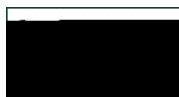


OHT Patient, Caregiver & Community Engagement Learning Series

Module 1: Communication, Compassion & Empathy Workbook

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Acknowledgements

Building Equal Relationships

From: (Adair, Gremmen, & Hopkins, 2022).

Meaningful engagement and co-design exists when we focus on building relationships that minimize or eliminate power differences.

We can have meaningful relationships together when we challenge our biases and assumptions. This includes believing that people can navigate and build wellness that is meaningful to them and understanding that advisors can be in a place to meaningfully use their experiences.

Self-awareness is required regarding aspects of ourselves such as power and privilege, social location and the way in which we physically present ourselves. Be aware of your audience and engage in ways that support others in t

Conversation Awareness

From: (Support House: Centre for Innovation in Peer Support, 2021;
University Health Network; Beitel, 1998)

Discouragers

experience as someone else, we have never been in the exact same shoes as another person.

Example

Consider two people moving homes.

One of us may have had help moving, while the other did not. Maybe it was raining the day one of us moved and sunny for the other. Our moving boxes would not have been the same weight and we would have been moving from and to different homes with different features. One of us may have more experience with moving and feel more confident and comfortable throughout the process.

This is a basic example. In practice we would also consider aspects of ourselves such as social location, experiences with trauma, and more. It is important to understanding that our lives and experiences are different from one another.

So, then what is Empathy?

like to be in their shoes

a process that happens through comm

empathy forges

communication that is inquisitive, non-judgemental, validating and compassionate

The Empathetic Communication Model is a loop. You will engage with the different parts of this model multiple times, continuously throughout conversations. When we offer an exploratory response, it is important to do so with the intention of listening again.

Internal Processes

Reflective Practice

Engaging in regular self-reflection before, during and after interactions is a practice that enhances our conversation through continuous learning and personal growth. All throughout the interaction, we are reflecting on what is being shared. This allows us to maintain the perspective of the person and stay out of judgement, two qualities of empathy.

To take the perspective of others it is required that we be non-judgmental

There are many ways we can engage in exploratory responses. At different times and points in the conversation, we may choose to offer any of the following options when they are applicable. Once we have offered an exploratory response, we then return to genuinely listening.

Exploratory responses detailed below have been adapted from University

Participant Handout (pages 7-9). These responses include:

Furthering Responses

-

Non-verbal gestures: head nodding and facial expressions

Accent responses: repeat a word or short phrase from the persons message in a questioning tone of voice.

Open-ended Inquiries/Questions

We can empathetically explore their perspective and experiences through the use of open-ended inquiries/questions.

This inquisitive space not only supports our understanding but also creates a space for the other person to self-explore, and self-determine what is important to them, what their key messages to us are

Summarization & Clarification

Communicating back our understanding of what has been shared often involves summarizing, what we have heard and understood.

This is also an opportunity to ask if we have understood correctly, providing the person we are supporting with the opportunity to either affirm our understanding or clarify.

are

Validation

We seek to be validating in our response.

We may validate the thoughts, emotions, and experiences of the person.

This creates safety, while inviting the person to share more about their perspective with us.

Meaningful Selective Disclosure

Meaningful selective disclosure is when we share from our personal experiences in meaningful ways.

Meaningful selective disclosure is short and intentional, requiring us to reflect on points of connection between our experience and the experience of others.

Sharing our experiences in a way that is meaningful conveys that people are not alone in their experiences and struggles, provides validation, and/or aids in the exploration of solutions

AVOID:

Examples:

GENUINE LISTENING EXERCISE

From: (University Health Network)



EMPATHETIC COMMUNICATION ROLEPLAY

Scenario

Roles:

Ethan - Experience-Based Advisor

Alyssa - Committee Chair

Kerry - Community Partner

Setting: OHT Working Group Quality Improvement of Community Referral Processes

Focus: There has been a decline in client community referral follow-up from hospitals. The working group is having a discussion regarding the possible causes of this decline.

Script

Alyssa

we have reviewed what are the possible causes of this decline in community referral follow-

Kerry

-

Alyssa

Ethan

howeve

Alyssa

Ethan *PAUSE feeling defensive*

what service is being provided, but you might be interested in their services is something pretty anxiety provoking, in my experience

Kerry

can before making inquiries about a service, or I feel uncomfortable. Based on your experiences where have you found

Ethan

of hospital with 10 different flyers and phone numbers, even if I received more information about some of them its difficult to keep

Alyssa

cou

Ethan *Slightly irritated* -

Kerry

Additional Materials

From (SkillPacks, 2020).

The Chinese character for listening , as you can see to the left, is the traditional character. This traditional character is used in Hong

We use our ears to listen by paying attention not just to the words spoken relationship to the words.

We use our eyes to connect with the person we are listening to and reassure them that they have our attention. We also use our eyes to check the body language of the person to gain insights into their thoughts.

We use our mind

-
suspending judgement and being open to all that we hear.

8.

From: (Adair, Gremmen & Hopkins, 2022)

Compassionate Language

From: (Gremmen, Hopkins, & Provincial Peer Network, 2021)

(Gremmen, Hopkins, & Provincial Peer Network, 2021)

- Don Coyhis

Holding People in High Regard

We strive to hold others in high regard. Holding people in high regard requires empathy. We can look for context behind behaviours and seek to connect with and understand the experiences of those around us rather than pass judgement or blame.

te language recognizes that every person with their own

(Gremmen, Hopkins, & Provincial Peer Network, 2021).

When we treat others with respect and honour their dignity, we are not only showing care for them, we are supporting them in treating themselves & others with respect.

Shifting Language: Creating Change

Shifting the language of systems and society requires us to be bold and take ownership of the ways we use our language to care for others. Be kind to

Anyone can play a role in shifting the language of systems to be less oppressive.

However, because of their inherent power, leadership roles can be crucial in cultivating cultures where language is reflected upon and shifted.

Role Modelling.

By shifting our language, we are role modelling change. Others may take notice and begin to shift their language to match ours.

Calling others in, not out.

It can be challenging to use new language; we cannot expect others to pick this up right away.

We can hold others in high regard while they explore their language. We can invite people to be aware of how their language affects us, people we care for and other people in the community. We can do this warmly and compassionately.

When we call people out, they are likely to become defensive, and our messaging can be lost. Calling people into conversation and offering alternatives can be more effective.

What if I make a mistake?

Mistakes happen, remember this is a process.

If you use a term that you believe could be harmful, you can acknowledge this and rephrase your words. An apology is one way of acknowledging our desire to act differently and communicate that we do not wish to cause another person harm.

If you feel an apology is appropriate, you can say something like: "I'm sorry I used that term. I was trying to say... I will be more mindful of my language in the future."

References

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Wiseman, T. (1996) Journal of Advanced Nursing 23,1162-1167 A concept Analysis of Empathy