• Ashridge part of Hult International Business School
• Executive education, Qualification Programmes, Organisation Consulting, Applied Research and Online Learning.
• Ranked in the top 25 business schools in the world
• 300 clients and 6,000 executives each year
• Strengths in leadership, coaching and change
Session content

1. Context and definitions
2. Three propositions
3. Embedding compassion in our work life
Compassion is…

• “An empathic emotional response elicited by another person’s suffering that moves people to act in a way that will ease the person’s anguish or make it more tolerable” (Kanov, Maitlis, Worline, Dutton, Frost & Lilius, 2004)

• “Connecting and caring for others” (Miller, 2007)
Context

- ‘No pain no gain culture’ in many organisations.
- Stress-related absence is growing and career burnout is a recognised phenomenon.
- Rise of technology means that physical connections are being lost.
- Loneliness is on the increase.
Proposition 1: Many of us are success seekers
Proposition 2: We follow emotional scripts
Proposition 3: Work has lost the fun factor
Bringing the love back (Leaders)

1. Set context for compassion
2. Lead by example
3. Embed systems & practices
Bringing the love back (Managers)

Adapted from Kahn (1993)
In closing…
References

• Armstrong, A. (2014) “I'm a better manager as a result” A biographic narrative study of the impact of personal trauma on the professional lives of managers in the UK, Aston University, Unpublished PhD thesis: http://eprints.aston.ac.uk/24446/1/Armstrong_A2014.pdf