

Quiz: Role-playing Challenging Leadership Scenarios Requiring Empathy

For each scenario, you will be presented with a situation and a choice of responses. Your task is to choose the response that best displays empathy and effective leadership.

Scenario: Sarah, a team member, comes to you visibly upset. She mentions that she's been having a hard time balancing work with personal life due to some health issues in her family.

- a. "You need to find a way to handle your personal issues outside of work."
- b. "I understand this must be a tough time for you. Let's discuss how we can temporarily adjust your workload or schedule."
- c. "Why didn't you inform us earlier?"
- d. "Maybe this job isn't right for you if you can't handle the pressure."

Scenario: During a team meeting, David, usually a confident speaker, seems hesitant and struggles to express his ideas.

- a. "David, we need to move on. Maybe share your thoughts later."
- b. "It's okay, David. Take your time, we value your input."
- c. "Can someone else share their thoughts since David is struggling?"
- d. "David, if you're not prepared, it's better to pass the chance to someone else."

Scenario: Emily, a recent joiner, approaches you to express that she feels left out during lunch breaks and team activities.

- a. "You should try to be more outgoing and make an effort."
- b. "Thank you for bringing this to our attention, Emily. We'll organise some team-building activities to foster stronger connections."
- c. "Well, everyone else seems to be getting along. Maybe you're the problem."

d. "It's just lunch. Focus on your work."

Scenario: Sam, a usually punctual employee, has been late to work multiple times over the past two weeks.

- a. "If you're late one more time, we might have to take disciplinary actions."
- b. "Sam, I've noticed you've been coming in late. Is everything okay? How can we support you?"
- c. "You need to get your act together. This is a professional environment."
- d. "Perhaps you should consider waking up earlier."

We hope this quiz has provided insights into the nuanced challenges leaders face daily and the importance of empathy in addressing them. Our training modules will further delve into techniques and strategies to help enhance your authentic leadership style, ensuring a harmonious and productive work environment.

Remember, every situation is an opportunity to practice empathy and understanding. We're in this journey together. See you in the next module!