



Empathy and Active Listening



Skills of the Future | October 2026

The World Economic Forum's [Future of Job's Report](#) has identified 10 important skills that will be needed to succeed in your career by 2030. To help support you in developing these critical skills, we've identified learning material that we'll share with you regularly.

Falcons,

Empathy and Active Listening are skills that foster effective communication, understanding, and rapport building. They allow you to connect on a deeper level, comprehend others' perspectives, and respond appropriately. These skills can improve relationships, enhance teamwork, and increase success in both personal and professional environments.

To get you started, here are some questions to get you thinking about this topic:

1. How well do you respond to others' feelings and needs?
2. Do you ask for constructive feedback from those you interact with regularly?
3. How often does your mind drift to other things when you are engaged in conversation?
4. Do you know someone you'd classify as a "good listener"? Think about what do they do that makes you feel that way?

Assess your current proficiency level using one of our Skill Benchmark assessments or jump right into learning with the featured assets we've handpicked for this topic.

It's time to unleash your edge.

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For more information, contact the **Department of Learning & Development** by email: ProDevo@DaytonaState.edu

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