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Autore	Hoerr Thomas R
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Nota di contenuto	Introduction -- Empathy Makes the Difference -- My Journey -- Growing Your Empathy -- Empathy and Your Staff -- Empathy and Conflict -- Empathy and Diversity, Equity, and Inclusion -- Empathy and Instructional Leadership -- Don't Forget the Other Four -- Empathy is Not a Panacea -- The Hits, the Misses - And Learning from it All -- Acknowledging, Appreciating, and Applauding.
Sommario/riassunto	Veteran school leader Thomas R. Hoerr makes the case for why schools need a Chief Empathy Officer as principal and how to become one.