

Emotional Intelligence Education Program

# Understand Emotions and Empathy

Emotional Intelligence Education Program

## Empathy

June 13th 2022 • 9:29 am EDT



# Land Acknowledgement



We recognize with humility and gratitude that Canada is located in the traditional, historical and ceded and unceded Lands of First Nation, Inuit and Metis Peoples. On behalf of us all, we acknowledge and pay respect to the Indigenous peoples past, present and future who continue to work, educate and contribute to the strength of this country.

## Notes to Make Your **Experience** **Engaging** and **Enjoyable**

- Microphones are muted for this Emotional Intelligence Webinar so...
  - Please use the **CHAT function** if you are having **technical difficulties**.
  - Please use the **Q&A function** to pose **questions** and to share your **insights or comments**.
  - This session is being recorded and will be posted on the **CHCA Learning Center** website next week.

Emotional Intelligence Education Program

# Understand Emotions and Empathy



## Objectives for the Empathy webinar:

- Empathy and its role in emotional intelligence
- Recap of the Head-Heart-Hands lens to understand caregivers' experiences as they go through the emotional cycle of change
- Explain the difference between Sympathy and Empathy
- Outline the Three Types of Empathy
- Brief Introduction to Body Language
- Being Mindful through Listening
- Reframing: Turning Empathy into Action

Please take responsibility for the energy  
you bring into this space.

Your words matter.

Your behaviours matter.

Our patients and our teams matter.

Take a slow, deep breath and make sure  
your energy is in check before entering.

What did you “**Practice with Intent**” to develop your **Emotional Self-Awareness**.

- Recognized the different levels of intensity of my feelings (happy, sad, angry, afraid)
- Became aware of my emotional triggers, so I understand them and control my responses.
- Increased my emotional vocabulary by using a wider range of words to describe feelings (mine and others).
- Practiced Mindfulness throughout the day so I was fully conscious and present in the moment.
- Used the Head Heart Hands lens to better understand patients’ and caregivers’ experiences (what they think, feel and do) as they go through the emotional cycles of change.



## Empathy: The Human Connection to Patient Care





## What Is Empathy?

- Empathy is the capacity to understand emotions and appreciate what, how and why people feel the way they do.
- Empathy involves being sensitive to the thoughts and feelings of the other person.
- Empathy helps us see the world from another person's perspective in a non-judgmental way.
- Empathy continues to develop throughout our lives.

“Empathy, the most powerful tool of compassion, is the emotional skill set that allows us to understand what someone is experiencing and to reflect back that understanding.”

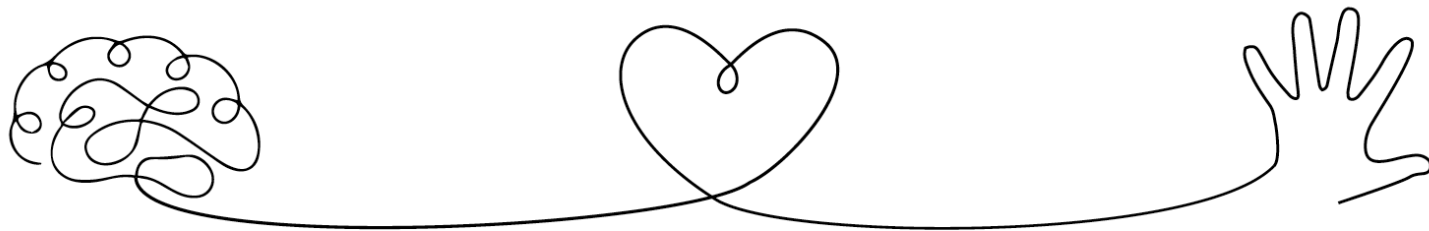
Brené Brown  
Atlas of the Heart

## Why Is Empathy Important?

- It is a key competency in our emotional intelligence.
- Empathetic people care about others and show interest in and concern for them.
- Empathetic people are able to describe another person's perspective in a non-judgmental way, even if they do not agree with it.
- Empathy can help shift a difficult relationship to a collaborative relationship.
- Empathy helps you build trust and collaboration because caregivers feel that you understand their experiences and support them.

*Empathy is the oil that keeps relationships running smoothly.*

# Head, Heart, Hands: The Caregiver's Experience



**HEAD**

+

**HEART**

+

**HANDS**

**What they know**

Knowledge  
Familiarity  
Understanding

**What they feel**

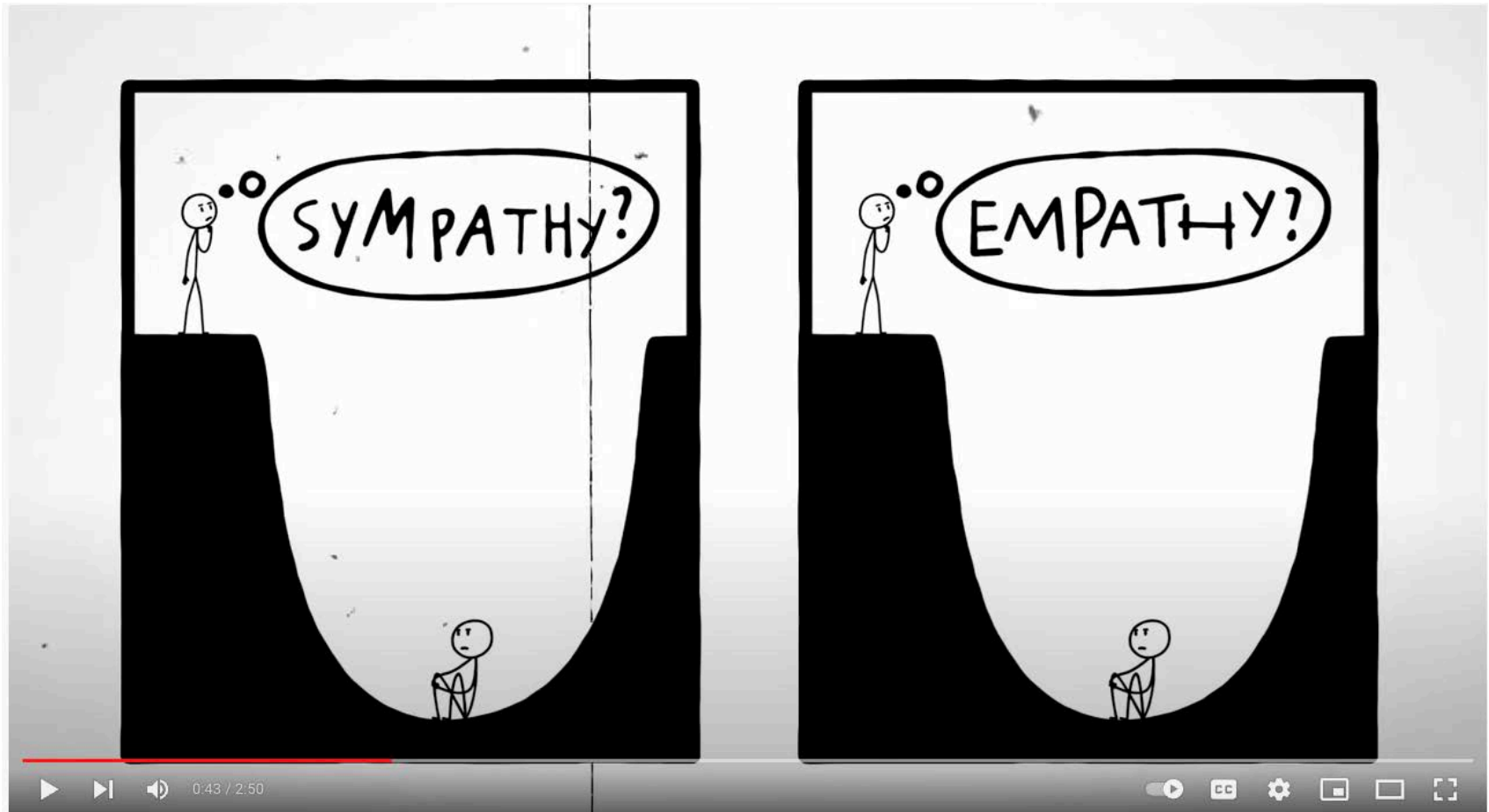
Emotions  
Reactions  
Feelings

**What they do**

Roles  
Tasks  
Responsibilities

| REFLECTION EXERCISE  | Never | Rarely | Sometimes | Always |
|--|-------|--------|-----------|--------|
| I ask questions to understand another person.  |       |        |           |        |
| I recognize the emotions that others are feeling.  |       |        |           |        |
| I try to understand why people behave the way they do.   |       |        |           |        |
| I respect, treat with courtesy and relate well to people of diverse backgrounds.   |       |        |           |        |
| I recognize distinct facial expressions in others.   |       |        |           |        |
| I recognize when someone is emotionally conflicted with a primary emotion blocking an underlying feeling and showing stress reactions. |       |        |           |        |
| I readily understand others' viewpoints, even when they are different from my own.   |       |        |           |        |
| I understand how other people's experiences affect their feelings, thoughts and behaviour.   |       |        |           |        |

## Sympathy vs. Empathy



# Sympathy vs. Empathy



## Sympathy

**Sympathy** is a feeling of concern for someone and a sense that they could be happier.

**Sympathy** expresses the situation from the speaker's point of view. Therefore, we use "I" statements to express sympathy.



## Empathy

Empathy expresses that we understand how the person feels right now.

**Empathy** recognizes the situation from the other person's point of view. Therefore, we use "you" statements to express empathy.

Both terms are used to describe the ways in which we care about others, but in practice they are quite different.

## Sympathy vs. Empathy

After a recent fall, Bob had hip surgery to repair the injury.




Bob is 83 years old, but his condition is stable and he has been discharged to his home as part of a restorative care program.

On your first visit to the home, you meet Bob's 52-year-old daughter Mary, who is the primary caregiver.

- What are some examples of **sympathy** statements you might share in this situation?
- What are some examples of **empathy** statements you might share in this situation?



## Three Types of Empathy

| Types of Empathy  |   |   |
|---|---|---|
| Cognitive Empathy   | Emotional Empathy   | Compassionate Empathy   |
|  <p>THINK IT</p> |  <p>FEEL IT</p> |  <p>BE MOVED BY IT</p> |
| Ability to understand what another person might be thinking or feeling                            | Ability to share the feelings of another person   | Active form of empathy  |
| Conscious and rational understanding  | Understanding a person on a deeper level  | Using emotional understanding to take practical steps   |
| May not involve any emotional engagement  | Can become overwhelming   | Having concern and sharing distress or pain without feeling emotional strain                              |
| Effective for intellectual discussions and professional situations                                | Builds genuine rapport with the other person  | Thoughtful and action-oriented empathy that builds a true connection                                      |

### 2.4: What Type of Empathy?



THINK IT

**Cognitive empathy**—when you put yourself into someone else’s place and see their perspective but without engaging with their emotions. This is empathy by thought rather than by feeling.

- In what situations would cognitive empathy be appropriate?



FEEL IT

**Emotional empathy**—when you literally feel the other person’s emotions alongside them, as if you had “caught” the emotions. Emotional empathy can sometimes be seen as over-emotional because individuals can become overwhelmed by those emotions and unable to respond.

- In what situations would emotional empathy be appropriate?



BE MOVED BY IT

**Compassionate empathy**—when you feel someone’s pain and take action to help. Compassionate empathy is about feeling concern for someone, but with an additional move toward action to mitigate the problem.

- In what situations would compassionate empathy be appropriate?

# The Importance of Body Language in how we Communicate

The five different elements of body language:

1. Proximity
2. Positioning
3. Facial expressions
4. Touching
5. Breathing

The Mehrabian Communication Model reveals that in situations dealing with emotions, feelings and attitudes, facial expression has the greatest influence, followed by tone of voice. The actual words spoken are the least important element of communication in such situations.

- **Facial expression = 55%**
- **Tone of voice = 38%**
- **Verbal communication = 7%**

# Mindful Listening

Better, deeper, more connected

Just like mindfulness, mindful listening is about being fully present.

Mindful listening includes focusing on what the other person is saying, as well as their facial expression, gestures and the volume and tone of their voice.

## **Benefits of Mindful Listening**

- Able to make better decisions
- Better, deeper, more connected relationships with people
- Helps to build trust
- Helps solve the “real” problem
- Diffuses feelings
- Become a more compassionate, empathetic person

*We don't learn  
from talking, we  
learn from  
listening.”*

**REFLECTION EXERCISE**

|   | Never | Rarely | Sometimes | Often |
|---|-------|--------|-----------|-------|
| 1) I check my phone or computer screen during conversations                   |       |        |           |       |
| 2) When people make confusing comments I feel annoyed.                        |       |        |           |       |
| 3) I get easily distracted during conversations.                              |       |        |           |       |
| 4) Making eye contact with people who talk to me can be uncomfortable for me. |       |        |           |       |
| 5) I communicate more through text messages/emails than face to face.         |       |        |           |       |
| 6) While others talk, I'm thinking of what I want to say next.                |       |        |           |       |
| 7) I say what I think without filtering my comments.                          |       |        |           |       |
| 8) I unintentionally offend others.   |       |        |           |       |
| 9. I think a person's body language is unimportant to what they are feeling.  |       |        |           |       |
| 10) People complain that I don't understand them.                             |       |        |           |       |

# Mindful Listening

## Tips for Mindful Listening

- Make eye contact.
- Use body language like nodding and smiling.
- Do not interrupt the speaker.
- Avoid refuting or disputing what the speaker says.
- Ask strategic questions to allow the speaker to share more fully.
- Be comfortable with silence.
- If your mind wanders, redirect your thoughts back to the speaker

# Reframing: Turning Empathy into Action

Reframing is an active effort to look at a problem or situation in a different way. The purpose of reframing is to look at the situation with new eyes and in a more positive light.

When you reframe a caregiver's situation, you show an understanding of their perspective through a more optimistic approach

## Example of Personal Reframing 1

- **Situation:** I feel disappointed when my family is too busy to call or see me.
- **Reframe:** This gives me the opportunity to reconnect with some of my friends who I haven't seen in a while.

## Example of Personal Reframing 2

- **Situation:** I can only afford to buy a small car.
- **Reframe:** With a small car, I will save money on gas.



# Thinking About Reframing

## Three common ways to reframe.

### 1. Shift from being passive to active.

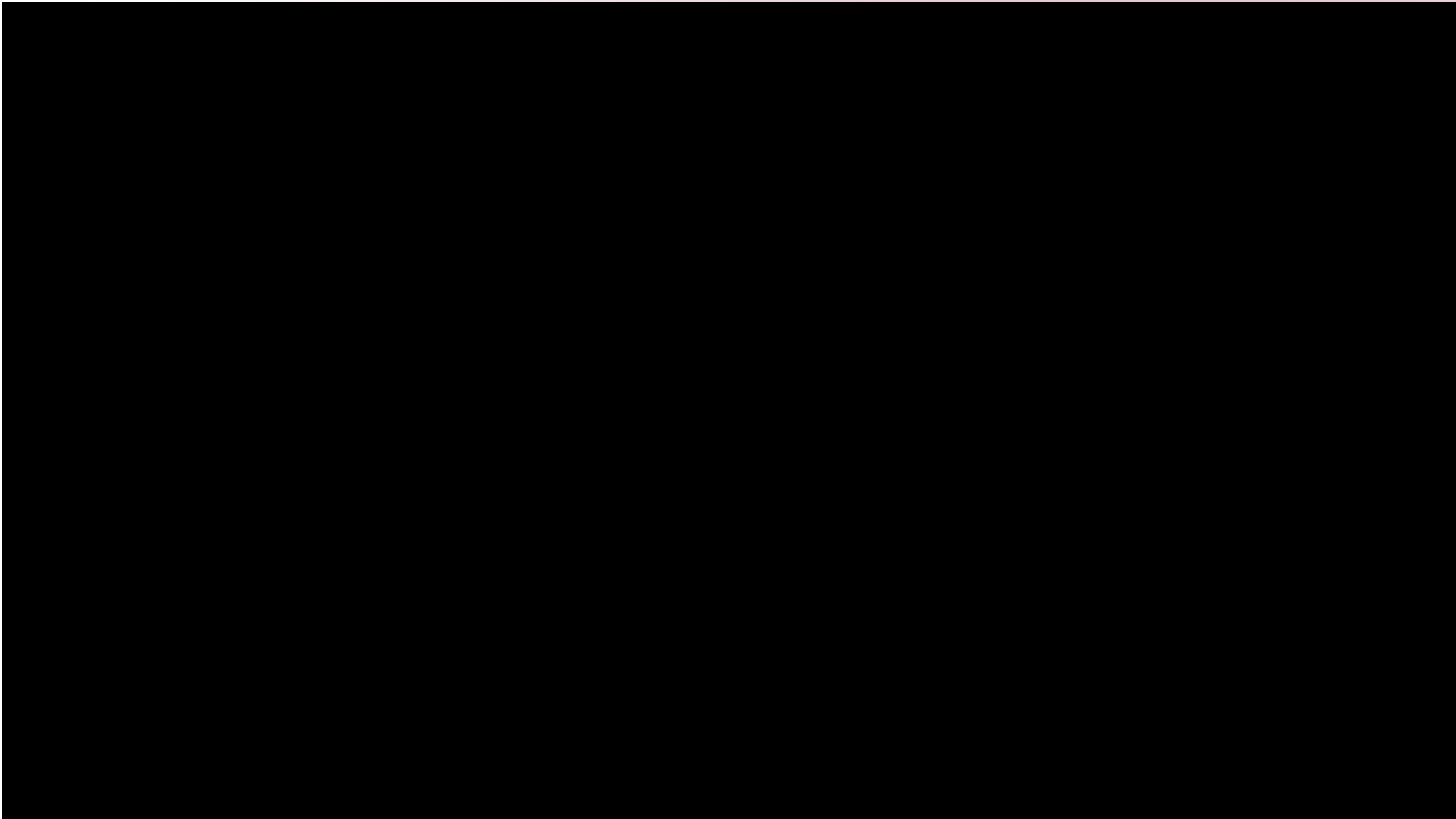
- How can you move from passively accepting things as they are to actively taking steps to find solutions?

### 2. Shift from liabilities to assets.

- This is the “every cloud has a silver lining” approach—when facing a problem, can you look beyond it to see what new opportunities the situation may give you?

### 3. Shift from negative thinking to positive thinking.

- Rather than assuming the worst or focusing on the drawbacks, can you focus on the positive outcome you want or consider other benefits that may result?



# Key Takeaways

The key points to remember:

- Empathy expresses that you understand how the person feels *right now* and is expressed with “you” statements. Sympathy is a feeling of concern for someone and is expressed with “I” statements.
- There are 3 types of empathy:
  1. **Cognitive empathy** is the ability to understand what another person might be thinking or feeling.
  2. **Emotional empathy** is the ability to understand and share the feelings of another person.
  3. **Compassionate empathy** is actively showing concern for another person and taking steps to support them.
- Empathy helps you build trust with patients and caregivers and help them through the emotional cycles of change.
- Mindful listening is essential for developing and exhibiting empathy.
- Reframing is seeing something in a different way. It involves looking at a situation with new eyes and in a more positive light.
- By understanding emotions, being empathetic and practising reframing, you can recognize caregivers’ experiences and support them through their emotional cycles of change.

**Next EI Webinar**  
Flexibility and Communication  
July 20



Full EI modules available on [learn.cdnhomecare.ca](https://learn.cdnhomecare.ca)  
You must register to access.

The Communication microlearning module will only be posted and available early next week.

## Understand Emotions and Empathy

Thank you for joining us.  
Please take a minute to  
complete the survey.

