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Awakening Compassion at Work: The Quiet Power That Elevates People and Organizations

Monica Worline, Jane E. Dutton

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Caring Is a Competitive Advantage

Suffering in the workplace can rob our colleagues and coworkers of humanity, dignity, and motivation and is an unrecognized and costly drain on organizational potential. Marshaling evidence from two decades of field research, scholars and consultants Monica Worline and Jane Dutton show that alleviating such suffering confers measurable competitive advantages in areas like innovation, collaboration, service quality, and talent attraction and retention. They outline four steps for meeting suffering with compassion and show how to build a capacity for compassion into the structures and practices of an organization—because ultimately, as they write, “Compassion is an irreplaceable dimension of excellence for any organization that wants to make the most of its human capabilities.”

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