

PRESS RELEASE

THE THIRD EHMA WEBINAR ON COMPASSIONATE LEADERSHIP
EHMA webinar conducted by psychologists from the University of Edinburgh focuses on the benefits that empathy and listening skills have on the working atmosphere.



On 30 November, psychologists Marco Truffelli and Jan Ferris will conduct this year's third EHMA webinar from Edinburgh, which will focus on the concept of 'Compassionate Leadership', a theme that has inspired several recent essays. "The goal of Compassionate Leadership is to create a corporate atmosphere in which one breathes wellness but can at the same time implement strict management policies. This is achieved by demonstrating constant support, understanding, empathy and listening skills," comments Panos Almyrantis, EHMA President and Chief Development Officer of ELLA Resorts. "The benefits of these actions for employees and community not only improve the company's performance but also its reputation. This is of vital importance in the world of hospitality".

"We will outline a plan centered around the fundamental **human trait of compassion**, demonstrating that by upholding this value within the realm of hospitality, we can **nurture wisdom, empathy, attentiveness, and excellence** in our hotels", remarks **Marco Truffelli**, EHMA member and Co-founder Resilirē.

Why is empathic leadership important today? Sharing the emotional moods felt by other people allows a better understanding of business dynamics and gives room for awareness and innovation. Softer interpersonal relationships **contribute to psychological well-being, inspire positivity and improve communication**. Compassionate empathy is one of the skills leaders should have if they want to engage their team, delegate more effectively and make better decisions.

About dell'EHMA

EHMA - European Hotel Managers Association was **founded in Rome in 1974 by prominent Hotel General Managers** of undisputed professional ethics with the aim of maintaining and enhancing the image of the hotel industry. It is composed of high-level hotel general managers who envision to be the preferred Association of Hotel Managers, **representing the most prestigious and unique hotels in Europe**. Supporting an inclusive and stimulating networking environment, sharing experiences, insights and support, and effectively communicating within the hotel industry, with integrity, loyalty and trust encompass the **Association's core values**. The Association currently has nearly **400 members representing 23 European countries** of which approximately 350 are General Managers of luxury hotels. In figures, this represents about **350 hotels, 85,000 rooms and 65,000 employees**.

The next Annual General Meeting will be held in Venice from 12 to 14 April 2024 on the occasion of the 50th anniversary of the Association.

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