Empathic Leadership Institute

Best Practices for Increasing Compassion Resiliency and Moral Wellness in Post-Acute and Long-Term Care Settings

Presented by: Francois Beausoleil
1 - Refrain from offering non-empathic responses

Non-Empathic Responses

1- Giving Advice / Fixing  
2- Analyzing / Diagnosing  
3- Storytelling  
4- Pity / Sympathy  
5- Reassuring / Consoling  
6- Shutting Down  
7- Changing the Subject  
8- Interrogating  
9- Feeding the Fire  
10- One-Upping  
11- Arguing / Being Right  
12- Defending / Justifying  
13- Minimizing  
14- Exaggerating

Empathic Leadership Principle:

Connection Before Solution
2- Offer Empathic Responses

Empathic Responses

Empathic Reflection
• Statements aiming at giving the speaker an experience of being heard and understood, in a non-judgmental way.
• It involves asking if the person has been heard accurately.

Empathic Guessing
• Questions asked to support the speaker in understanding themselves in a deeper and more precise way, and in being heard.
• Asking questions that guess to the person’s underlying feeling and needs.

Empathic Leadership Principle:

Understanding Doesn’t Mean Agreeing
ABOVE (Response)  The Line (Of Choice)  BELOW (Reaction)

- Notice and describe the emotional and physical cues that let you know that you’re getting reactive
- If you focus **only** on staying above the line (choosing your response as opposed to reacting automatically) in relation to the situation, what is the first thing that makes sense for you to do?
- Summon your higher self (the highest wisdom available to you) in this moment: How does your higher self suggest to show up? What does it look and sound like?

Empathic Leadership Principle:

**Adopting a Curious and Patient Mindset**
4 - Decrease Blame

Blame-dissolving Sequence

- What could be emotionally painful for the other in this situation?
- What is your best guess of what matters the most to the other person in this situation?
- Can you relate even just a little to what matters to them?
- What could I tell myself that would help decrease the level of blame I have for this person?

Empathic Leadership Principle:

Collaborating with Our Opponents
5- Creating Empathic Support Structures

Creating empathic support structures

• Do I have the empathic support structure to get through the current challenges?
• How can I tap into Social Resilience?
  • Empathy buddies, therapists, empathic check-ins, etc.

Empathic Leadership Principle:

Moving from

Individual Resilience to Social Resilience