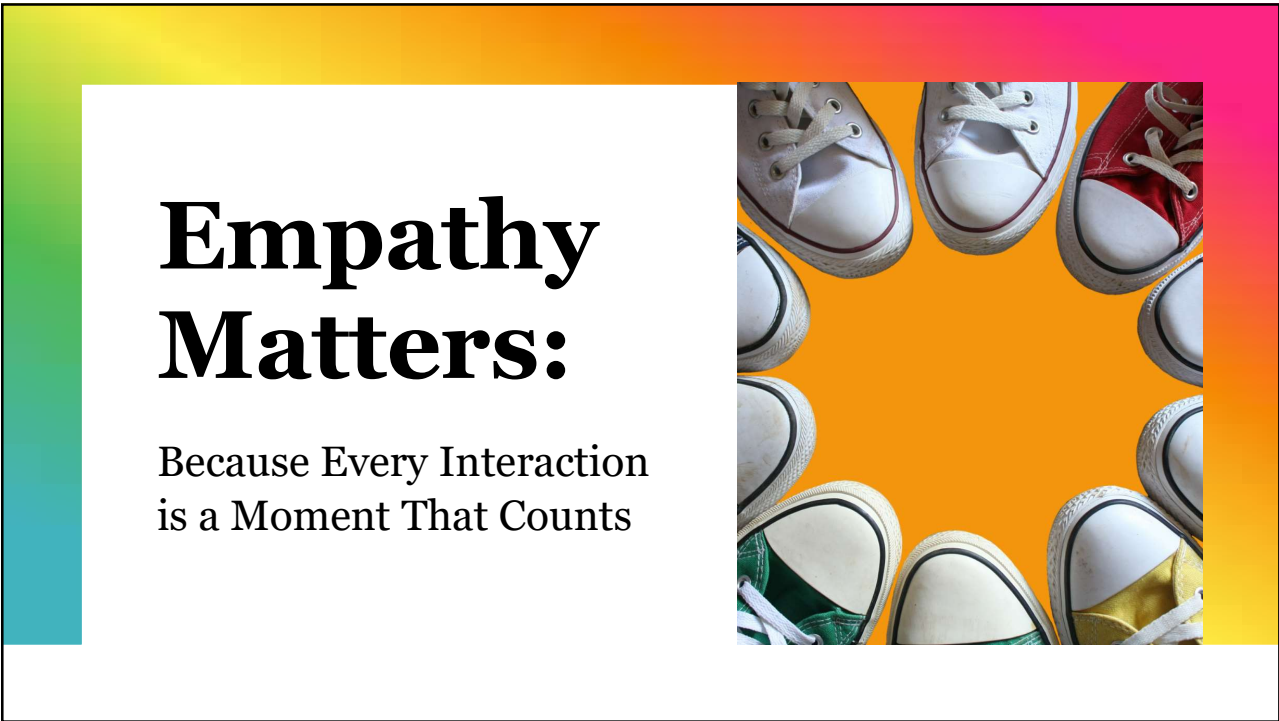




1



2

## By the end of this course, you will be able to:

- ☑ Explain what empathy is and why it matters at work
- ☑ Recognize the three types of empathy
- ☑ Respond with empathy in everyday situations
- ☑ Use empathy skills in your daily interactions



3

## What is Empathy?

Kcresolve.com says:

**“Empathy is the ability to put oneself into another’s shoes.”**



4

# What is Empathy?

Simon Sinek defines Empathy as:

**“The ability to recognize and share other people’s feelings.”**



5

# What is Empathy?

Webster Dictionary defines it as:

**“The feeling that you understand and share another person’s experiences and emotions.”**




6

# What is Empathy?





We've talked about what empathy is ... but sometimes it's easier to recognize what it looks like when it's missing.

Let's test your understanding with an activity where you'll identify behaviors that don't show empathy at work.



7

## Research Shows Empathy ...

			
<p>Boosts:</p> <ul style="list-style-type: none"><li>-Teamwork</li><li>-Engagement</li><li>-Innovation</li><li>-Retention</li><li>-Morale</li></ul>	<ul style="list-style-type: none"><li>-Saves time</li><li>-Makes your day easier</li></ul>	<ul style="list-style-type: none"><li>-Reduces medical errors</li><li>-Improves diagnosis</li></ul>	<p>From support staff improves:</p> <ul style="list-style-type: none"><li>-Patient experience</li><li>-Follow-through</li></ul>

8

## Research Shows Empathy ...makes a difference



Strengthens Teams



Improves your day-to-day work



Supports better clinical decisions



Leads to better patient experiences

9

## The 3 Domains of Empathy by Daniel Goleman



Cognitive Empathy (Understanding)

- See another person's point of view



Emotional Empathy (Feeling)

- Connect with how another person feels



Compassionate Empathy (Action)

- Take helpful steps based on understanding and feeling

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## Think of it like this ...



### Cognitive Empathy (Understanding)

- “That water looks cold.”



### Emotional Empathy (Feeling)

- “Yes – it is cold.”



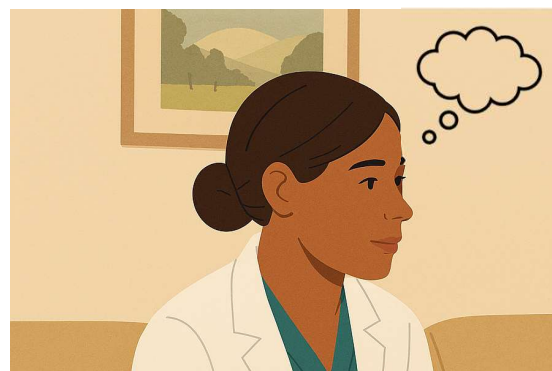
### Compassionate Empathy (Action)

- “Let’s get out of the water.”

11

Understanding empathy helps us recognize what’s happening internally.

But in real interactions, people don’t see our intentions—they experience our skills.



12

These types of empathy show what we feel and understand-these skills are how others experience it.

Let's look at the core skills that turn empathy into action.



13

### **The Core Skills for Building Empathy... One Step at a Time are**

- ✓ Active Listening
- ✓ Emotional Awareness
- ✓ Perspective Taking
- ✓ Respectful, Compassionate Communication

**Let's take a look at the first skill.**



14

## Active Listening

Giving your full attention to the person so you can really understand them—not just plan what to say next. This means listening without judging, asking questions to be sure you understand, and showing that you heard them.

15

## What Active Listening Looks Like With Patients



Facing the patient and giving them your full attention



Letting them finish without interrupting



Asking simple questions to be sure you understand them



Repeating back key points to confirm you heard them

16

## What Active Listening Sounds Like With Patients

“Let me make sure I understand what you’re saying.”

“Can you tell me more about what’s going on?”

17

## Emotional Awareness

Recognizing your own emotions and others’, along with understanding how those feelings influence behavior, communication, and work.

18

## What Emotional Awareness Looks Like With Patients



Noticing when a patient seems worried, scared, angry, or overwhelmed



Staying calm, even when emotions are high



Understanding that emotions can affect how patients communicate or cooperate

19

## What Emotional Awareness Sounds Like with Patients

“It sounds like this situation is really stressful for you.”

“I can see this is a lot to deal with right now.”

20

## Perspective Taking

Trying to see the situation from another's point of view, including what they are dealing with, what stresses they have, and what challenges they may be facing.

21

## What Perspective Taking Looks Like With Patients



Remembering that patients may be in pain, afraid, tired, or confused



Taking into account long wait times, unclear information, or past experiences



Avoiding assumptions about why a patient is upset or resistant

22

## **What Perspective Taking Sounds Like with Patients**

“From your point of view, this must feel frustrating.”

“If I were in this situation, I might feel the same way.”




23

## **Respectful, Compassionate Communication**

Speaking in a respectful, calm way that shows you understand how someone feels—without blaming or judging.

24

## What Respectful, Compassionate Communication Looks Like With Patients

-  Speaking clearly and calmly
-  Avoiding blame, judgment, and/or medical jargon
-  Validating feelings even when you can't fix the situation right away

25

## What Respectful, Compassionate Communication Sounds Like With Patients

“I may not be able to change this right now, but I want to help.”

“I hear your concern, and it makes sense.”

26

In addition to the core skills of empathy, it's important to know how to build a strong response.

Strong empathetic responses usually include:

- ✓ Acknowledging emotions
- ✓ Showing understanding
- ✓ Offering support or next steps

27



Empathy isn't  
something  
you are.

It's something  
you practice, one  
interaction at a  
time.

28