

Today's Facilitators

Office of Quality and Safety, Care Experience



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If viewing the recording, please note that the recording starts on slide 7



The Office of Quality and Safety, Care Experience

We focus our staff on providing compassionate care by increasing workplace engagement and utilizing role model patient-centered behaviors.



Systems Chief Experience Officer
Vivian Sun

The Value of Empathy In a Crisis

Healing with Our Words and Actions



Empathy During a Crisis or Life Upheaval

As it pertains to the COVID-19 virus two things we are currently in the midst of and that is a crisis and an upheaval.



- **Crisis defined:**
a time of intense difficulty
- **Upheaval defined:**
a change or period of change
that causes a lot of conflict
confusion or anger

What is Empathy? Why Now?

- **Empathy is the ability to understand and share the feelings of one another**
- **For many the COVID-19 crisis is causing, confusion, fear, anxiety, panic, sadness, outrage and uncertainty**
- **More than ever before our colleagues, family and friends will need to feel supported, heard and understood. Therefore we must be open-minded, intentional and adaptable with the manner in which we engage one another**



Communicating With Empathy During a Crisis Starts With Mindfulness

- **Choosing to communicate with compassion over insensitivity**
- **Choosing to communicate with empathy and compassion is the P.I.P.FUL way to communicate crisis and beyond**



Applying Empathy Using P.I.P.FUL Communication Model

- **Communicate with: P-purpose-**be clear with your thoughts; what it is you'd like to say
- **Communicate with: I-intent-**Deciding what kind of impact you'd like to have on the individual and situation (empathy connect impactful or empathy disconnect good intentions yet having no impact)
- **Respond with: P-practical- Action**
Smile, make eye contact, a thumbs up; offer tea or water; even a seat, say thank you, say you did a great job today



P.I.P.FUL COMMUNICATION MODEL APPLIED

- **Feeling:**Less overwhelmed
- **Feeling:**Less anxious
- **Feeling:**Less panicked
- **Feeling:**Valued and appreciated

The purpose is not to alleviate, P.I.P.FUL communicating as a tool is to communicate with sensitivity, empathizing and not minimizing. It's about exercising compassion as you apply practical action and proactive behaviors to the situation; allowing persons to walk away feeling like they matter.



Think Before You Speak

Purposeful.Intentional.Practical Empathy

D.H.W.

Daily Habit Work
(takes practice)

Not Mocking
Fear + Anxiety

Non-Judgemental
Hardship + Despair

Not Minimizing
Concern +Uncertainty





<https://www.youtube.com/watch?v=t685WM5R6aM>

Getting to the Heart of It

Empathy is the Shortest Route to Connection



Differentiating Our Two Characters

Empathy is not (Green)

- Poking fun and being silly. There is a time and place for silliness during a time of crisis and distress. Silliness may be seen as dismissive when something serious is being addressed
- Being extra exuberant and bubbly when someone around you is having a sad moment. This can be seen as insensitive
- Forcing a distraction on someone so they stop thinking about what's bothering them. Life is full of distractions, but right now you need to meet them in that moment

Empathy is (Blue)

Getting alongside that person and feeling what they are feeling and putting the emotion into **action**

- **Action** can be responding kindly and gently
- **Action** can be stopping what you are doing and giving that person your undivided attention even for a minute
- **Action** can be an encouraging smile of reassurance when words fail you
- **Action** can be making eye contact and looking at the person and not looking right through them

Sympathy vs. Empathy



Sympathy

- Refers to the ability to acknowledge someone else's feelings. Seeing and naming it.

Empathy

- Is a term we use for the ability to understand other people's feelings as if we were having them ourselves.





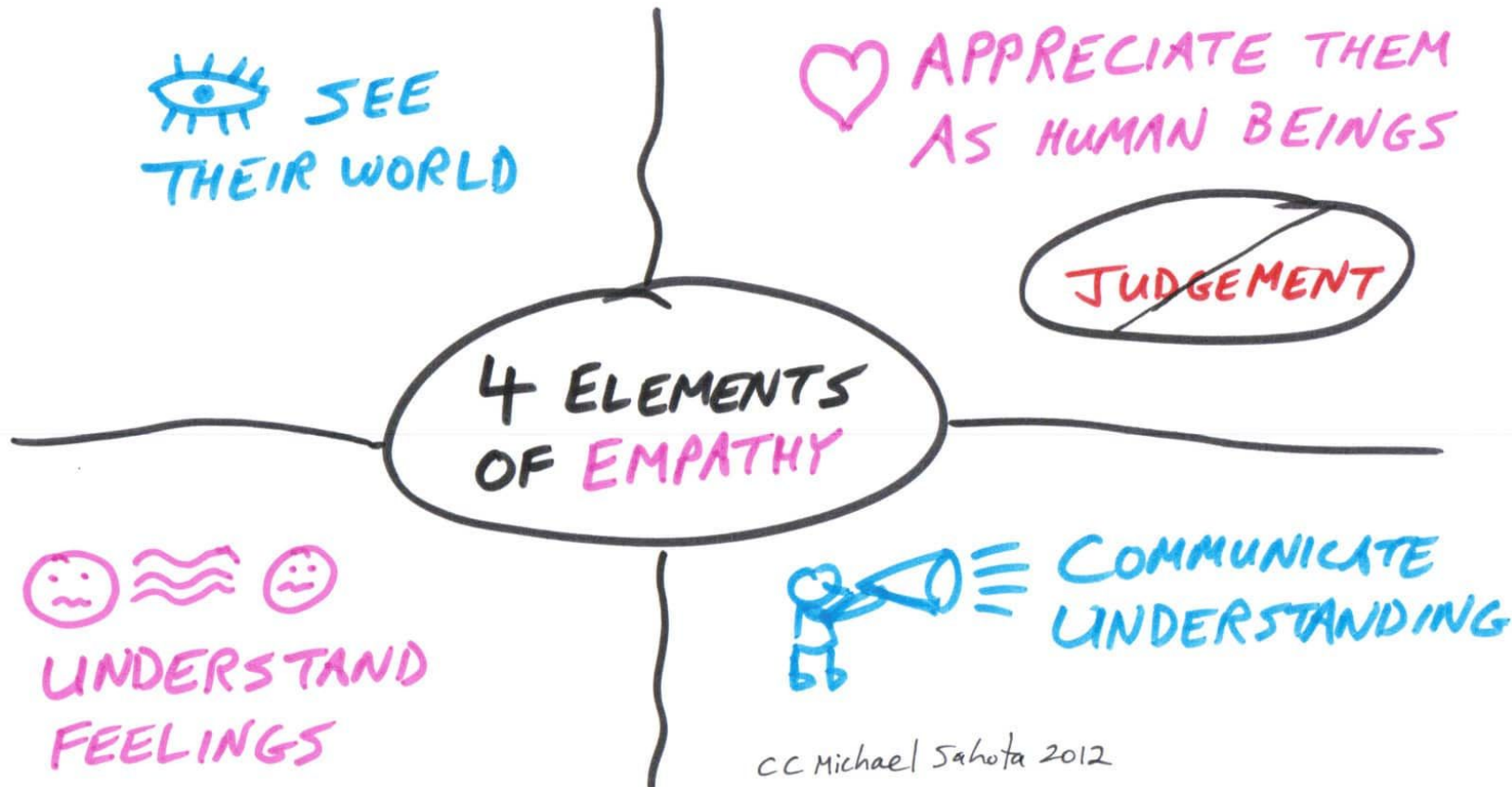
<https://www.youtube.com/watch?v=1Ewgu369Jw>

What is Empathy?

And why is it VERY different than Sympathy



Empathy is a Choice We Make



Empathy Mindset

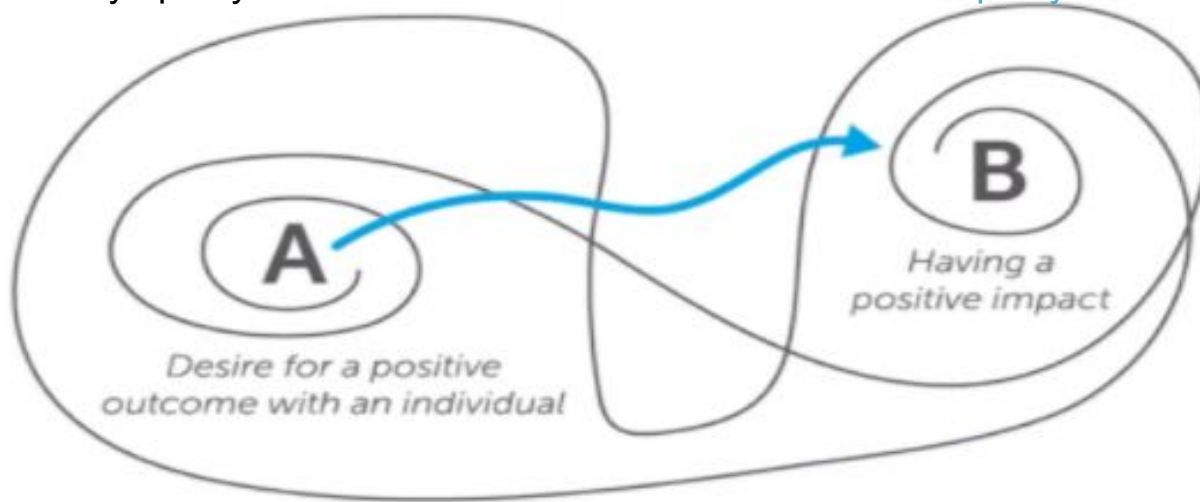
So what does this look like in the real world?



Intent vs. Impact

Sympathy Mindset = **Black**

Empathy Mindset = **Blue**



- Both show P.I.P. FUL intent and both will get there in the end
- However, Empathetic and P.I.P. FUL communication will get there faster and have more impact

Taking the Journey



Disconnection



Connection

- Empathy **shouldn't be** a one time thing - ie. Transactional
- Empathy **is** a mindset. Our goal is to be Transformational



https://www.youtube.com/watch?v=e4aHb_GTRVo

Empathy Mindset Builds Empathy Culture

- From Transactional to Transformative



Daily Habit Work (D.H.W)

- These practices will not happen overnight so you will have to make these practices part of your D.H.W. (Daily Habit Work)
- Daily Habit Work is putting new habits into practice and laying the foundations down for new behaviors and best practices day by day until it has become second nature



The Do's and Don'ts of Empathetic Listening



Scenario

Several family members would like to visit a parent during the COVID-19 epidemic. Due to the severity of the virus new visiting policies have been implemented.

Family Members: “We just want to visit our mother she’s been an in patient for a month now, we are here every day; now because of this virus which she does not have we cannot visit her!”

Staff Member: “Listen can all of you just Relax! I didn't make the rules, I'm just the security guard trying to do my job!”





INSTEAD OF SAYING...

Just relax.

It is understandable that you are trying to help them calm down. However, most often the word "relax" will actually have the opposite effect on a person.



What can I do to help you right now?

Instead, letting that person know that you are there to help with something they feel they need, offers reassurance.

It's going to all work out.

Although you're probably right, and everything may in fact work out, this can make a person feel like you are dismissing them.



Whatever happens, we'll figure out a way to make it right.

Even though it may be a situation that can't be resolved, being reminded in that moment that there's someone willing to work with them on something, providing even a glimmer of hope, helps TREMENDOUSLY.



TRY SAYING...

Scenario

Your Asian-American colleague comes into the office after taking the subway in to work. She's visibly distraught, and you ask her what's wrong.

She mentions that when she sat down on the train people started moving away from her. **Colleague:** "I'm worried that someone might do something to harm me because they think it's a 'Chinese Virus.'"





INSTEAD OF SAYING...

It's all in your head.

Anxiety is, of course, in their head – and chances are they know this. Saying this can foster feelings of embarrassment rather than support.

I know how you're feeling.

You may feel you do, but that is not important at the moment. Symptoms of anxiety fall on such a large spectrum, and vary between people.



TRY SAYING...

I'm here if you want to talk about what's upsetting you and work through it.

Sometimes it helps to break down what they are feeling in smaller, more fixable situations.

I wish I could understand how you feel, but I don't. I respect your feelings and will do anything you need me to do to feel better.

Even if they may not need anything at the moment, knowing that you are there and offering help, can often calm them down.

Scenario

You're on a conference call with your team, you ask, "How is everyone doing?" One team member starts talking about how disappointed they are about having to cancel their family vacation to Japan this summer because the summer Olympics are now cancelled.

Team Leader interrupts the team member to say: "Are you seriously talking about a summer vacation when people are losing their lives on a daily basis. We have bigger fish to fry!"





INSTEAD OF SAYING...

There are people with bigger problems.

Anxiety is, of course, in their head – and chances are they know this. Saying this can foster feelings of embarrassment rather than support.

You have a lot to be thankful for.

Most likely, they know everything they have in their lives – and this can be the very source of their anxiety.



TRY SAYING...

NOTHING!

If you cannot think of anything, it is better not to say anything at all. Silence allows the person to feel comfortable in sharing their anxious thoughts and feelings, reducing their burden.

Try thinking about the big picture.

Having them think about the big picture can help them to stop focusing on smaller, minute aspects that may be causing them anxiety.

Scenario

You see your colleague pacing in the hallway. It's not intense pacing, but you can see that he is a bit restless and aimless in his path. As he sits back down at his desk he leans back in his chair and turns his head to you to emote.

Colleague: “I feel so stressed! Too stressed out to go to work, but I know I can't leave because the NYC Health and Hospitals needs us. Can you believe we all have to be here during a pandemic while everyone else stays home?”





INSTEAD OF SAYING...

You should really try yoga, reading, meditating, etc.

Everyone deals with anxiety differently. What works for you may not work for someone else.



What can we do to take your mind off of it?

Rather than trying to get someone to practice a hobby that works for you, ask them if there is something *they* like to do to relieve anxiety.

You are being annoying.

This can be considered inconsiderate and lacking compassion. It is harder on them than it is on you.



I wish I knew a way to make you feel better. Let me know what I can do to make you feel better!

Again, knowing you are there for them helps more than you realize.



TRY SAYING...

Scenario

You come across a co-worker who is usually pleasant, and approachable and well-kept, but today this individual looks slightly disheveled, distant and irritable. You say your usual hello's however the individual does not make eye contact and their response is barely audible.

Your response to this is to make a face, roll your eyes put your hand up and spin on your heels and say “Alrighty then, someone’s taking this pandemic waaaay to seriously. I’ll just leave you to it!”





INSTEAD OF SAYING...

I'm going to give you some time alone.

You should never leave a panicked friend alone, unless they specifically ask.



TRY SAYING...

Do you want to be alone? Do you want me to stay? I'll do whatever makes you comfortable.

Asking what the person prefers is a good way to connect and have an open dialogue.



Empathy is Universal



- Empathy is not about passing the buck and thinking or feeling that its above your job title or payscale. Empathy is about being considerate and compassionate one to another and being purposeful with what we think, intentional with what we say, and practical with our action(s); empathy will be present because ultimately - P.I.P.FUL Communicating is the ICARE way!
- “Leadership is not about titles, positions or flowcharts. It is about one life influencing another.” - John C. Maxwell

Questions?



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Next Trainings

The Value of Providing Empathy During Crisis

- Friday, March 27th, from 12:00-1:00PM

How to Ground Someone Having a Panic Attack

- Tuesday, March 31st, from 12:00-1:00PM
- Thursday, April 2nd, from 1:00-2:00PM



Theresa Wiseman Empathy Article

http://media.virbcdn.com/files/74/676ff59b09b7482f-conceptanal_ysisofempathy.pdf

NYC Health + Hospital - COVID-19 section - staff support

<http://hhcinsider.nychhc.org/sites/COVID-19/Pages/ESSR.aspx>

