

The Transformative Power of Empathy




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Slides & Downloads:
<http://bit.ly/iha-empathy>



AWAKEN
meditation for grief



Empathy is a **strange and powerful** thing.
There is no script. There is no right way or
wrong way to do it. It's simply listening,
holding space, withholding judgment,
emotionally connecting, and communicating
that incredibly healing message of
“You’re not alone.”

Brené Brown in *Daring Greatly: How the Courage to Be Vulnerable
Transforms the Way We Live, Love, Parent, and Lead*



Why Empathy Declines In Med. Students

- Mistreatment by mentors/superiors
- Shift from idealism to clinical realities
- Lack of social support
- High workload
- Curriculum Issues
 - *Fragmented patient/physician interactions*
 - *Unsuitable learning environments*
 - *Inadequate role models vs. social idealization*



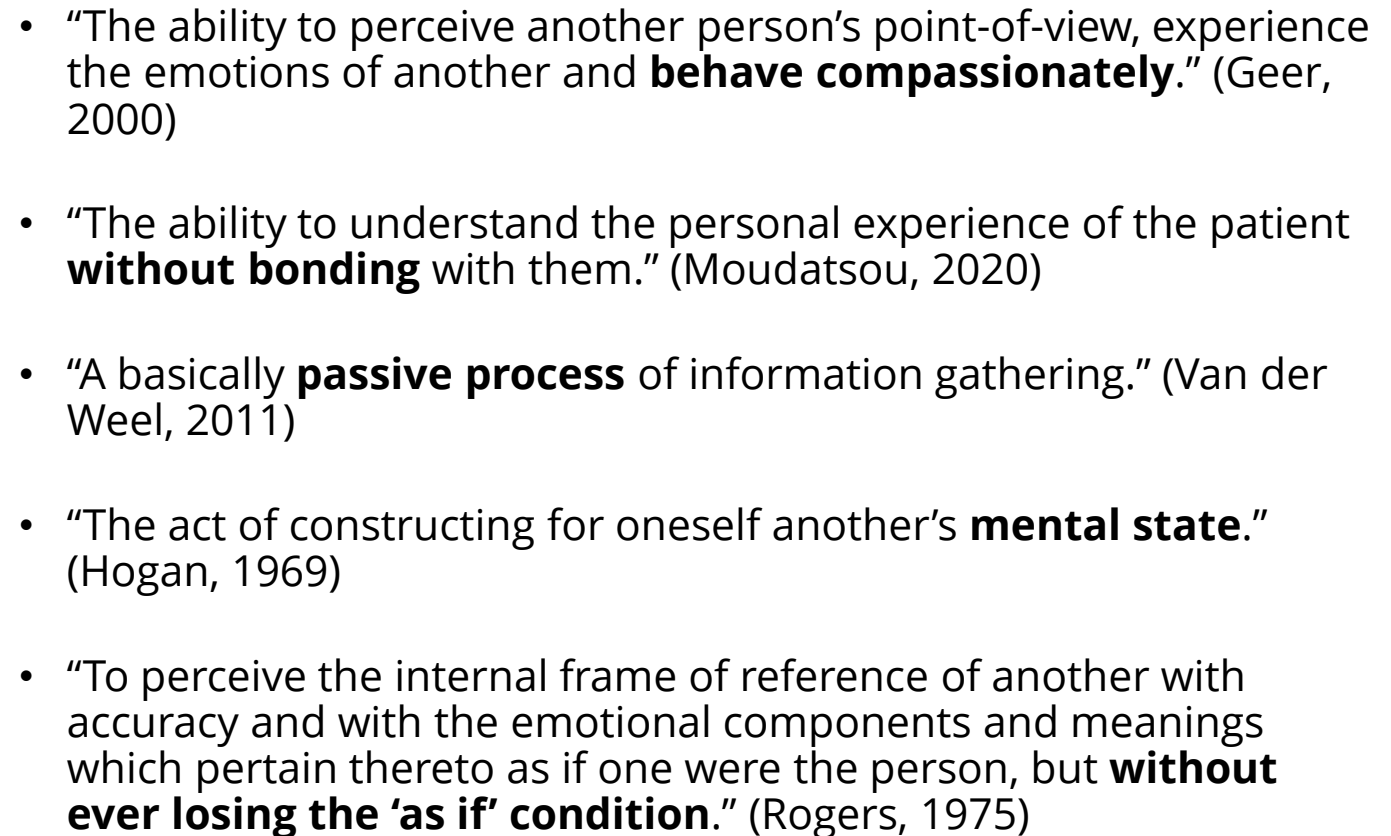
(Neumann, 2011)



Why Is Empathy Important in Healthcare?

- Professional Satisfaction
 - Work is more meaningful
 - May reduce burnout
 - Decreased malpractice claims
- Builds Trust
 - Better Communication
 - Better Diagnosis
 - Better Patient Compliance
 - Better Patient Outcomes





(Cuff, 2016)





After The Review: Cuff et. al's Definition

- Empathy is an emotional response (affective), dependent upon the interaction between **trait capacities** and **state influences**.
- Empathic processes are **automatically elicited** but are also shaped by **top-down control processes**.
- The resulting emotion is similar to one's perception (directly experienced or imagined) and understanding (cognitive empathy) of the stimulus emotion, with recognition that the source of **the emotion is not one's own**.

(Cuff, 2016)





Purpose of Empathy In A Clinical Encounter

Understand
Communicate
Act

Component	Definition
Emotive	The ability to subjectively experience and share in another’s psychological state or intrinsic feelings
Moral	An internal altruistic force that motivates the practice of empathy
Cognitive	The helper’s intellectual ability to identify and understand another person’s feelings and perspective from an objective stance
Behavioral	Communicative response to convey understanding of another’s perspective

(Mercer & Reynolds, 2002)



Coping Skills, Self-Care & Social Support Helps Build A Foundation

- Have coping skills to deal on-the-spot distress
- Regularly recharge your own battery with self care
 - Meditation/Prayer
 - Movement/Exercise
 - Creative Pursuits/Hobbies
 - Nutrition/Hydration
 - Sleep
- Engage with a supportive community
 - Church/Spiritual Community
 - Support Group
 - Workplace Debriefing Group





Preparation

- Take a centering breath
- Remember *your* purpose
- Enter the room mindfully
 - Be present
 - Use your senses
 - Don't rush



Connect

- See the person in front of you
- Monitor internal bias
- Adopt an open posture
- Observe non-verbal cues
- Use proprioception
- Modulate your voice
- Listen and clarify
- Respond with compassion





Never underestimate your inner wisdom

and be mindful of bias.



Recall or Create Your Own Experience

- Find a common thread
- Use your imagination
- Try method acting





Engage With The Arts

- Read **literature**, watch **movies** or a **play** with a protagonist that belongs to a different socioeconomic group
- Visit a **contemporary art** gallery featuring an exhibit focused on a current social issue
- Read **poetry and music lyrics** by artists with different perspectives



Organizational Practices

- Model empathy
- Training & role play
- Irradicate bullying
- Individual counseling
- Group support





To my mind, empathy is in itself a healing agent. It is one of the most potent aspects of therapy, because it releases, it confirms, it brings even the most frightened client into the human race. **If a person is understood, he or she belongs.**

Carl Rogers (1986)



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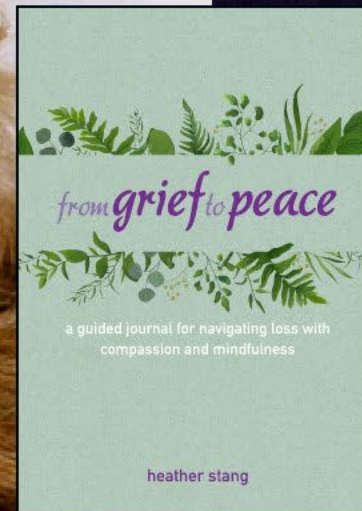
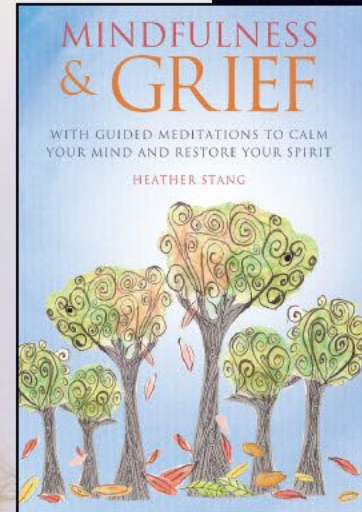




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