

THE EMPATHY-TO-ACTION AUDIT (ETA)

Reframing Human Empathy as Operational Data

Most leaders fail to bridge the gap between "Hearing" and "Executing."

Empathy is not a "soft" tool; it is a sensor for identifying structural bottlenecks.

Use this diagnostic to convert employee feedback into leadership actions.

Module 1: The Friction Filter (The 5 Questions)

This is the "triage" section. It stops you from just being a shoulder to cry on and starts the process of Taking Ego Away (TEA) to find the root cause.

1. *Is this a **Capability Gap or a Constraint Gap**? (Does the team lack the skill, or is the system preventing them from using it?)*
2. *Does this friction **repeat at a specific "Hand-off" point**? (Is the issue human, or is it a failure in the communication architecture?)*
3. ***Which SCARF trigger** is being activated here? (Status, Certainty, Autonomy, Relatedness, or Fairness?)*
4. *Is my **"Hero Complex"** currently the bottleneck? (Am I solving the problem, or am I building a dependency?)*
5. *What is the **"Cost of Delay"** if this friction remains? (What is the Latency Tax on our Q2 execution speed?)*

Module 2: The Amygdala Map (Biological Triage)

We map the feelings to the SCARF Model to prove this is biology, not "attitude."

- **Symptoms:** Defensive communication, "ghosting" meetings, or learned helplessness.
- **The Audit:** Identify which trigger (e.g., lack of Autonomy or Certainty) is causing the Prefrontal Cortex to shut down.
- **The Operational Fix:** Change the rule, clarify the metric, or provide the tool.

Module 3: The Repair Protocol (Action Steps)

How to close the loop so the team sees the 48% Credibility Gap closing.

1. **Investigate (The Forensics):** Ask the TED questions (Tell me, Explain, Describe) to find the "buried bodies."
2. **Architect (The Solution):** Co-create the "How" with the team to ensure they own the execution.
3. **Execute (The Forcing Function):** Install a rhythm (Daily Pulse/Weekly Sync) to reset the 48-hour Alignment Half-Life and ensure the repair sticks.

*Empathy isn't about being the hero who **fixes feelings**. It's about being the architect who **fixes systems**.*

Need Help with This? Reach out.
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