

**“The Empathy Factor should be required reading for any manager or supervisor.”** —BILL MOORE, Senior Vice President,

Iptek Corporation; Former Vice President and General Manager, Ortel Corporation;  
Former Corporate Marketing Manager, Hewlett-Packard

**In** this groundbreaking book, award-winning communication and organizational strategist Marie Miyashiro explores the missing element leaders must employ to build profits and productivity in the new economy—Empathy. Building from the latest research about organizational effectiveness, emotional aptitude in the workplace, and brain science, Miyashiro offers both real-world insight and a practical framework to bring the transformative power of empathy to your entire organization.

Miyashiro’s approach combines more than 26 years of experience advising for-profit companies, government agencies, and nonprofits to substantially improve their organizational communication with a proven, world-renowned process from the largest empathy-based community in the world. *The Empathy Factor* takes Dr. Marshall Rosenberg’s work developing Compassionate Communication into the business community by introducing *Integrated Clarity*®—a powerful framework you can use to understand and effectively meet the critical needs of your organization without compromising those of your employees or customers.

**“Marie has taken the widely heralded virtue of empathy and made it very accessible with numerous pragmatic strategies and tools. A must-read for any emerging leader!”**

—ULRICH NETTESHEIM, Managing Partner, Passages Consulting; Lecturer, Haas School of Business at University of California Berkeley; and Founder, Umanity

**“In *The Empathy Factor*, I see immediate applications for anyone who works as a consultant to organizations, whether for-profit, nonprofit, or social enterprise. Marie embodies the capacity to relate to ourselves with compassion as we create possibilities for alternate futures to emerge.”**

—CATHERINE W. BROOKER, M.A., Founder and Principal Consultant, Social Futures Group; Former Senior Organization Development Consultant at Sun Microsystems

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ISBN: 978-1-892005-25-0



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