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## Interview Workforce Innovation Specialist and Authority on Future-of-Work Issues Sophie Wade

### MEET A. SOPHIE WADE, MBA

[Sophie Wade](#) is a work futurist, international keynote speaker, author, and authority on Future-of-Work issues. She is the host of the widely popular *Transforming Work* podcast and 450,000 learners have taken her four LinkedIn courses which cover Future-of-Work skills, empathy, and Gen Z. Sophie is the Founder and Workforce Innovation Specialist at [Flexcel Network](#), a Future-of-Work consultancy. Sophie's executive advisory work and transformative workshops help companies futureproof their work environments and attract, engage, and retain their multigenerational and distributed talent. She helps corporations maximize the benefits and minimize the disruption in their transition to talent-focused new work environments.



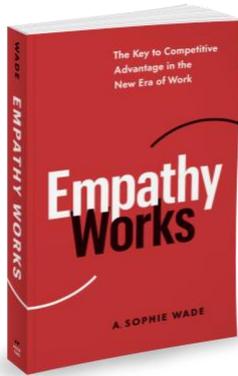
Sophie has held senior management, strategy and finance roles around the world—in Asia, Europe and the U.S.—working in media, technology, and venture capital for companies such as IMG and Yahoo. With a strategy and finance focus for her first career, she assisted entrepreneurs and major corporations identify, develop, and execute strategic initiatives, build teams and ventures and create partnerships.

Her first book, *Embracing Progress: Next Steps for the Future of Work*, has been an Executive MBA Program textbook and required reading for several management school leadership courses. Sophie served on the Board of the New York City chapter of the National Association of Women Business Owners (NAWBO) as chapter President 2015-17, and a member of NAWBO National's Presidents' Assembly Steering Committee 2016-19. She is on the NY Advisory Board of Common Sense Media. Sophie has a BA from Oxford University and an MBA from international business school, INSEAD.

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## ABOUT THE BOOK

### ***Empathy Works: The Key to Competitive Advantage in the New Era of Work***



**The Future of Work has arrived. And it's powered by empathy.**

We are in a period of change. We need to think and act differently. The new world of work is significantly more digitized and decentralized than before—a transformation accelerated by the COVID-19 crisis. We need to orient ourselves differently to be successful, shifting from transactional to human-centric management, mindsets, and methods to deal with the faster pace of business developments, continuing uncertainties, more complex issues, and an increase in multidimensional projects.

In [Empathy Works](#) [Page Two], work futurist, international keynote speaker, popular online course instructor and workforce consultant Sophie Wade shows you why empathy is a critical corporate value, mindset, and skill for improving engagement and productivity, and achieving sustained growth as we emerge from the pandemic. Sharing data and insights from brain science, organizational psychology, as well as real situations, stories, and solutions from around the world, Wade guides you through the steps to cultivate empathy throughout both the Customer Journey and the Employee Journey—encompassing culture and leadership, managing distributed workers, fostering effective sales teams, and bridging generations.

You'll learn how to integrate empathy habits into management practices and daily operations, nurturing customer experiences empowered by human-centric connection and understanding. You will be able to gain sustainable competitive advantage by cultivating a more supportive, meaningful, and positive workplace as you manage, motivate, and enhance team performance and business results.

An invaluable resource for both established and rising executives and managers, *Empathy Works* provides you with essential insights and knowledge to adapt, thrive, and grow—no matter what the future holds.

***Empathy Works: The Key to Competitive Advantage in the New Era of Work* will be released nationwide May 3, 2022 and is available for pre-order on [Amazon](#) and wherever books are sold.**

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## DISCUSSION TOPICS

- A human-centric framework to support businesses' sustainable growth in the new era of work.
- The transformation from transactional to experiential management.
- Why hybrid models are essential, but hard to implement and how iterations, empathy, and patience are key to achieving optimal results.
- The Great Resignation in America and what is causing millions of people to be “epiphany-quitting” their jobs—attitudes and approach to work are changing.
- How Gen Z and Millennials are creating momentum for new norms and habits at work.
- How the Customer Journey helps align the whole organization, using an empathetic lens
- Why identifying and tracking the Employee Journey fosters consistent, empathetic, and engaging employee experiences that enable employees to do their best work.
- The elevated need for leaders and managers to be empathetic because of mental health issues—including isolation and burnout—resulting from the continuing pandemic.
- The evolution of highly digitized and adaptive operations in an unpredictable business climate increasing the emphasis on talent and relevancy of empathy—which is fundamentally about people understanding one another.
- How to gain sustainable competitive advantage by cultivating a more empathetic culture and human-centric work environment.
- Why we should be crafting jobs around people and skills rather than trying to fit people into jobs.
- Why we need to be life-long learners and focus on up/re-skilling.
- How we are navigating non-linear multiple careers over our longer lifetimes.

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## CONTACT

*Sophie is available for interviews, expert commentary, features, Q&As and select byline opportunities.*

For more information, visit:

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