



MNSWAP- October 2024 State Conference

Part I. The Empathy Experience

1. How do we gain empathy?

- a. Listen for the emotion within the expression.
- b. Find that emotion within ourselves
- c. Reflect

2. What stops us from expressing empathy?

- a. Our own agendas block our ability to recognize
- b. Misguided priorities

3. How do we model empathic responses for other staff and family members to see?

- a. What am I looking to achieve here, at this moment?
- b. Focusing on the true goal ahead of the approach.
- c. Mindful speech, invitation, encouragement and action

Notes: