

Empathy-driven Leadership | 10.14.22 | [EPISODE PAGE](#)

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Empathy

- Leading without empathy has an impact on the business (bottom line) since people, whether clients or employees, crave real human connection

Leadership

- Find people smarter than you; growth as a leader includes evolving from resorting to “I’ll just do it myself”
- Trust your team to deliver the results better than you can; hire right and don’t micromanage
- Radical candor can be done with care

Culture

- Whether treated as families or communities, companies are connected by social contracts
- Workspace is a community of people that have shared commonalities
- Remote work has to flex for people to connect or culture will decay over time
- Culture is not just about perks; it’s about DEI, about positive impact on society
- Social contract upon joining
- When hiring, find someone who can do the job but is also a cultural fit
- Office attendance varies by city and by geography (lower on the coasts in the US; higher in Europe than in the US overall); important to accommodate local trends

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