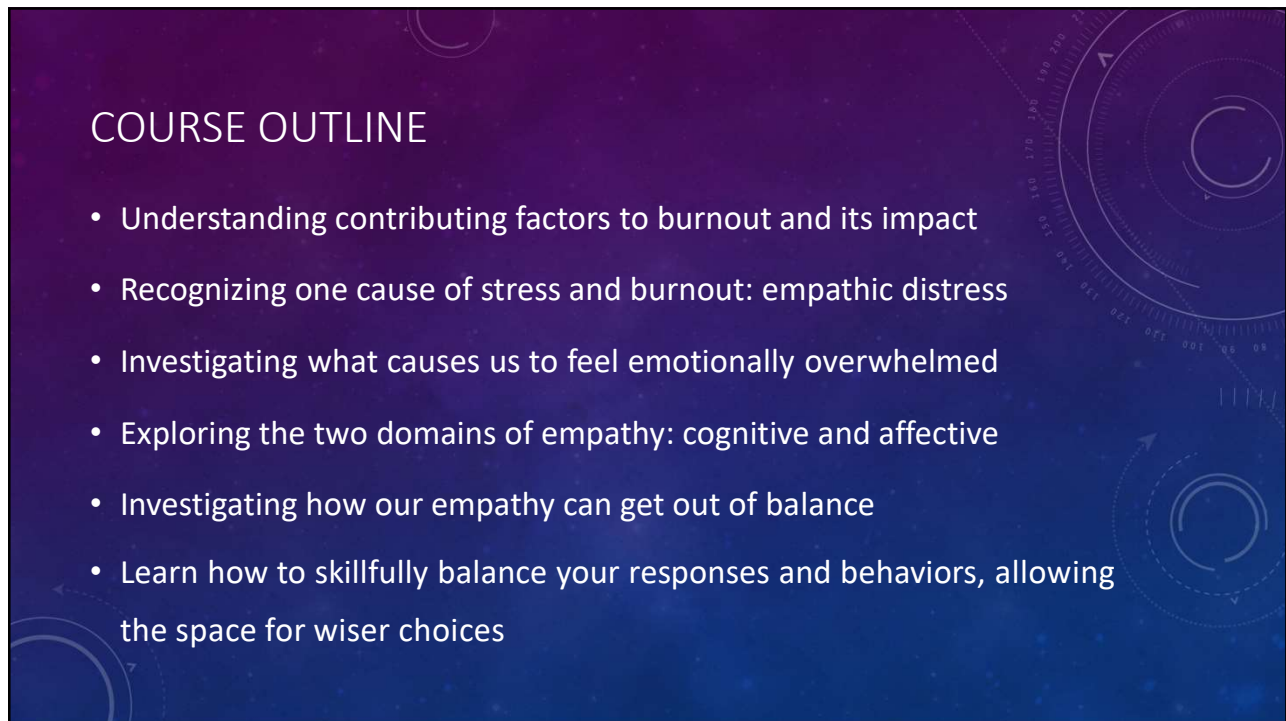




1



2

GUIDELINES FOR CONSCIOUS COMMUNICATION

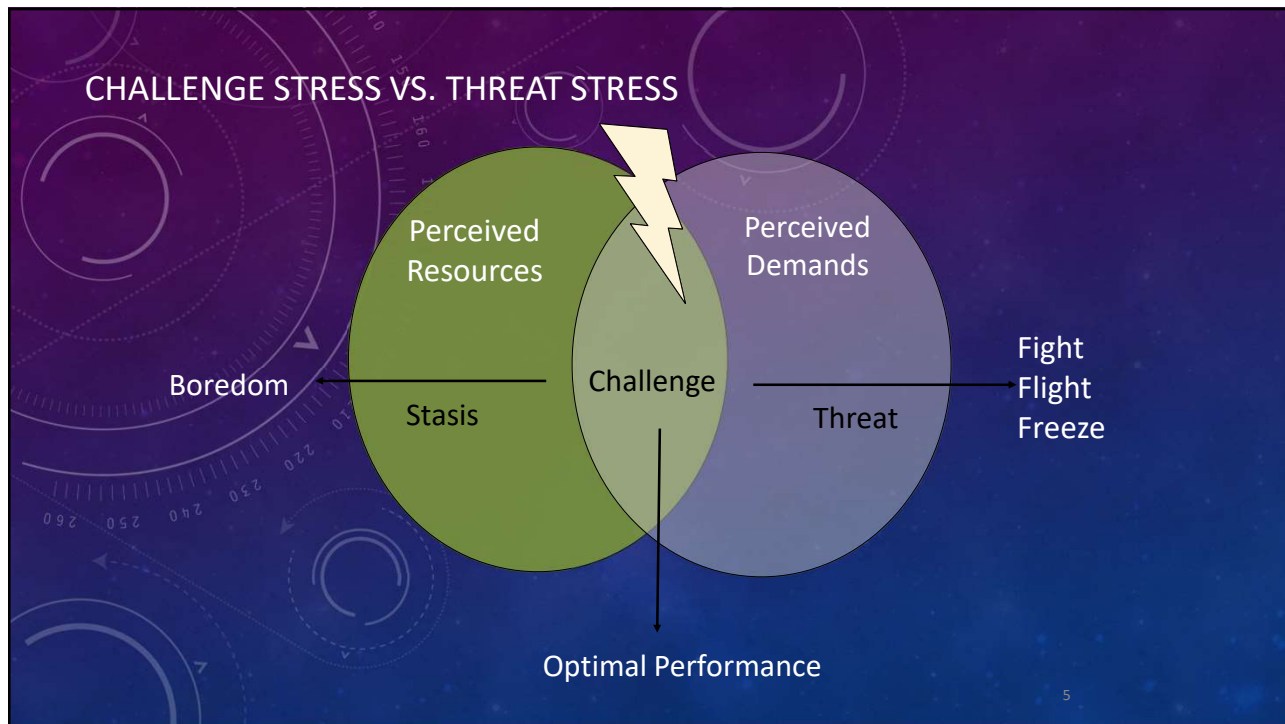
- Keep conversations confidential, in both big and small groups
- Use “I” statements/ownership of experience
- Make space, take space
- Ask permission for follow-up or feedback

3

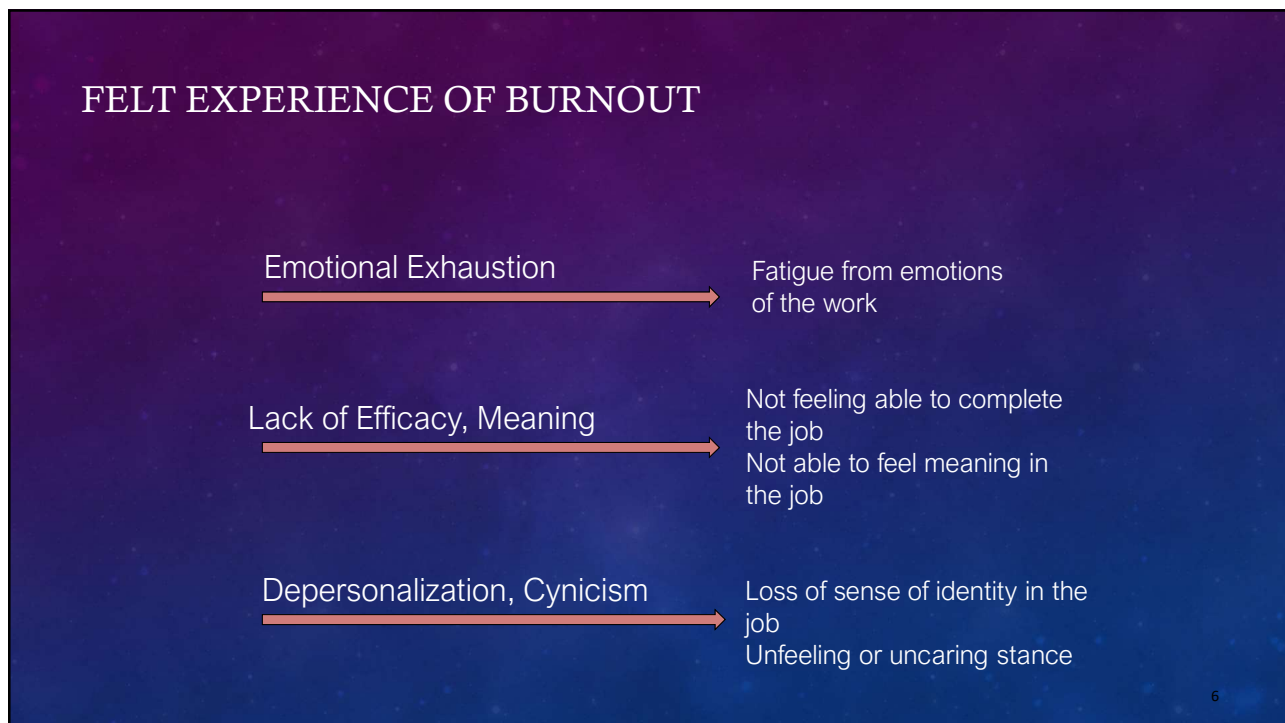
IMPACT OF BURNOUT

- Cost similar to cancer – 150 billion/year in US
- 67% of employees report burnout
- 60% of sick days due to burnout
- Example: Within the first two years after graduating nursing school and beginning work, 33% of nurses leave the profession and do not return
- Risk of heart disease as much as from smoking and obesity

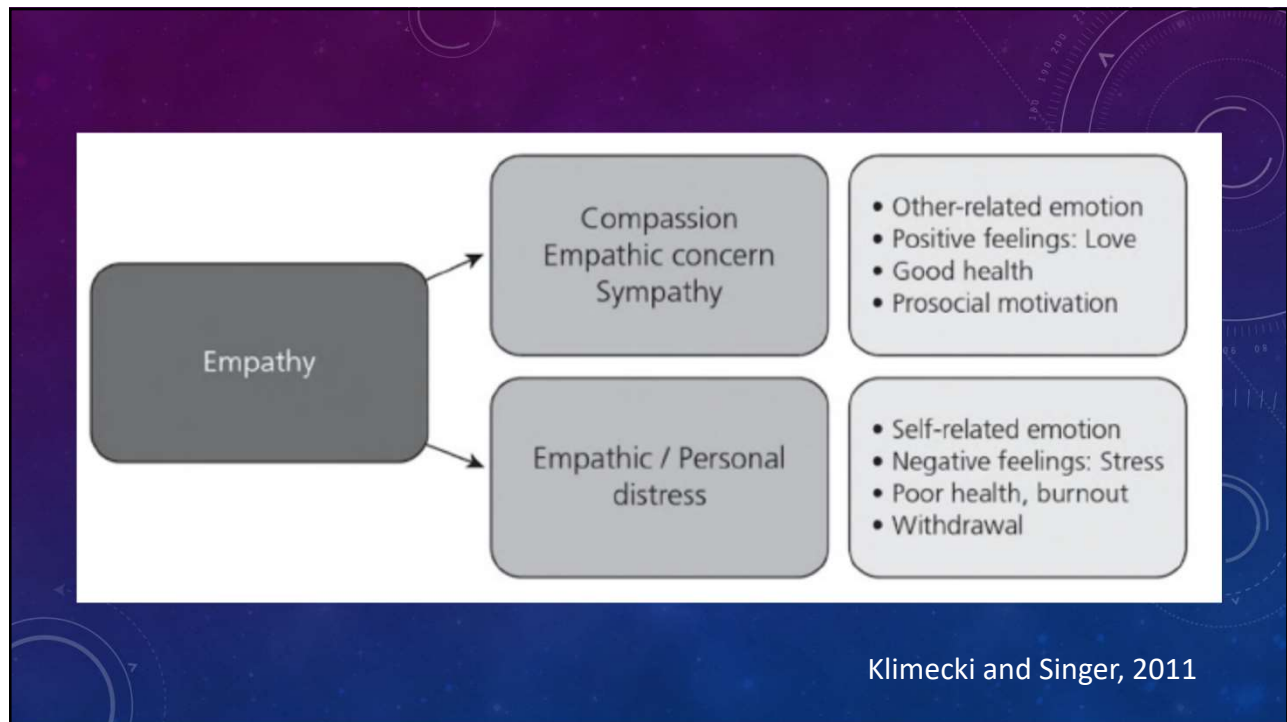
4



5



6



7

WHAT IS EMPATHY?

Written reflection:

Imagine a time you feel you received empathy from someone else, you extended empathy to someone, or you witnessed an expression of empathy. Write down some of the factors that made you recognize this experience as empathy.

8

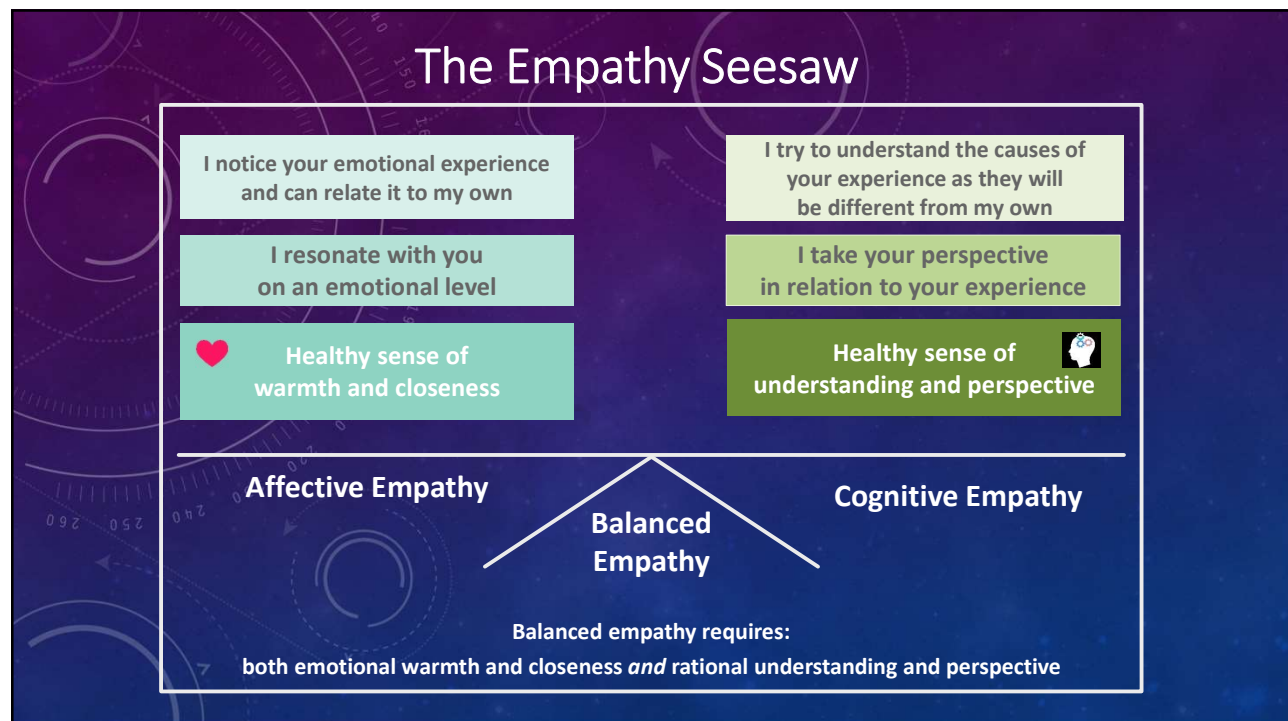
WHAT IS EMPATHY?

Written reflection:

Imagine a time you feel you received empathy from someone else, you extended empathy to someone, or you witnessed an expression of empathy. Write down some of the factors that made you recognize this experience as empathy.

Empathy: to feel and understand others' experiences and emotions

9



10

CHALLENGES TO EMPATHY

Who is it easier to have empathy for? Why might that be?

Who do you find it harder to have empathy for? Why might that be?

11

Unbalanced Empathy: Emotional Overwhelm

Over-arousal, emotional flooding,
empathic distress, self related concern
Emotional distress perhaps followed by withdrawal or burnout

EMOTIONAL OVERWHELM

- I take on your emotions
- I lose the perspective of your situation as different from my own
- To make my distress go away, I try to avoid you or try to fix your situation

12

EXERCISE: EMOTIONAL OVERWHELM

Over-arousal, emotional flooding

Self related concern

Emotional distress perhaps followed by withdrawal or burnout

- Please come up with an example of this from your work or personal life.
- What did you feel?
- What did you think or appraise?
- What did you do?
- What are some of the factors that might have caused you to have this response?
- How might you have gotten back into balance in this situation?

13

Unbalanced Empathy: Emotional Overwhelm

What to do when things get out of balance

EMOTIONAL OVERWHELM

- I take on your emotions
- I lose the perspective of your situation as different from my own
- To make my distress go away, I try to avoid you or try to fix your situation

REMEDY

- I become aware of my emotions as distinct from yours
- I cultivate understanding of your unique situation
- I feel empathy for you while aware of my own emotions and needs

14

Unbalanced Empathy: Emotional Disconnect

Emotional disconnect and aversion
Blaming, judging, anger, avoidance, ignoring, depersonalization, dismissal

EMOTIONAL DISCONNECT

- I witness your situation with little awareness of my own and your emotions or distress in response to your situation
- I might think about you but feel little warmth toward you
- I try to avoid you or give generic advice

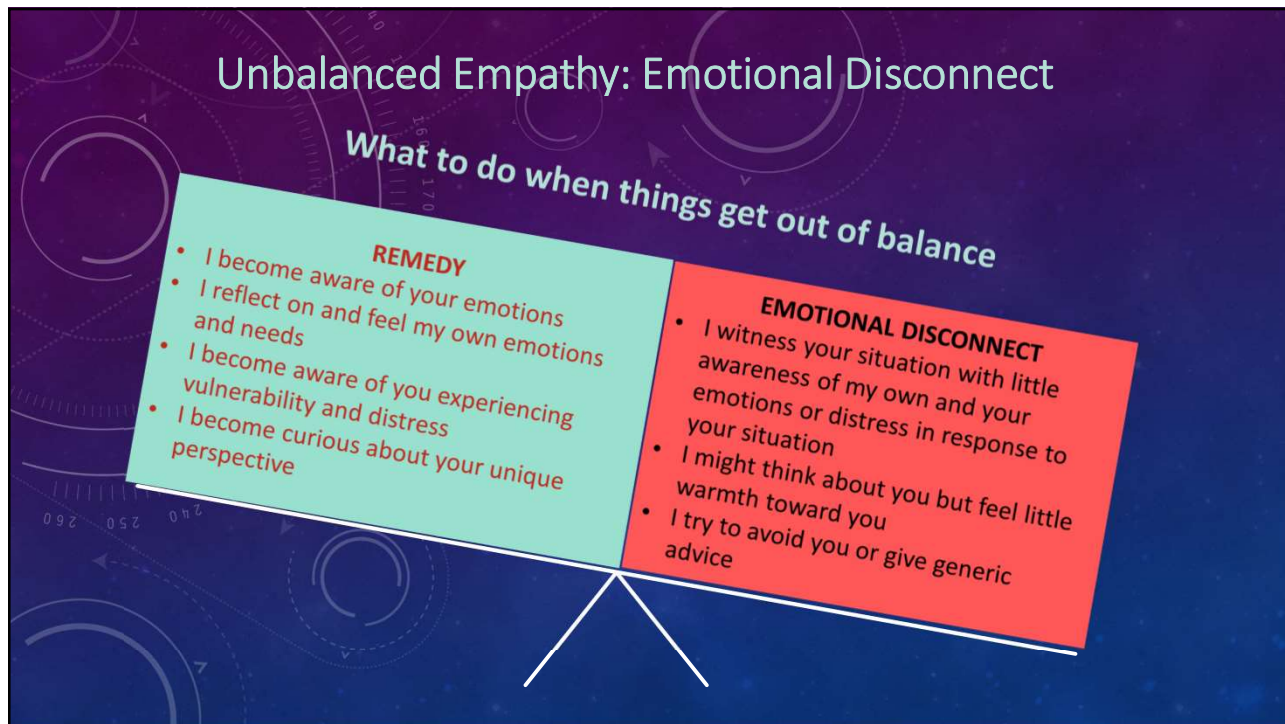
15

EXERCISE: EMOTIONAL DISCONNECT

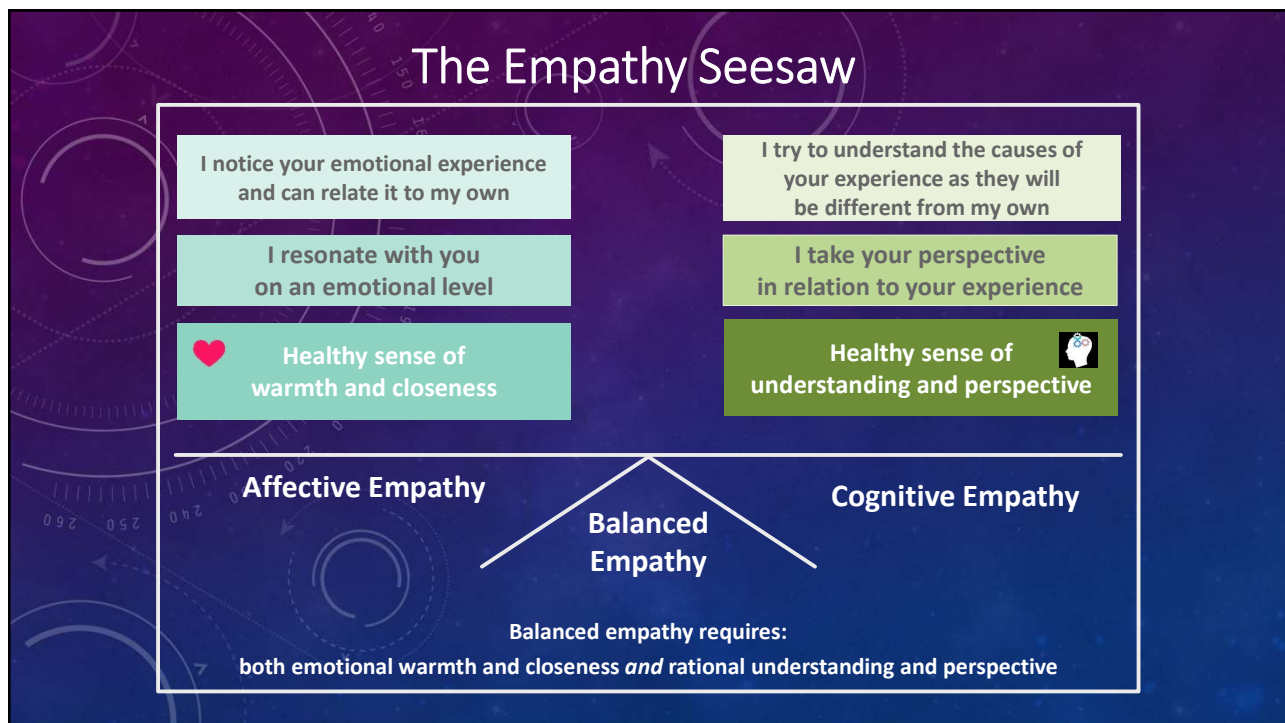
Emotional disconnect and aversion
Blaming, judging, anger, avoidance, ignoring, Depersonalization, dismissal

- Please come up with an example of this from your work or personal life.
- What did you feel?
- What did you think or appraise?
- What did you do?
- What are some of the factors that might have caused you to have this response?
- How might you have gotten back into balance in this situation?

16



17



18

EXERCISE: BALANCED EMPATHY

Empathic response

Altruistic or compassionate stance

- Please come up with an example of this from your work or personal life.
- What did you feel?
- What did you think or appraise?
- What did you do?
- What are some of the factors that might have caused you to have this response?

19

SUMMARY OF STRATEGIES

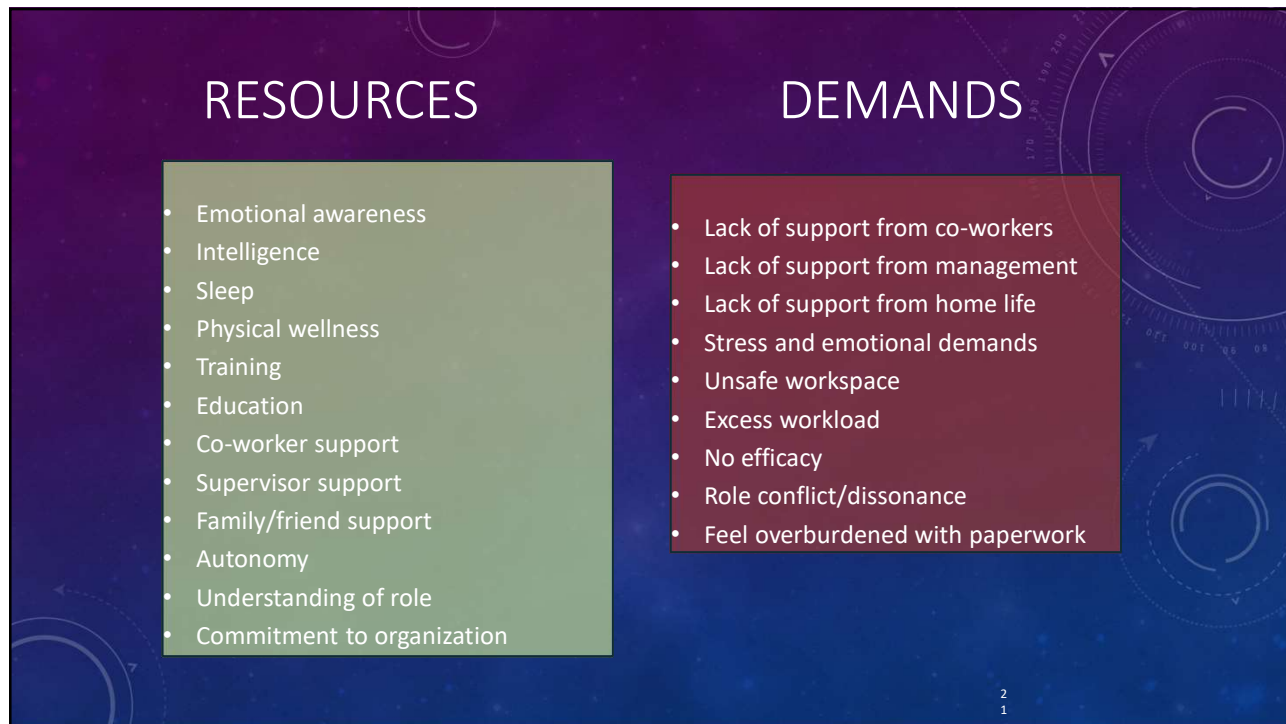
For emotional overwhelm:

- I become aware of my emotions as distinct from yours
- I cultivate understanding of your unique situation
- I feel empathy for you while aware of my own emotions and needs

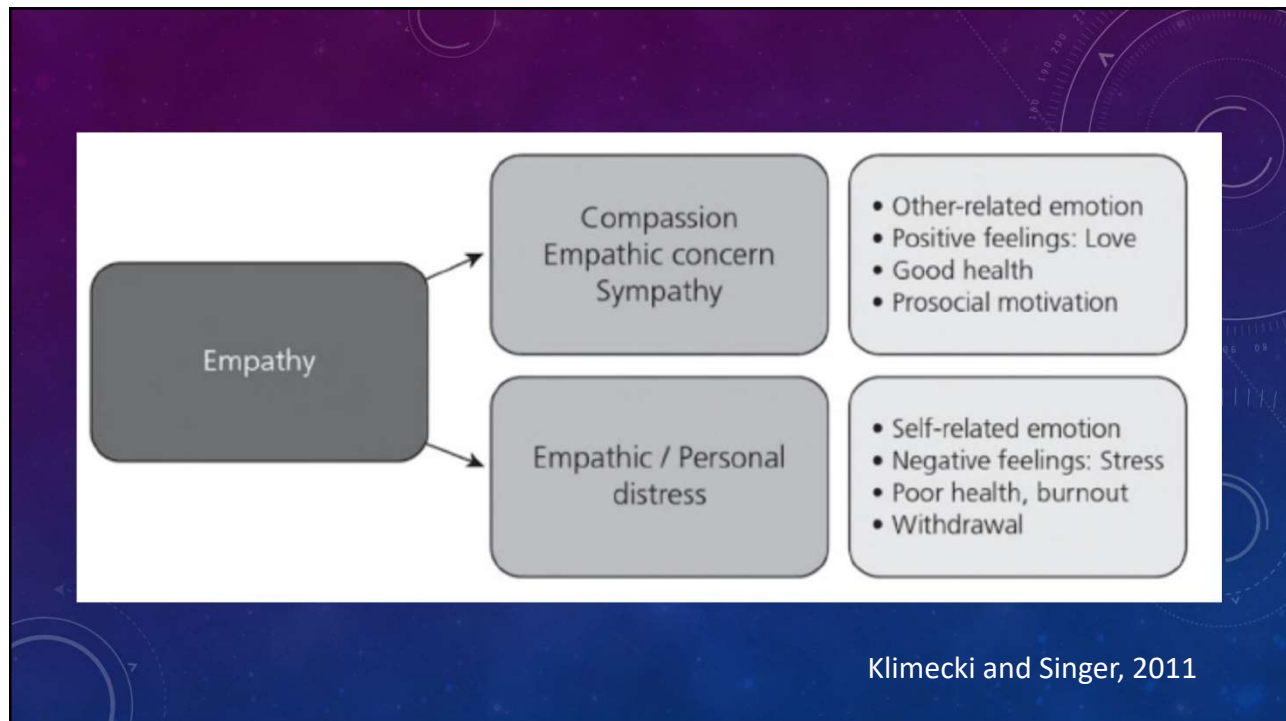
For emotional disconnect:

- I become aware of your emotions
- I reflect on and feel my own emotions and needs
- I become aware of you experiencing vulnerability and distress
- I become curious about your unique perspective

20



21



22

DEFINITION OF COMPASSION (DR. THUBTEN JINPA LANGRI, 2010)

1. Compassion involves an *awareness of suffering* (cognitive component).
2. Compassion involves *a caring and tender concern* related to being emotionally moved by suffering (affective component).
3. Compassion includes *a genuine wish to see the relief of that suffering* and, more specifically, a modification of the causes and conditions that give rise to suffering (intentional component).
4. Compassion includes a responsiveness or *readiness to take action* in some way to relieve that suffering (motivational for altruistic behavioral activation).