

Demonstrating Empathy



Making conversations easier



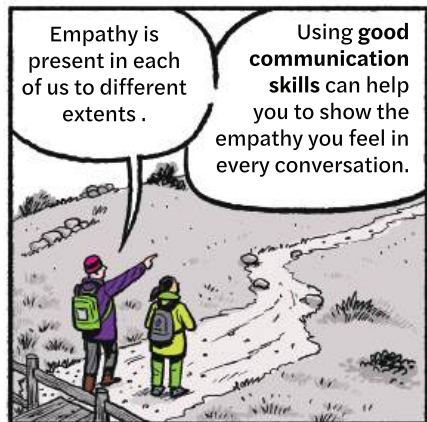
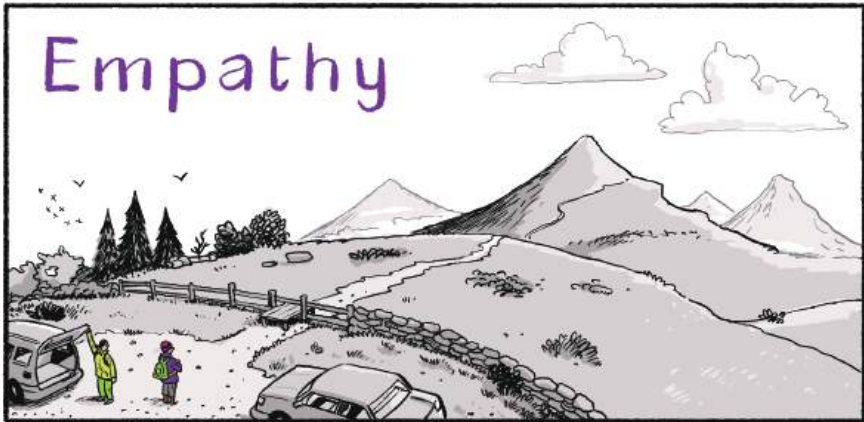
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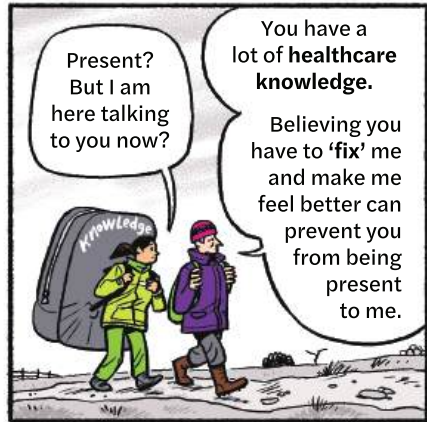
*When someone really hears you
without passing judgment on you,
without trying to take responsibility
for you, without trying to mould you,
it feels damn good...*

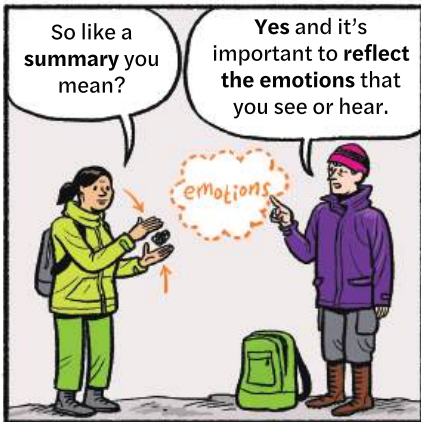
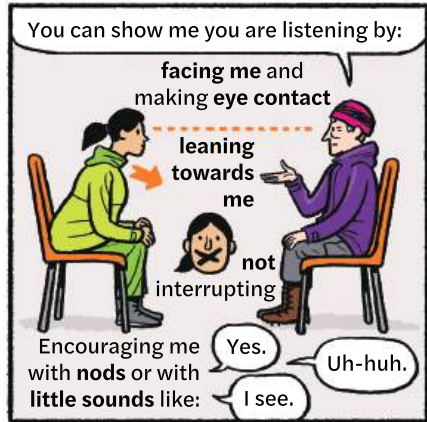
*When I have been listened to
and when I have been heard,
I am able to re-perceive
my world in a new way and to go on.*

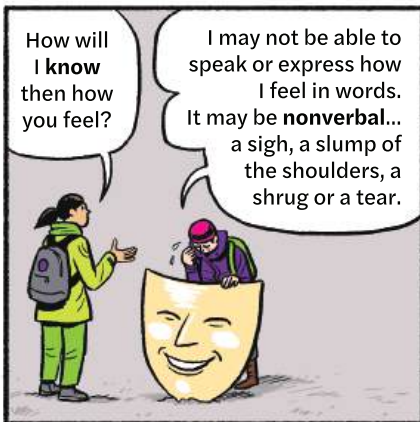
CARL ROGERS (1902 - 1987)

Healthcare staff care about their patients, but not all recognise emotional cues or respond to them. Evidence shows that emotions in healthcare encounters are consistently expressed as verbal or nonverbal hints more often than explicit concerns. Empathic communication thus involves really listening to words and nonverbal behaviours and extracting their underlying emotions. It involves taking time to acknowledge & validate emotion. This can help to build relationships, enhance trust, facilitate collaboration & a better care experience.

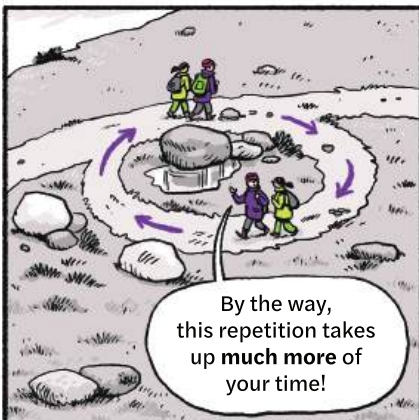


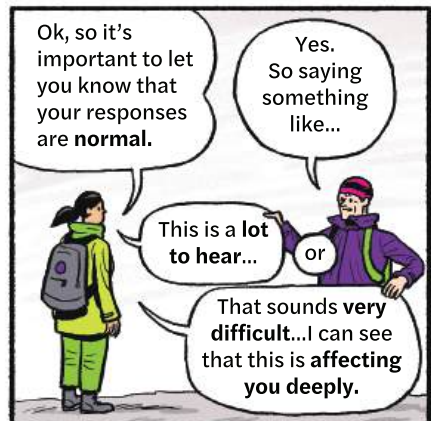
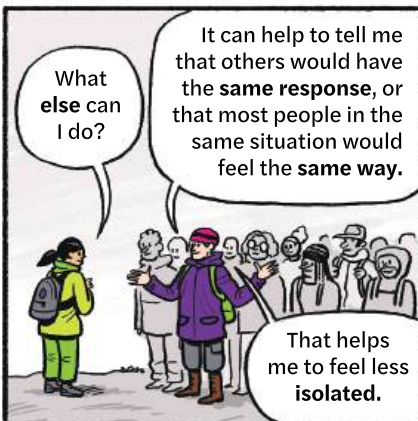
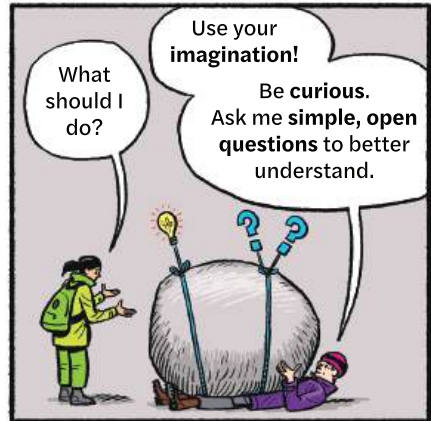


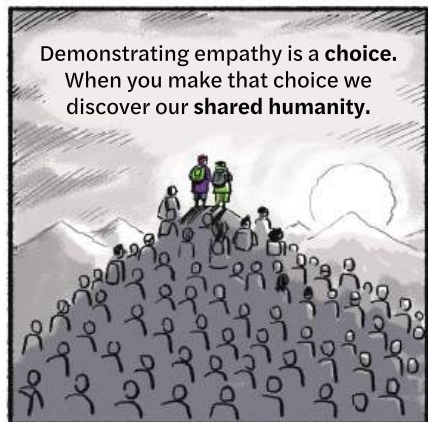
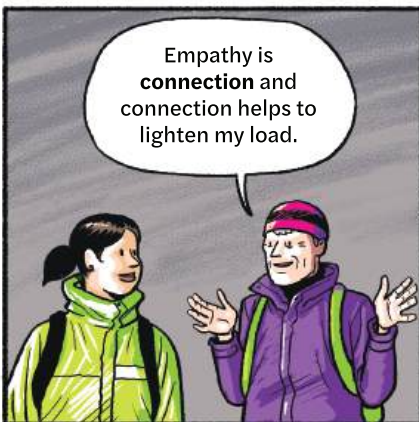
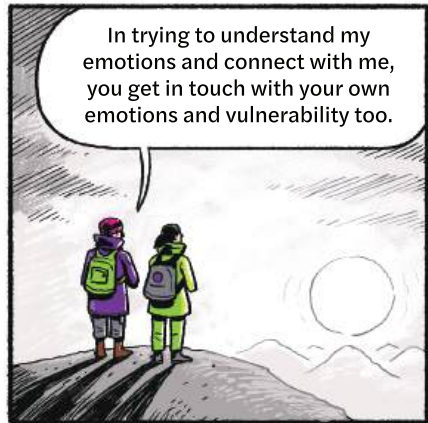
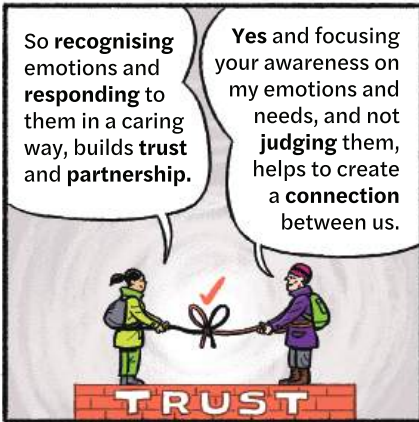














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