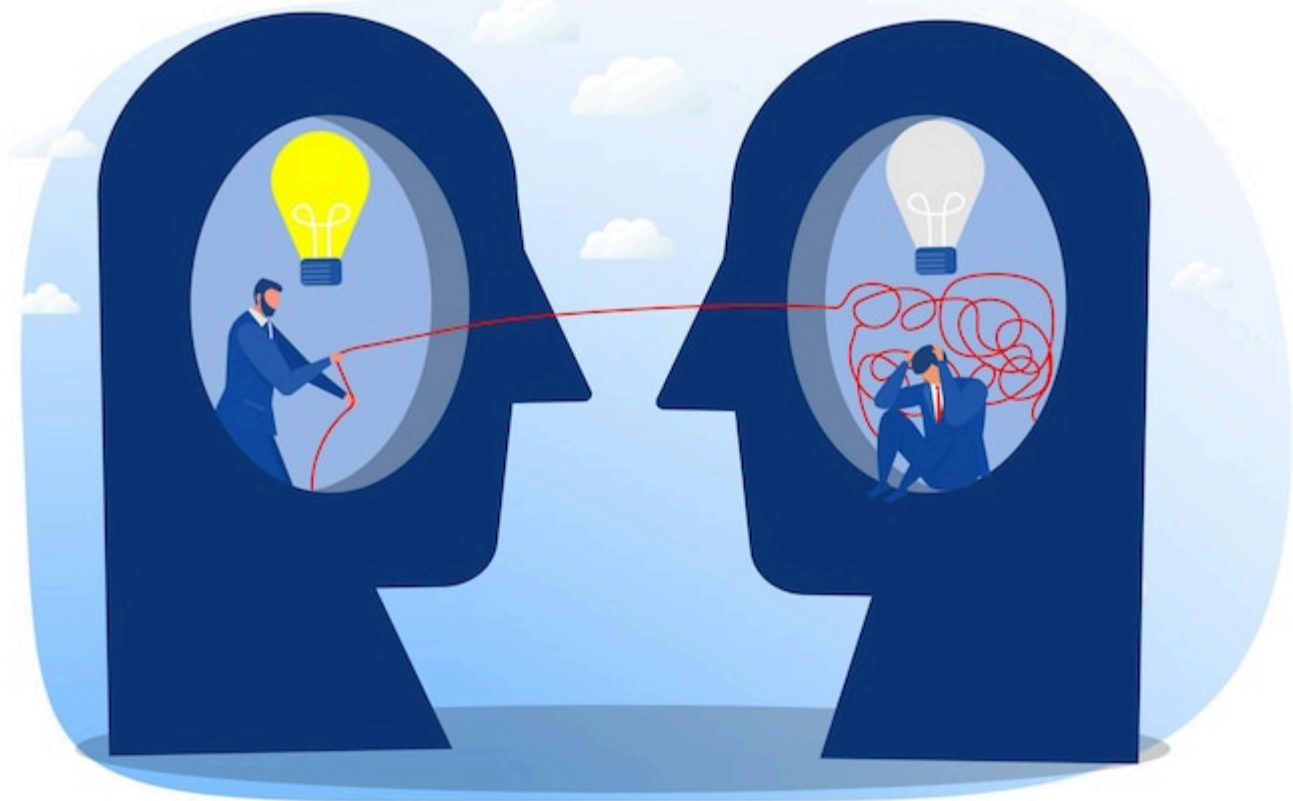


EMPATHY



CLINICAL EMPATHY TO PATIENTS : DO & DON'T DO

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EMPATHIC SKILLS

- ◉ Curiosity
- ◉ Active Listening
- ◉ Self - awareness
- ◉ Emotional Intelligence
- ◉ Open Mindedness

ATTRIBUTES OF EMPATHY

- ◉ Perspective taking
- ◉ Staying out of judgment
- ◉ Recognizing emotion in another person
- ◉ Communicating with understanding of another person's emotions

10 SIMPLE WAYS HOW TO SHOW EMPATHY

- ◉ Listen with a goal to understand
- ◉ Ask with genuine curiosity
- ◉ Be present
- ◉ Refrain from offering unsolicited advice
- ◉ Look them in the eye
- ◉ Acknowledge their feelings
- ◉ Open up about a similar experience
- ◉ Practice mindfulness
- ◉ Accept their opinion
- ◉ Ask how you can help

DO FOR SHOWING EMPATHY TO PATIENTS

- ◉ Eye contact
- ◉ Let your patient know you are listening
- ◉ Be aware of your body language
- ◉ Be curious about your patient
- ◉ Record details that humanize your patient
- ◉ Show support try your patient
- ◉ Look deeper for ways to empathize with your patient

DON'T DO FOR EMPATHY TO PATIENTS

- ◉ Passive listening
- ◉ Avoiding silence
- ◉ Prioritizing problems over people
- ◉ Trying to fix problems instead of validating them
- ◉ Ignoring your own emotions

DON'T DO FOR EMPATHY TO PATIENTS

- ◉ Sympathy
- ◉ Judge
- ◉ Maximize or Minimize problem
- ◉ Advice
- ◉ To blame or Guilt

DON'T DO FOR EMPATHY TO PATIENTS

- ◉ Give a Solution
- ◉ To order
- ◉ Comparison
- ◉ Criticism
- ◉ Reject

