

Envisioning the Future 2020 & BEYOND

Session Takeaways

H4 Achieving a Community of Caring by Making Compassionate Communication Universal

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- People don't know we feel empathy unless we express it.
- The benefits of empathy for residents include building trust, cooperation, and hope; encouraging residents and family members to speak up and actively partner with caregivers; and allowing a connection with people as individuals.
- The benefits of empathy for caregivers include personal gratification, improved collaboration, and more effective communication.
- Heart-Head-Heart communication is great for building relationships with residents, family members and co-workers.
- The Heart-Head-Heart communication model is based on the belief that optimal communication includes both emotion-oriented messages, or HEART, and HEAD messages so that people have their needs met and feel cared for. This model builds relationships not only with residents and families, but also with colleagues and people outside of work. The Heart-Head-Heart Sandwich is an image that is meant to remind us to start with heart, move to a head message and end with another heart message in a 2:1 ratio.
- The benefits of building a caring and compassionate organization culture include helping staff reconnect to purpose, reducing anxiety for residents and family members and promoting staff engagement and retention.
- The reason over 90% of communication tends to be HEAD communication is that people get busy, task focused and want to provide solutions.
- Caring and communicating caring are not the same things.
- Research shows many benefits of stories and storytelling. When people feel emotionally transported into a story, they score higher on empathic concern a week later. Seeing or hearing about another's compassionate act encourages acting with compassion. Stories shape thought process, like lived experiences.
- Good ways to engage staff include starting huddles and meetings with appreciation or celebration comments, asking questions that help staff connect to their purpose, and modeling Heart-Head-Heart Communication and coaching others to use it as well.