

What people are saying about

The Empathy Factor



PuddleDancer
PRESS

By Marie R. Miyashiro, APR

“Empathy has always been a core part of Marie Miyashiro. Now she has transformed that valued human relations quality and skillfully turned it into a powerful communications force for the business community. *The Empathy Factor* will help thoughtful business people add substance and dimension to relationships within the workforce—colleagues and customers. Breakthrough thinking from cover to cover that will lead to more meaningful discourse and heightened impact.”

—JAMES B. HAYES, Former Publisher, FORTUNE Magazine

“*The Empathy Factor* provides great insight into almost diametrically opposed business needs, personal and corporate. Not only does it explain why they exist, but provides sound techniques to achieve synergy between the two—in turn, making the employee and business more productive. This 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

“Fabulous! With this book, Marie has made several very important contributions to the body of work concerning effective leaders. She makes a clear connection between the vitality of organizations and the ability of its leaders to harness the vast potential energy generated by engaging human beings in the landscape of their feelings. Equally important, she 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!”

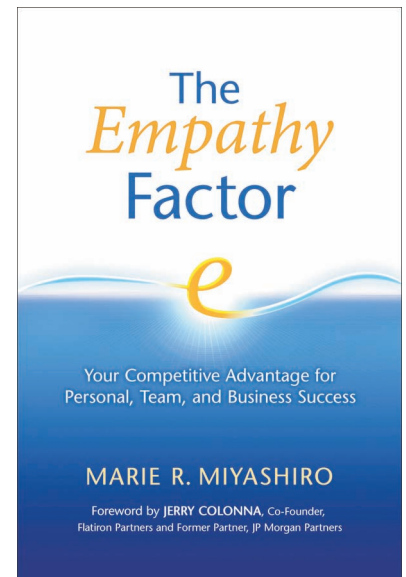
—ULRICH NETTESHEIM, Managing Partner, Passages Consulting; Lecturer at Haas School of Business at University of California Berkeley; and Founder of Umanity

“Marie Miyashiro’s comprehensive discussion of empathy in the workplace resonates with integrity. As I read *The Empathy Factor*, the Integrated Clarity model of organizational needs came to life. I saw 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

“I came away from *The Empathy Factor* with new insights, new skills, and a much stronger appreciation of the crucial importance of ‘connecting.’ And I agree: the payoffs of putting this value into practice are huge! Now, those payoffs—capacity to innovate, resilience under pressure, and overall organizational effectiveness—are within much easier reach, thanks to the wisdom provided in this wonderful book.”

—SAM KANER, Ph.D., Author, Consultant, Expert in Multi-Stakeholder Collaboration; Founder of the San Francisco-based international consulting firm, Community At Work



“Marie makes her point and encourages her reader’s belief not only in the ‘theory’ of empathy but also the ‘reality’ that one can achieve. Business climates can truly benefit from her expertise and *The Empathy Factor* is a good read! I encourage anyone who wants to open their mind to a better way of communicating to open a copy of this book.”

—**ROBIN D. LANE, Vice President of the Board of Directors, Arizona Women’s Golf Association; Former Major Account Sales Representative, Sun Microsystems**

“Those of us seeking to humanize the workplace through empathy and needs-consciousness have largely been sourcing the work through exploration and discovery. Now, *The Empathy Factor* provides an easy-to-read and comprehensive guide to connect with both the head and the heart of this work. Marie frames it within her wealth of knowledge and applied experience of organization development leaders. I am particularly excited at Marie’s articulation of needs at the organizational level, which are essential to expand this work into the workplace. This book goes to the top of the suggested reading list for my clients!”

—**GREGG KENDRICK, Founder/CEO, Basileia LLC; Former CEO, Republic Research Training Centers, Inc.; CNVC Certified Trainer**

“*The Empathy Factor* offers cutting edge insight on the root causes of the challenges that today’s companies and organizations face and how teams can achieve game-changing transformation to achieve ultimate buy-in, accountability, morale, and teamwork. If you’re ready for real and sustainable change and what is sure to be the next big thing in the business world—needs-responsive organizations—you will want to read *The Empathy Factor*.”

—**DIAN KILLIAN, Ph.D., Founder and Director, The Center for Collaborative Communication and Co-Author, *Connecting Across Differences***

“*The Empathy Factor* is at once accessible and far-reaching in its implications. In page after page filled with real-life examples and tips, Marie Miyashiro makes the case that empathy is entirely learnable, eminently practical, and core and central to an organization’s capacity to achieve its mission. Far from a ‘soft’ distraction, the needs-awareness allows everyone to zoom-in on what matters most, the source of focus and efficiency in achieving business and personal goals. I recommend this book highly for anyone who wants to gain a handle on how to make organizations adapt to the rapidly changing constraints of our times.”

—**MIKI KASHTAN, Ph.D., Co-Founder, Lead Facilitator and Trainer, Bay Area Nonviolent Communication**

“Organizations have needs just as people in organizations have needs—an amazingly refreshing perspective! Marie has beautifully illustrated how the power of empathy can humanize the workplace and help transform our world.”

—**SYLVIA HASKVITZ, M.A., R.D., CNVC Certified Trainer, Communication Consultant and author, *Eat by Choice, Not by Habit***

“*The Empathy Factor* is an energizing statement of the fundamental importance of human connection in ALL areas of life. Its clarion call to connect first is a refreshing and liberating reminder for all organizations, companies, and even teachers. The methods and ideas in this book will be very useful tools for optimizing student-teacher interactions.”

—**PAUL WEBER, Ph.D., Visiting Assistant Professor of Physics, University of Puget Sound**

Media Inquiries:

To schedule an interview with Marie R. Miyashiro please contact Cindy Klinge at Gordley Group in Arizona, 520-327-6077. For more information about the Nonviolent Communication process or to request a review copy of *The Empathy Factor*, please visit the PuddleDancer Press website at www.NonviolentCommunication.com and click on “Request a Review Copy” in the left column.

Order at: www.EmpathyFactorAtWork.com