

Use this guide as you connect with team members – 1:1 conversation, small huddles, or a larger team meeting. It’s designed to take as little as 7 minutes and no more than 20! The key is to guide the conversation, allowing people to interact in a way that leads to “ah ha” moments and motivation to try new approaches. Note: staff you’re connecting with should have already taken the REVEAL Aging “[From Caregiver to Empathetic Caregiver](#)” online course. It’s ok if they haven’t – makes for a great follow-up. See the reverse side for more leader tips!

<p><b>1</b> <b>Think about it (1 – 5 minutes)</b> Reinforce learning by sharing one or all of these knowledge nuggets.</p> <ul style="list-style-type: none"><li>- Every person working in senior services is a caregiver</li><li>- How we interact and engage with people can be the difference between a good or bad day for us or someone else. This includes interaction with those we serve as well as each other.</li><li>- Empathy is the ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place.</li><li>- Developing empathy for others is key not only to make a good first impression but to creating a lasting connection as well.</li></ul>	<p><b>3</b> <b>Share tips &amp; techniques (2 – 5 minutes)</b> Break it down into easy-to-remember skill builders.</p> <p>Memorize and use set phrases!</p> <ul style="list-style-type: none"><li>- To show empathy, use a set phrase to let them know that you care. “You seem _____ (upset, frustrated, sad, etc.).</li><li>- To create connection, and validate their feelings. “I would be _____ (upset, frustrated, sad, etc.) too if (key situation).</li><li>- To respond, ask the person to share more or offer a helpful choice. “Tell me more about (key situation)” or “Would you like to (this) or (that)</li></ul> <p>Here is an example: “Jane, you seem upset. I would be upset too if my meal was not delivered on time. Would you like me to wait here with you or go check on your breakfast?”</p>
<p><b>2</b> <b>Talk about it (2 – 5 minutes)</b> Ask one of these questions. Be ok with awkward silence for a minute or two!</p> <ul style="list-style-type: none"><li>- Can anyone give an example of how you’ve shown empathy today?</li><li>- Is there a resident/client that we need to create a better relationship with right now? Who and how could we do that?</li><li>- How do you think using empathy with residents/clients will improve the quality of our department? What if we use empathy for residents/clients AND with each other?</li></ul>	<p><b>4</b> <b>Give it a try (2 – 5 minutes)</b> Help your team identify the next steps.</p> <p>What is ONE thing we can all do over the next week to help practice this skill?</p> <p>Stumped? Here are a few ideas!</p> <ul style="list-style-type: none"><li>- Find a partner and practice the empathy equation above</li><li>- Work on creating connections with our residents/clients. Validate their feelings before moving forward with our tasks.</li><li>- Take the training course if you haven’t already!</li></ul>

## Discussion Leader Tips

- Use the prompts to start a conversation
- Set a timer to help stay on topic and stick to your allotted time
- Encourage everyone to respect others' opinions
- Reinforce that there are no right or wrong responses
- Don't allow any one person to monopolize the conversation
- Conclude with at least one actionable step to that helps your department apply approaches at work