

## The Empathy Factor Your Competitive Advantage For Personal Team And Business Success

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Empathy Factor: Your Competitive Advantage for Personal, Team, and Business Success. Marie Miyashiro, Jerry Colonna. PuddleDancer Press, Oct 1, 2011 - Business & Economics - 256 pages.

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We're already seeing how the empathy factor is a competitive advantage for the companies that are focusing on empathic relationships in the workplace. This trend will only continue and accelerate because the customer is becoming more sophisticated and the market more competitive.

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