



Empathy Factor: Your Competitive Advantage for Personal, Team, and Business Success

Jerry Colonna Marie R. Miyashiro

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Building on the latest research in brain science, emotional intelligence, and organizational theory, an award-winning communication and organizational strategist answers questions about the true definition of empathy. This groundbreaking exploration into business productivity and office management offers both real-world insights and practical ways to build transformative empathy skills organization-wide. It shows how learning about and teaching empathy in the workplace can improve productivity, innovation, and profitability. The guide also provides an innovative framework to help leaders meet the six universal needs of the organization itself while also respecting those of individual employees and customers.

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