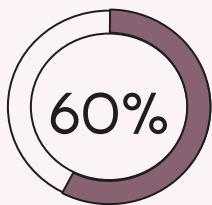




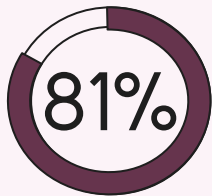
70%

of people find that their manager has more impact on their mental health than their therapist or their doctor

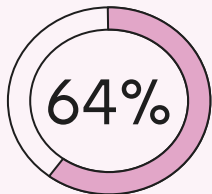
Equal to the impact of their partner



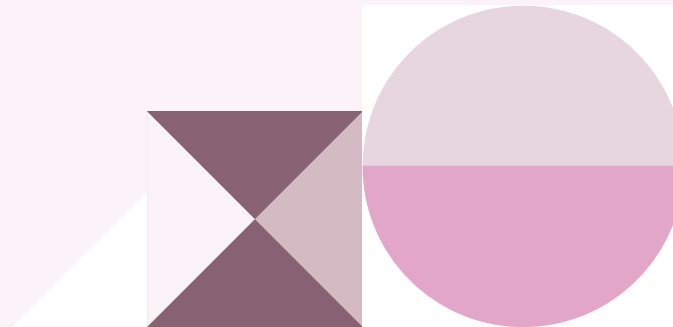
say their job is the biggest factor influencing their mental health



would prioritize good mental health over a high-paying job



admit they would take a pay cut for a job that better supports their mental health



What is mental health



“State of mental well-being that enables people to cope with stresses of life, realize their abilities, learn and work well, and contribute to their community.” - WHO



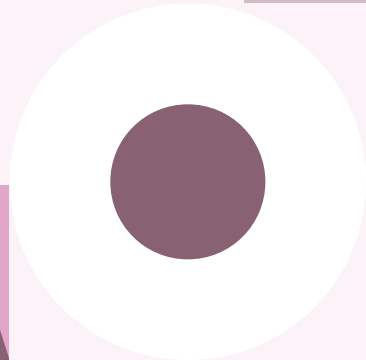
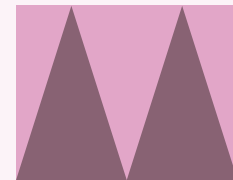
Includes the emotional, psychological, and social well-being.



Affects how we think, feel, and act.



Helps determine how we make healthy choices, relate to others and handle stress.



Let's meet Our Community



Junior QA

- New hire
- No previous working experience



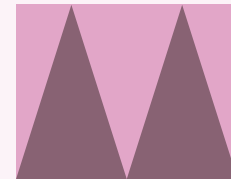
Senior QA

- Has been working with the company 3 years
- 5 years experience



Test Lead / Manager

- Has been working with the company 7 years
- 9+ years overall experience
- Leads 4 teams



Qualities of empathetic leaders

ACTIVE LISTENING

Attentiveness without interruptions or making assumptions
Understanding of perspectives behind words

COMPASSION

Caring for team's well-being
Support and **encouragement**

OPEN MINDFULNESS

Acceptance and **openness** to different viewpoints and diverse backgrounds
Non-judgmental

TRUST

Reliability and **consistency** in actions
Follow up on discussions
Transparency about decisions

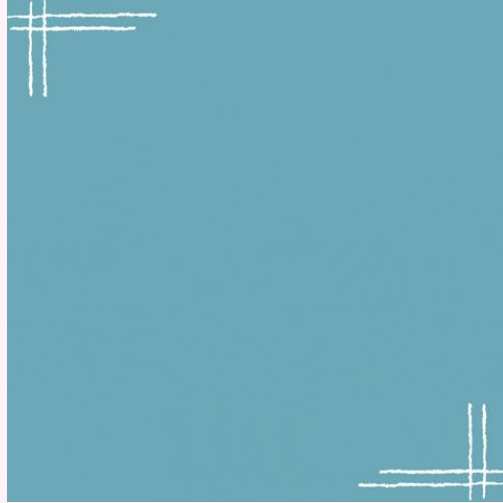
POSITIVE REINFORCEMENT

Recognition and **celebration** of achievements
Motivate and **inspire** the team

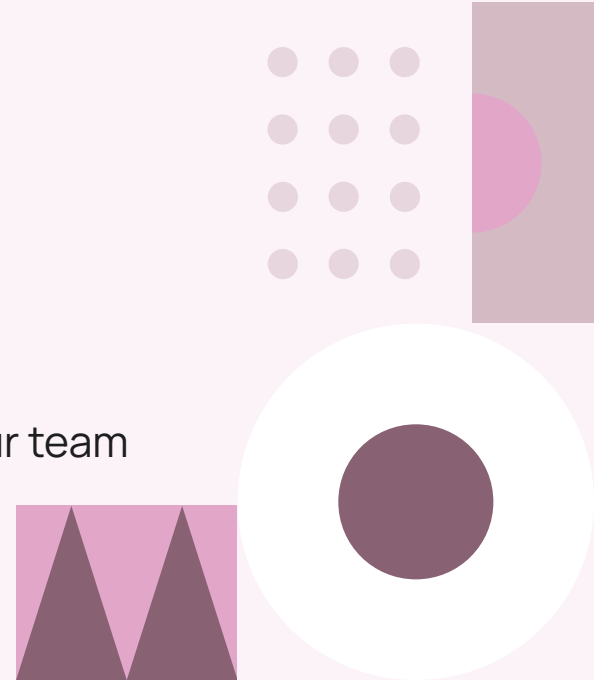


Empathetic Leadership Tools

Manage yourself and stay healthy



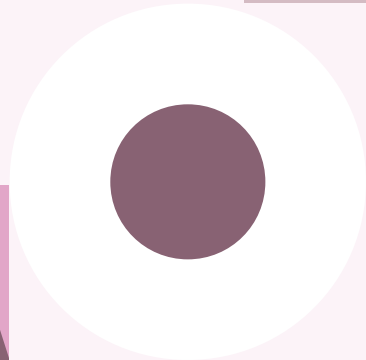
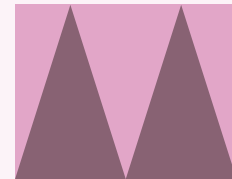
- Say no to too much work for yourself and your team
- Resist the urge to take on the work yourself
- Watch your mental health



Give a purpose



- Explain the bigger picture
- Connect team's tasks with the vision of the organisation



Provide challenge



Let's Do This!

- Be curious about people motivators
 - Just-right amount of challenge
 - Give opportunities to learn and develop
 - Connect team members with other capabilities

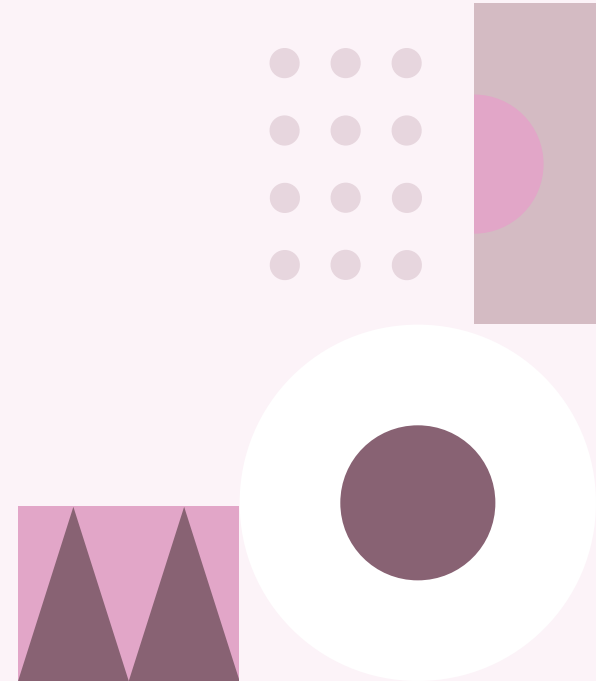


Too much
empathy?

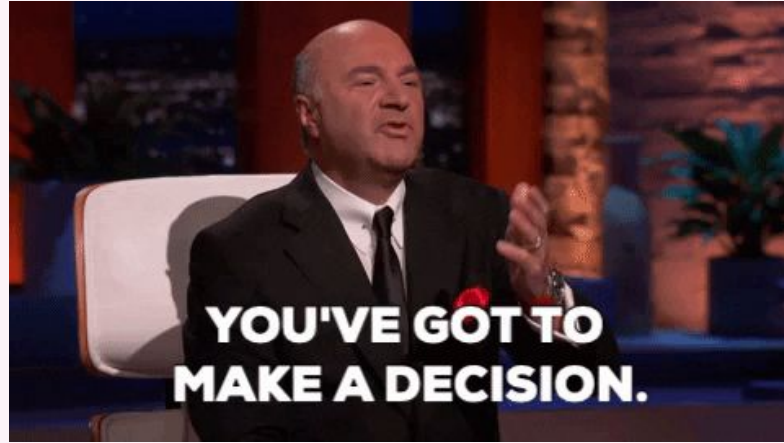
Emotional exhaustion



- Overwhelm or Burnout
- No energy for other tasks
- Lack of focus / poor concentration
- Decreased productivity



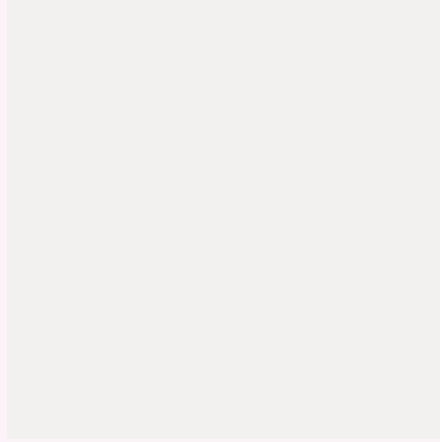
Difficulty in decision-making



- Over-consideration
 - Feedback
 - Performance issues
 - When / How to communicate a decision



Dependency confusion



- Over-reliance
- Seek for constant support
- Avoid of own tasks
- Impediment on team's growth



FELLOW LEADERS...



THANK YOU

FOR ACTIVELY LISTENING



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