

**Sammanställning av tankar från gruppdiskussionerna  
Samling Framåt 2020-09-14**

**Hur kan personliga möten bli bättre, både vad gäller form för möten och innehåll?  
*In English: Personal meetings- how and what can be improved?***

**Answers:**

*More time for meeting is not relevant, instead we should focus on being present.*

*While in the beginning of the meeting, we should start with that the entrepreneur telling his/her needs and purpose of the meeting and then as well have a reflection from my side to confirm understanding. Connect through their needs.*

*Self-empathy to source yourself into the situation.*

*Listen more, be more aware of how to listen and listen to "the right things".*

*Self-understanding, breaking the norm, the tradition of efficiency.*

*Start off with the inter-personal.*

*Empathy is to tune into where "they" are. You may need to translate your language.*

*We need to be primarily a human being, but also a professional representative.*

*We should think about why we go to work and who we should be there for.*

*The Swedish Tax Agency is a good example of a changed role in the treatment.*

*Need for receiving training in human treatment in working life, and that we have a dialogue about how.*

*Less advices, if they don't are in need of it, 80%-20% on listening instead.*

*Ask for permission. Take the time.*

*Not to start out from your own ideas of how it should be.*

**Stöd, hjälp och rådgivning, hur kan det utgå från emotionell intelligens?**

***In English: Support and consulting- how can this take off from emotional intelligence?***

**Answers:**

*To practice responding, listening, our own reactions. Personal maturity is required.*

*Be curious, depart from the position of the possibility of learning more yourself in the interaction with the clients.*

*Ask yourself- What does the client expect from you? Advise or listening/understanding? Be open/clear with expectations and offers.*

*Support the person, not just the business.*

*The real difference is what we actually do.*

*Free advice versus paid advice.*

*How to change business as usual.*

*Introduce a Peer to peer with focus on emotional intelligence with a defined methodology.*

**Hur skulle stödsystemet i stort kunna utformas utifrån ett empatiskt förhållningssätt?  
*In English: Structures, incentives, content and attitudes of the current supporting system-  
how should it be framed/designed?***

**Answers:**

*Design new support systems based on what and who is to be promoted.*

*To constantly involve the participants, the target group, in the development.*

*That those who design support systems really understand the target group.*

*That we create education and visibility for empathic ability in the system.*

*Try to set the demands of Empathy through the financiers, for example the Regions and Tillväxtverket, that this should be a part of the work/projects.*

*There are few incentives from the top of the system.*

*Lack of trust in the system.*

*Get evidence on how empathy in the supporting systems gives better results. Could be through measuring NKI (Satisfied Customer Index).*

*Formulating goals differently.*

*Measuring of other "soft" points.*

*Coaching circle for the actors in the supporting system, in order to learn Empathy as a tool.*

*Maybe start from the bottom, or interact more within the system.*

*The current supporting system is function badly since we have not demanded better.*