

KEY TAKEAWAYS

- Most technical people struggle with empathy because they struggle with human connection.
- In order to be empathetic, both in business and in personal life, connecting with other humans is essential.
- Sometimes a friendly smile or simple question is all it takes to have a meaningful connection.
- To teach yourself and your team how to be more empathetic, you need to first understand what motivates you.
- Highly technical people worked hard for their skills and often feel underappreciated.