



The Moccasin Approach®

In 2005, our company LaPD Solutions Ltd coined the phrase “The Moccasin Manager®” and in 2006 “The Moccasin Approach®” followed. Both were trademarked in the UK in 2017 and then in the USA in 2020. Our phrases are taken from the saying of walking in someone’s shoes, which, although often attributed to various Native American tribes, we are informed came from [the poem](#) “Judge Softly” by Mary Lathrap (1895). To us, her poem says that if we do not know a person well enough, we will never know what challenges they have to manage and cope with every day. So how can we judge them unless we walk a mile in their moccasins?

A relatively simple task of getting to and from work for one person may be hugely challenging for someone else, especially for people who may have a hidden disability or condition. Some people might be dealing with loss, sorrow, or hidden pain, which may impact them daily. Until we **truly** know them, we don’t know what the world is like for them from **their** perspective.

The Moccasin Approach includes two of the ingredients of Emotional Intelligence (EI), Social Awareness (includes empathy) and Relationship Management (developing relationships). But to create Social Awareness, we must get to know people **and their world** so that we know how to communicate effectively, efficiently, and compassionately with them.



The Moccasin Approach is not just for work; it should be used with **everyone in our lives**.



To communicate effectively and create great relationships, we must get to know others as well as possible. We must have mutual trust, which requires the consistency of honest and open (“clean”) communication.

Think about your best friend, and think about why you go to them and talk about anything with them, why you trust them, and what you get from them in return... **That** is trust and “clean” communication, which gives you “clean” information. You’re already using the Moccasin Approach with that friend.

The Moccasin Approach and EI underpin **all** our workshops and courses. It flows through topics as we apply it continuously throughout our programmes. Our discussions help participants discover why EI is the **must-have** foundation for exceptional communication, developing organisational culture, improving employee engagement, and assisting in learning and coaching events as well.



Our Moccasin Approach philosophy underpins all the ingredients below and more.

Leadership & Management
Emotional Intelligence
Psychological Safety
Teaching/Training



Performance Management
“Clean” Communication
Change Management
Time Management

Create a **great** Organisational Culture by using our **OCET** thinking

It would take too long to explain all our ingredients, but if you would like to find out more, please get in touch to set up a chat. We will happily discuss what we do and why we do it.

Great relationships grow from the consistency of positive behaviour.
Use our **Moccasin Approach®** to help you create **great** relationships.