

"In healthcare, we know that caring matters, and this book shows organizational leaders in all industries how it's done."

— DR. LEONARD H. FRIEDMAN, Professor of Health Policy & Management at The George Washington University



# compassionate LEADERSHIP



**16 SIMPLE WAYS**  
to engage and inspire  
your team at work

**PAUL AXTELL**

# My Work

## Being Remarkable



Why this book?

# Notes from my journal

**Management  
lacks power  
unless it has a  
focus on results;  
that focus must  
be backed up by  
compassion.**



# Notes from my journal



**Knowing that the other person is feeling uncomfortable and at risk and knowing you can't really know how they feel.**

# Notes from my journal

**It requires compassion to ask another person to place themselves at risk where they might not look good, might not succeed, might not like to be.**



# Notes from my journal

**Being around and trusting them to deal with it.**



# Notes from my journal



**If you ask for a miracle, you better appreciate what it takes to produce it.**



# Keys to caring

- acknowledging their presence
- attention is everything
- being curious and interested
- acknowledgement and appreciation
- listening so people feel heard

# 16

## Compassionate Principles

1. Perspectives change everything, so choose empowering ones.
2. Never walk past anyone, ever.
3. Trust and respect are fragile but essential.
4. People are complicated—and sometimes difficult.
5. Appreciation: Always important. Often missing.
6. Every conversation can be enhanced.
7. Say the right thing at the right time.
8. Be great with complaints.

# Compassionate Principles

(continued)

9. Ask for what you want, not what you think you can get.
10. If you give your word, keep it.
11. What do you think? A simple question and some common mistakes.
12. Lead meetings like a pro.
13. Building a powerful group. One relationship at a time.
14. A simple coaching process—shift from telling to asking.
15. Good supervisors have problems—lots of them.
16. Take care of yourself so you can be there for others.



Your insights  
And  
Questions

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