



Want to learn the “secret” to finding and retaining great employees? Of course you do, and the “secret” is simple, but are you up for the challenge of being a great company to work for? It’s about putting yourself second and your staff first and hint... being KIND TO PEOPLE

Let’s face it, right now we have little economic, technological, or societal stability in sight so what role can empathy play in Human Resources? As it turns out – a very important one.

Our business is human relationships. We help business owners and managers create policies, hire talented employees, and meet regulatory compliance. We thrive on understanding the needs of new clients, and nurturing the success of longstanding clients. It’s safe to say that human relationships are what we do best.

Employee engagement is not just a buzzword. For HR, it is the critical capacity to create reciprocal common ground with an employee or workforce to increase job satisfaction, productivity, and retention. Real engagement saves companies money, time, and resources.

With engagement policies now commonplace, companies are offering perks, benefits, and strategies to out-compete competitors for valuable talent, and to combat employee poaching. Instead of boosting your engagement budget—think about empathy.

A quick internet definition of empathy is *the capacity to understand and share the emotions or experiences of another*. So, empathy actually has something to do with reciprocity—taking in how and why someone feels the way they do. It also means making a personal effort to process that feeling in more than a factual way.

Sounds like it takes a lot of work—maybe even a self-help book or workshop, right? But it doesn't. The real key to *empathy*, and the basis of *engagement*, is a quality that is quiet, loud, easy, and complex—it is *kindness*.

Ummm for those of you who are not up on these definitions.... Kind and nice mean different things.

Thinking about these differences—why, especially, in the coming year, does kindness TRUMP niceness?

Humans are hard-wired and some are nice, kind and cruel. In the workplace, it is pretty easy to discern cruelty, but the difference between being *kind* and *nice* is not so clear cut. What's the difference—and why does it matter?

We all know people who are genuinely agreeable, pleasant—and nice. A ready smile, a deserving compliment, or a willingness to take a backseat are attributes of nice men and women across the board. Yet, being nice can sometimes have a downside, cloaking anger and other motivations. We have all met people who are nice—to a point. ***Social niceties can become instruments of cruelty in the mouths of those with closed minds.***

Real kindness cannot be faked or imitated. An article from the [Harvard Business Review](#) discusses an employee experience of kindness at work, and how it altered attitude and work habits.

Research suggests humans physiologically respond to kindness with positive emotion and better physical health. Kindness is not empathy, though. **Empathy is an innate ability to deeply feel the situation faced by another. Kindness, on the other hand, is empathy in action.**

Kindness and empathy will count in 2017

Engagement in a workplace, community, or social relationship is a fundamental need of humans. With the challenge of global, political, and environmental upheaval, engagement at all levels is more important than ever.

For workers, stability and a satisfying paycheck are important—but so is a feeling of belonging, understanding, and meaningful work.

Consider these tips for deepening engagement in your workplace and elsewhere:

- **Both positivity and negativity are contagious.** Business and personal leadership that exudes and practices kindness, enthusiasm, understanding, intelligence, and fairness sets an unbeatable tone for associates and friends.
- **Being uncharitable and nasty takes energy.** Cruel and vengeful personalities suffer along with their victims. Mental, emotional, and physical dysfunction follow mean-spirited individuals, creating a lasting environment of distrust.
- **Kindness is a long-lived human trait based in trust.** Being nice is not the same as being kind. Kindness arrives in a gesture, a helping hand, and a knowing eye. Equated with giving, being kind means only to give of yourself and of comfort, not necessarily material goods.

Mahatma Gandhi once said, “If we could change ourselves, the tendencies in the world would also change. As a man changes his own nature, so does the attitude of the world change towards him.” Big change starts with the individual.

Kindness makes everyone feel and behave better. It can be random, but it doesn’t have to be. A kind act or word is something recipients often remember for a lifetime. Kindness is inexpensive, never out of style, or out of place, and it builds empathy and engagement within an organization or community.

Whether via email, text, or in person, make a difference in 2017 by being more than nice—be kind.

When you have questions about engagement, motivating employees, or other HR best practices, contact us at McCloskey Partners, LLC and we will be sure to assist you or make sure you are directed to the appropriate industry experts.

Office: 215-716-3035 x 0

Email: info@mccloskeypartners.com

Follow us on Facebook, LinkedIn, Twitter, Pinterest, Instagram.

Check out our website at www.mccloskeypartners.com

McCloskey Partners, LLC is your Human Resources & Recruiting Partner of Choice

McCloskey Partners, LLC | 215-716-3035 x 0 | 888-246-6970 |
info@mccloskeypartners.com | www.mccloskeypartners.com