

## What's going on?

Understanding the social skills and awareness of the workforce is a critical starting point for anyone who wants to build a healthier, more resilient workplace culture.

People in your workforce who have less-developed empathy, social skills, and awareness of non-verbal communication can struggle to understand the motivations and emotional states of their colleagues—and to navigate conflict when it arises. Communication is a two-way street. Speakers need to make sure their communications are both received and understood. However, workplace communications are complicated by deadlines, competing goals and power dynamics that can make them challenging for even skilled social navigators.

We ask employees if they feel that their colleagues do or don't understand the impact of their words and behaviors on those around them—a good indicator of social intelligence. Employees who report that colleagues have low social intelligence see co-workers with less empathy, decreased social awareness, and less-developed social skills.

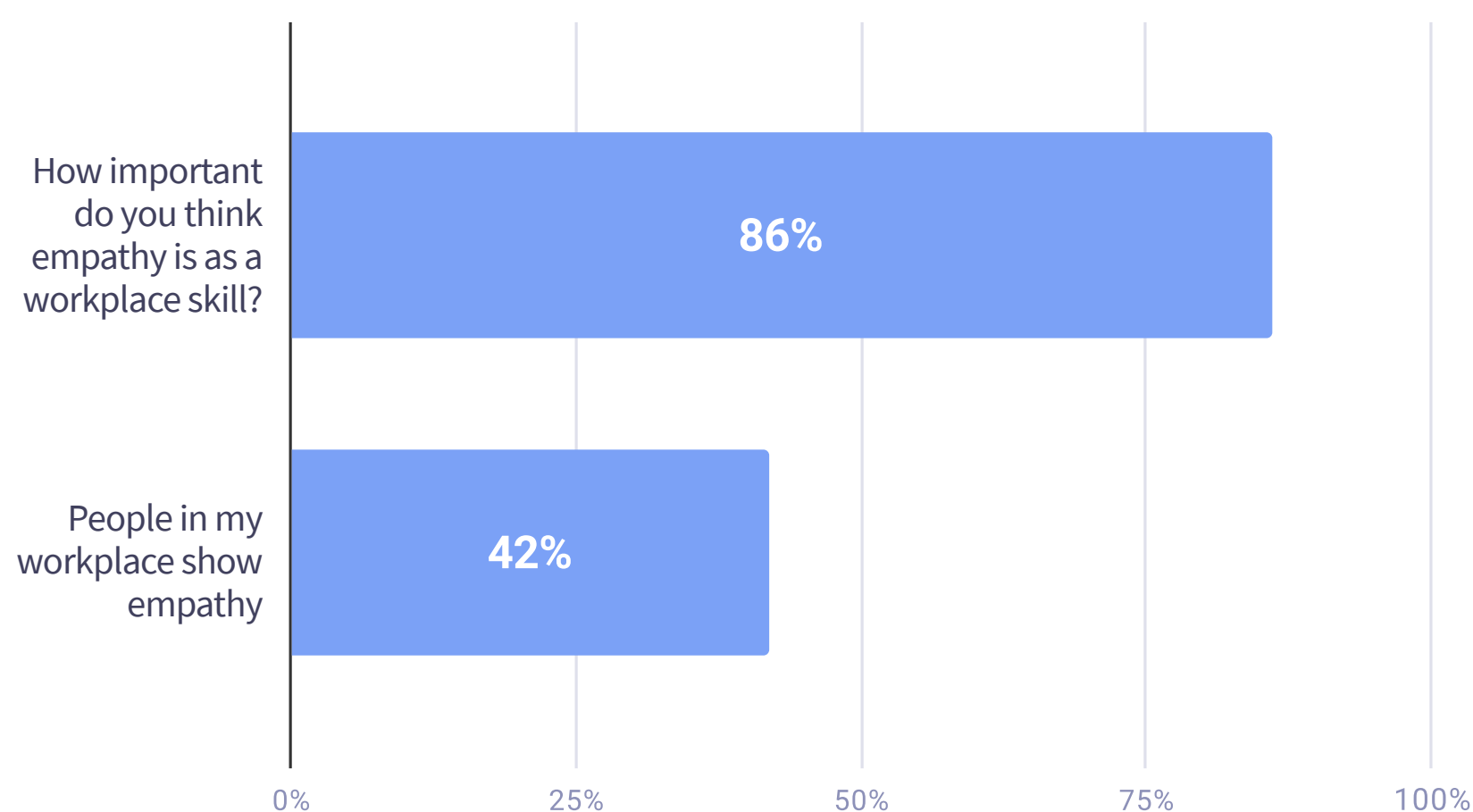
## Empathy and curiosity towards others

The development of social awareness and the motivation to build social skills starts with empathy towards and curiosity about our fellow humans.



### Employees believe empathy is important in the workplace but don't always see it from their colleagues

% of employees who say very important/strongly agree



Source: Emtrain Workplace Culture Report 2020, ©2020

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