# What's in it for the helper?

A 30-minute team conversation to decide what **compassion looks like in your work**, and what it does for the people who give it.

Gather your team. One person takes notes. There are no wrong answers. Compassion = empathy + action.

## 1 Start with your why

Think of the last time someone went above and beyond for you. What did they do? How did it make you feel?

## 2 Pick one place to start

Check one. Next month, come back and pick another.

- ☐ **A new customer or client.** What happens every time someone new signs on?
- ☐ **A new hire.** Their first days, and their top three priorities.
- ☐ **A teammate's hardest week.** A loss, an illness, a family emergency.
- ☐ **Another workstream.** A short "101" so others can work with you.

## 3 Our first three to five things, every time

What will we always do? Check the ones that cost $0. (Most will.)

| | | |
|---|---|---|
| 1 | | ☐ $0 |
| 2 | | ☐ $0 |
| 3 | | ☐ $0 |
| 4 | | ☐ $0 |
| 5 | | ☐ $0 |

## 4 Who does what, and what can AI handle?

Who owns each step? What reminders or prep can a tool do, so people have time for the human part?

## 5 What's in it for us?

How will this feel for the person doing the helping? How will we keep it from wearing out our most generous people?

### The Other Chair: four moves

**1. Notice**
Look up. Read what they're carrying.

**2. Picture**
Sit in their chair. Start with "Maybe they..."

**3. Ask**
Say it back. Ask one more question.

**4. Act**
Think two steps ahead. Do one helpful thing.

**The four-line Act script:** Here's what I heard. · Here's what I'll do. · Here's when. · Here's how I'll check back.

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**Want to run this with your whole team?**
Book a conversation at markmohammadpour.com/book