

RESOURCES

Empathy and Human-centered Process in the Workplace

Center for Creative Leadership

White Paper

“Empathy in the Workplace: A Tool for Effective Leadership”

By William A. Gentry, Todd J. Weber, and Golnaz Saldri

<https://cclinnovation.org/wp-content/uploads/2020/03/empathyintheworkplace.pdf>

Forbes

Online Article

“Empathy as a Workplace Superpower”

December 9, 2025

<https://www.forbes.com/councils/forbesbusinesscouncil/2024/12/09/empathy-as-a-workplace-superpower/>

Harvard Medical School

Online Article

July 1, 2025

By Hiyam Nadel

“Reimagining Health Care Through Human-Centered Design”

<https://learn.hms.harvard.edu/insights/all-insights/reimagining-health-care-through-human-centered-design>

Rethinking Work with Melissa Swift: How to Build Human Centered, High-Impact Workplaces (Podcast)

Fully Engaged with Jennifer N. Sutherland

August 25, 2025

<https://www.youtube.com/watch?v=oRQk16iofh4>



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