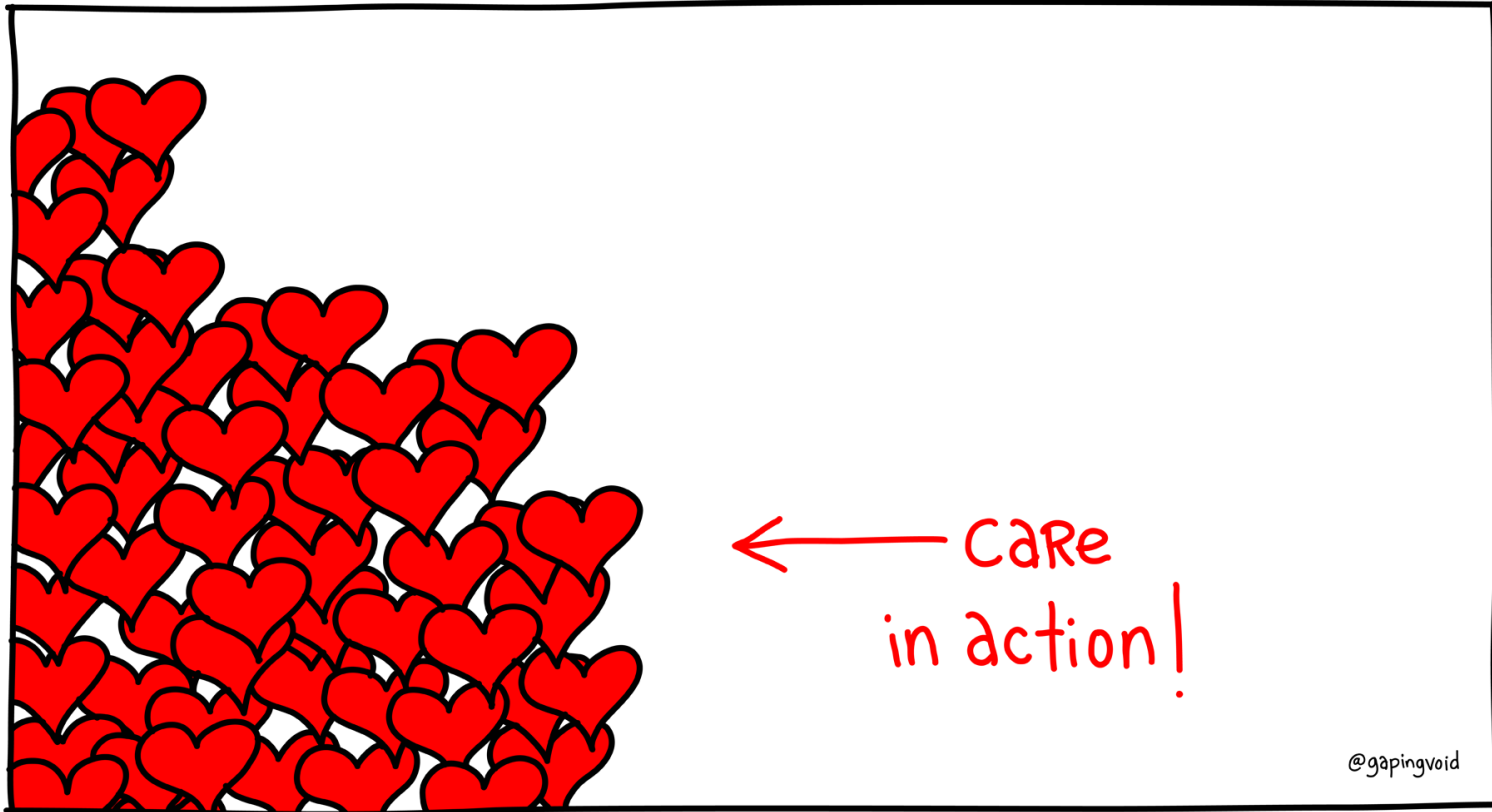




Communicating Empathy

THE HEART-HEAD-HEART™ METHOD



Workshop Facilitator's Guide

Welcome

We're excited that you have decided to facilitate the foundational *Communicating Empathy* workshop to engage your team!

We hope this Facilitator's Guide will make it easy for you to prepare and conduct this workshop.

We hope it will help you engage your team in embracing and learning the powerful Heart-Head-Heart Method, leading them to reconnect to their caring purpose and make their interactions with patients, families and coworkers more heartwarming and effective.

We also hope you will value, model and use Heart-Head-Heart yourself, so you become in every way a leader, role model, and champion for communicating with empathy and enhancing the human experience.

THANK YOU! Thank you so much for stepping forward to serve as facilitator. We sincerely hope you find the experience fulfilling and that you have a lot of fun throughout the process.

Warmest regards,
The Language of Caring and Planetree International Team



The Purpose of This Guide

This guide will help you conduct the one-hour *Communicating Empathy* Workshop that mobilizes staff to embrace the importance of communicating with empathy and teaches them the Heart-Head-Heart Method.

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1. Program Introduction & Overview

A. Purpose

Communicating Empathy: The Heart-Head-Heart™ Method helps people, including those in healthcare, express their empathy and caring effectively and consistently. This do-it-yourself program enables leaders at every level to engage providers and staff in mastering and consistently using the proven Heart-Head-Heart communication method to enhance their interactions. It is grounded in best practices developed by Language of Caring® and instituted in healthcare organizations nationwide.

Expected results include:

- Increased employee engagement as staff connect more often with patients, families, and coworkers
- Greater patient engagement and improved outcomes
- More productive team interactions through greater collaboration, cooperation, and less conflict
- People expressing empathy, compassion and support to reduce anxiety and promote healing

A growing research base demonstrates the power of empathy in positively transforming the patient, family and coworker experience in healthcare. Research shows that by communicating with empathy in every interaction, each member of the healthcare team produces benefits for patients and families, colleagues, the organization, and themselves. The Heart-Head-Heart method is a simple, yet powerful, mental model that helps people communicate with empathy and caring which leads to remarkable results.



The Results of Communicating with Empathy in Healthcare Interactions

- Reduced anxiety, as well as greater trust, engagement, and cooperation among patients and families
- Fewer difficult situations, complaints and lawsuits
- Stronger patient commitment and adherence to their care plans
- More positive patient outcomes
- Greater appreciation from patients and families
- Greater patient retention and loyalty
- A more positive grapevine about your organization
- Providers and staff who feel more engaged and gratified in their caring work
- Improved relationships outside of work, with friends, family, teachers, business contacts, and more



1. Program Introduction & Overview

B. Background and Facts

These days, people in healthcare feel extremely pressured. They have many priorities, responsibilities, and a combination of stresses they experience at work and beyond. As a result, there is a tendency for them to predominantly use “Head” or task-oriented communication. This looks and sounds like communication based mostly in explaining what they’re doing, gathering information and describing actions/options/plans. What is missing are expressions of caring or “Heart” communication including verbal and non-verbal behaviors associated with empathy, appreciation, sincere regret about pain, anxiety and inconvenience, and observable actions that are tied to the emotional and connected personal experience.

Of course, people rely on us for “Head” communication. They need and want information, options, answers, explanations and choices. However, interactions that include solely Head messages feel impersonal. Patients and families often think, “These people may be competent, but do they really care about ME as an individual?”

- **Heart Communication:** We tune into and acknowledge feelings and anxieties, respond from our hearts, and connect to the person as an individual.
- **Head Communication:** We explain tasks, information, options, plans, and the business at hand.

Communicating “Heart” eases people’s anxieties. It personalizes care and service while building the trust and comfort key to engaging patients and families. When staff members communicate exclusively from their heads, does that mean they don’t CARE? Absolutely not. It’s just that their caring does not come across in the way they intended. The result: The people they serve do not FEEL their caring and emotional support as part of their experience. The Heart-Head-Heart method is based on the premise that complete, effective and satisfying communication has both Heart and Head communication.



The Heart-Head-Heart Method

The Heart-Head-Heart Method is a mental model that prompts people to start their communication with a Heart message, move to a Head message (the business at hand), and end with another Heart message. Here's how it works:

- **♥ Heart:** Speak from your heart first. Show personal caring and empathy. (eg: *That sounds so upsetting for you! I'm worry that happened!*)
- **🧠 Head:** Then speak from your head. Meet people's needs for action, information, solutions. (eg: *Let me explain... The options are... Here's what I'll do...*)
- **♥ Heart:** Then, speak from the heart again. Close on a personal or feeling note. (eg: *I'm so glad you told me about this. I want to make things right for you.*)

The Heart-Head-Heart *Sandwich* metaphor is a simple, visual way to remember to mix Heart and Head messages in a 2:1 ratio. The Language of Caring team has found that the Sandwich metaphor helps people remember and apply Heart-Head-Heart in their everyday situations.

The fact is...

People don't care how much we know unless they know how much we care.

Who is this program for?

For everyone! Nurses, physicians and providers, technicians, support services, leaders, all staff across the continuum of care, etc.

And for every type of healthcare organization. Healthcare systems, hospitals, long-term care facilities, hospices, medical groups, health plans, outpatient centers, emergency departments, express care centers, pharmacies, home healthcare services and more!

It is also an effective intervention for departments or teams within organizations.



How does the *Communicating Empathy* program fit with other change initiatives?

By helping everyone communicate with caring, even under pressure and stress, Heart-Head-Heart can help you humanize and make more effective your implementation of performance improvement efforts including LEAN, your Electronic Health Record transition, mergers and acquisitions, safety initiatives, and much more. Communicating empathy is the “how” that ensures helpful and encouraging communication takes place, which is key to strengthening every other initiative’s results.



2. The Team Workshop

A. The Team Workshop: Plan-at-a-Glance

Activity	Purpose	Time	Be ready with	My Plan
1. Welcome and Introduction (Slides 1–9)	<p>Establish the purpose and value of communicating with empathy.</p> <ul style="list-style-type: none"> Welcome people Conduct “Quick Connecting” activity on caring experiences Inspire people with the importance of empathic communication (Video: “Everyone Has a Story”) Explain workshop objectives 	10	<ul style="list-style-type: none"> <i>The Heart-Head-Heart Handbook</i> for each participant – use the blue worksheets in the back of the Handbook Workshop Presentation Story that illustrates empathy and caring Video: <i>Everyone has a Story</i> 	
2. Why Focus on Empathy? (Slides 10–16)	<ul style="list-style-type: none"> Define empathy and the difference between empathy and sympathy Identify the benefits of empathy for patients, families, coworkers and ourselves 	10		

2. The Team Workshop

Activity	Purpose	Time	Be ready with	My Plan
3. The Heart-Head-Heart Method (Slides 17–26)	<ul style="list-style-type: none"> • Warm-Up • Show Video • Distinguish between Heart and Head communication, examples • Recognize the value of Heart-Head-Heart communication 	15	<ul style="list-style-type: none"> • In Handbook: <i>Worksheet #1</i> • In Handbook: <i>Worksheet #2</i> • Video: <i>The Heart-Head-Heart Method</i> 	
4. <i>Apply-It!</i> Becoming Competent at Heart-Head-Heart (Slides 27–36)	Practice Heart-Head-Heart in real situations <ul style="list-style-type: none"> • Be able to use the Heart-Head-Heart method to ensure communicating with empathy • Engage team in trying and applying the Heart-Head-Heart method 	15	<ul style="list-style-type: none"> • In Handbook: <i>Worksheet #3</i> • In Handbook: <i>Worksheet #4</i> • In Handbook: <i>Worksheet #5</i> 	
5. Next Steps (Slides 37–39)	<ul style="list-style-type: none"> • Communicate your expectations • Share Habit-Building plan to apply Heart-Head-Heart • Challenge people to start now 	7	<ul style="list-style-type: none"> • In Team Leader’s Action Plan: <i>Step-by-Step Habit-Building Plan</i> • In Handbook: <i>Worksheet #6</i> • In Handbook: <i>Worksheet #7</i> 	
6. Closing (Slides 40–44)	<ul style="list-style-type: none"> • Review <i>The Heart-Head-Heart Handbook</i> • Appreciate and thank staff for their engagement • Make a heartfelt statement of appreciation using Heart-Head-Heart 	3	<ul style="list-style-type: none"> • In Toolbox: <i>Pat on the Back Card</i> • Heart-Head-Heart pins • Celebrations 	

Total Time Estimate = 60 minutes



2. The Team Workshop

B. Materials and Items Needed

1. For Participants

- Their own copy of *The Heart-Head-Heart Handbook*, which includes workshop handouts at the end (in blue)
- Pens/Pencils to write with

2. For Presenters

- Facilitator Guide
- Laptop/computer with access to the workshop file
- LCD projector
- External speakers
- Screen
- Microphone (if room size and number of people make it necessary)
- Timer
- Sign-in sheet





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My Notes:



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THE HEART-HEAD-HEART™ METHOD

Team Workshop

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Notes

- Display this slide as participants enter the room.
- Greet participants and thank them for attending.
- Remind participants to sign in.
- By individually handing the book to each person, you can connect with them immediately and show your excitement and your regard for this book as a gift to them.



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THE HEART-HEAD-HEART™ METHOD

My Notes:



Notes

- Quickly introduce yourself.
- Share your personal reason for bringing the program to your organization. Share your commitment via a personal story that illustrates empathy and caring or an example involving a patient/family member example.
- Ask participants to introduce themselves in a similar manner.
 - If your session is large you may want to adjust the introductions to tables or small groups rather than the whole group.
 - If your session participants all know each other, it is still important to have them each share a story!



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THE HEART-HEAD-HEART™ METHOD

My Notes:

Quick Connecting: About Your Experiences with Caring

- Think about a time when you felt really cared for or cared about.

OR

- Think about a time when you felt you really made a positive difference for someone.



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Notes

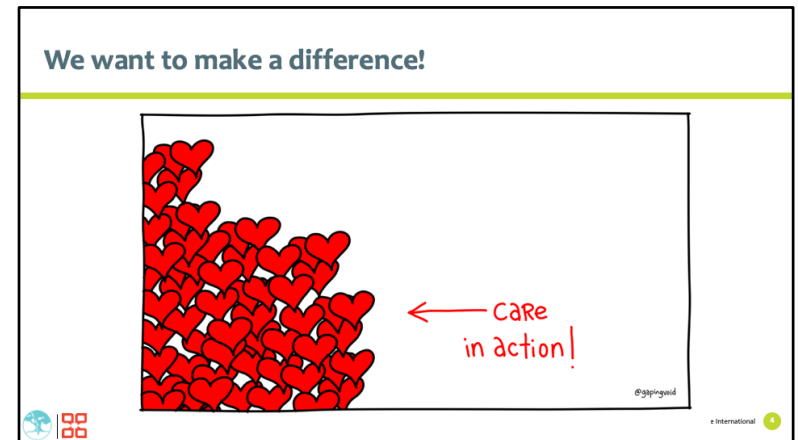
- Direct participants to choose one of the questions to think about for a minute.
- Form partners and allow 2 minutes for them to share their responses to either question with one another.
- Ask the group to call out what they heard from each other.
 - Think about a time when you felt really cared for or cared about.
 - How did it feel?
 - What did they say or do?
 - Think about a time when you felt you really made a positive difference for someone.
 - How did it feel?
 - What did you say or do?
 - What did the other person say or do?
- Sum up with following slide.



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My Notes:



Notes

- In summary, human beings experience caring based on the feelings our words and behaviors produce. Our words, our behaviors, our tone, and our nonverbal behavior create a feeling of connection or disconnection. While we intend to be caring, our caring must be felt by the other person in order for them to experience us as caring people.
- We know that care givers choose to work in healthcare because they want to make a difference, and this difference is made by the actions of caring.



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My Notes:

WHY IS EMPATHY IMPORTANT?



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Notes

- Make the connection that showing caring is commonly referred to as being empathetic or empathic. Today you will learn how to show empathy and why the associated behaviors are critical in healthcare.
- State, "so why is empathy important?"



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:



Notes

- Empathy is important because it is at the heart of what it means to be human.
- Set up purpose for watching the Empathy video: Ask participants to pay attention to: 1) their reactions and their own feelings, and 2) the range of possible emotions/feelings the people in the video may be experiencing.
- After video plays, ask participants what feelings/reactions occurred for them and what emotions/feelings they thought the people in the video may have had.
- Draw attention to the feelings they noted and how these tie directly to the empathy that we have as humans for one another—both as givers and receivers. Note the range of emotions from positive to difficult.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Every person has a story, and...

- Every patient and every family member endures an avalanche of feelings during their healthcare experiences.
- Every one of our coworkers faces challenges in their lives that we know nothing about.
- Thankfully, we have the gift of empathy.



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Notes

- State, “Every person has a story, and...”
- Pause and allow participants to read the two bullets.
- Sum up with... the feelings and challenges faced by patients, families, coworkers, and really EVERYONE we are around is what makes us human. To ignore the individuality and accompanying experiences is to ignore our own and others’ humanness.
- When we ignore the individuality and accompanying experiences of others, we create an uncaring environment which doesn’t feel good to others and doesn’t allow us to fulfill our hopes for making a contribution to people’s well-being—the reason most of us chose to be in healthcare.


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My Notes:

The reality is:



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Notes

- Give participants time to look at the slide through the animation. it will automatically fade out the picture and bring in the following quote:
 “Real care of the sick does not begin with costly procedures, but with the simple gifts of affection, love and concern.”- *The Dalai Lama*
- Be prepared with a quick story of caring that made a difference or refer back to the story you shared during your introduction and link it to the quote by the Dalai Lama.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Objectives

Strengthen our skills for communicating empathy – for the sake of patients, families, coworkers and our own personal fulfillment.

1. Define *empathy* versus *sympathy*
2. Review evidence on the power of empathy to transform the human experience in health care
3. Try your hand at the amazing *Heart-Head-Heart Method* for becoming a much more effective, empathic communicator
4. Identify our next steps for working together to master and apply Heart-Head-Heart in our jobs and beyond



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Notes

- Ask participants to review the objectives and join you on the journey you will be taking together.
- Sum up with your hope for the session (example - "My hope is that we have fun together as we begin our journey to communicate empathy more effectively and to show the care we have for each other, as well as for patients, family members, and others we encounter.")



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My Notes:

WHY FOCUS ON EMPATHY?



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My Notes:



Notes

- Read the words on the slide.



Communicating Empathy

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My Notes:

Empathy Defined

- Three Elements
 - Recognize
 - Communicate
 - Support



“Empathy is communicating that incredibly healing message of, ‘You’re not alone.’”

Brene Brown

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Notes:

Define empathy as having three elements:

1. **RECOGNIZE.** Connect, be present, listen fully and notice the person’s thoughts, feelings, and condition from their point of view, rather than from your own. This is an internal process.
2. **COMMUNICATE.** Acknowledge the person’s thoughts, feelings, and condition, without judging. Validate or confirm the legitimacy of the person’s experience. This is an external process, expressed through our words and actions.
3. **SUPPORT.** Respond or help in a manner that is sensitive to the individual’s needs. Empathy without action is not empathy. Sometimes that action is holding their hand or being there for them in some way. This is an action step.

Then, capture this more simply with the Brene Brown quote.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Empathy and Sympathy: The Difference



Sympathy:

- You feel their pain
- Your feelings mirror their feelings
- May switch the focus to your experience versus theirs
- Can drain your energy
- May make it difficult to carry on your responsibilities
- Makes it harder to address their needs and provide comfort

Empathy:

- Recognize the person's feelings and thoughts
- Communicate by acknowledging and validating their experience, without judging
- Support by listening and helping
- Enables you to remain professional and respond with kindness and support



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Notes

- Sometimes people confuse sympathy with empathy, and we want to make sure that we all have the same understanding.
- Let's discuss a situation that will help to understand the difference.
- Think about a person you know that has experienced an emotional event—perhaps a death in the family.
- Likely they are feeling many emotions.
- You come along and the person tells you or you pick up on how they are feeling. [click to animate slide]
- With sympathy, you feel what the other person is feeling. If they are in pain, you feel pain. If they are upset, you feel upset as your feelings mirror theirs.
- When we do this, we begin to identify with them through our own experiences which can lead to a drain on our own energy and distract us from doing our best to support the other person.
- We might be inclined to tell them we know or understand just how they feel because we have been there too.
- We may take on similar emotions such as feeling angry or depressed.
- When we are sympathetic, we are not very good support for them, and sometimes it doesn't even feel very caring.
- For instance, have you ever had someone tell you they know exactly how you feel, and you thought, "No you don't!" Or, perhaps they began to tell you their own story and it didn't feel very supportive and the attention shifted to them and their situation. [click to animate slide]
- Empathy, on the other hand, involves three elements.
- First, recognize the other person's feelings, thoughts, or situation.
- Then, communicate by acknowledging their feelings and experience – without judgment. Validate their reasons for feeling this way.
- Finally, support them by listening and responding or helping in a way that is sensitive to the person's needs.
- With empathy, you don't take on the feelings for yourself, and this little bit of distance enables you as a professional to respond with kindness and support in an effort to help.
- Empathy, not sympathy, is very powerful and helpful, and it demonstrates caring.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Empathy: Proven Benefits for Patients

Empathy is essential to patient-centered care, quality outcomes and a positive patient experience.



- ♥ It builds trust, reduces anxiety and earns cooperation
- ♥ It encourages patient engagement, openness and questions
- ♥ It improves patient understanding and adherence to their care plan



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Notes

- Empathy is so important to patients. It is essential to patient-centered care, quality outcomes, and a positive patient experience.
- This is because... (Point to and ask them to read the three heart bullets.)



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Empathy: Amazing benefits for US!

- ♥ Feeling good about doing good
- ♥ Improved collaboration
- ♥ A more cohesive team
- ♥ Better relationships
- ♥ More effective communication
- ♥ Fewer complaints and lawsuits



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Notes

- It is not just others who benefit from empathy, though!
- It has all of these benefits for us as well.
- Tell a personal story or a great story of how empathy has benefitted you or a person you know and link it to one of the 6 benefits listed.



Communicating Empathy

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My Notes:

In the end...

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

- Maya Angelou



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Notes

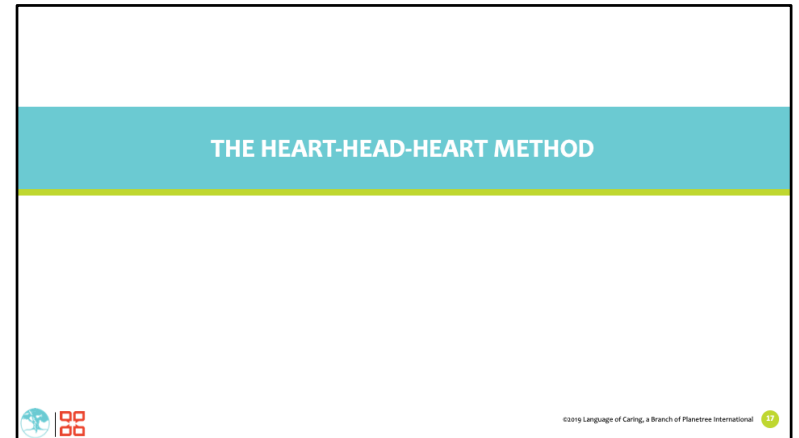
- Because in the end as Maya Angelou so eloquently said... read quote.
- Ask people to think about how this quote resonates with them.




Communicating Empathy

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My Notes:



THE HEART-HEAD-HEART METHOD

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Notes

- Now we are going to learn an evidence-based communication method that helps you communicate your empathy and caring so the people on the receiving end FEEL your caring.



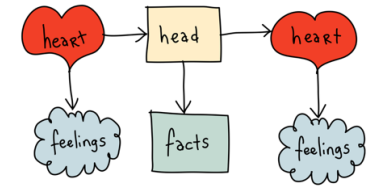
Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

The Heart-Head-Heart Method

- **Purpose:** Become a much more effective, empathic communicator
- **Process:**
 - Warm-up activity
 - Video and discussion
 - Apply-It! activities
- **Next Steps:**
 - Habit-building
 - Feedback
 - Recognition
 - Assessment



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Notes


- Review the purpose and process.


Communicating Empathy
THE HEART-HEAD-HEART™ METHOD

My Notes:

Warm-up: What is your first response? 

*"I'm back here again with the same problem.
I need to know what's going on."*



*"Our patients/customers/leaders are not
always right. We don't get any support!"*



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Notes

- Let's see how you are inclined to answer in these situations.
- Direct them to the back section of their Heart-Head-Heart Handbook to **Worksheet #1**.
- Let them know you will read the situation, and then they will use their Handbook to quickly write down the first response that comes to mind. Ask them to write what they would say if they were actually in the situation and did not have time to ponder a response.
- Read each situation and give the participants about 20 seconds to write down their responses.
- Once they are done, ask them to set their Handbook aside for a bit.





Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Two Kinds of Communication

 Heart <i>Emotion, Caring, Empathy</i>	 Head <i>Tasks, Information, Analysis, Explaining, Fixing, Plans</i>
--	--

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Notes

- Today we are going to discuss two types of communication and the importance of using both to fully communicate our empathy so that our caring is visible in every interaction.
- Heart-Head-Heart Communication says there should be two sides to every interaction in order to make it complete and satisfying for the other person. One side is the Heart side, which is personal or about emotions. The other side is the Head side, which is about tasks, information, analysis, explaining, fixing and plans.
- Whether you are handling a complaint or concern, responding to a question, or giving an explanation, there are two ways to respond--from the HEAD or from the HEART.
- Heart communication is personal, more subjective, more about emotions and concerns.
- Head communication is more about the task or problem at hand. It is more rational and information oriented.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Heart-Head-Heart Video



- As you experience the video, watch for:
 - Examples of Heart and Head messages
 - The value/impact of lots of Heart
 - Heart-Head-Heart Sandwich in action

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Notes

- Set the video up by letting participants know that it is a video that introduces and illustrates the Heart-Head-Heart Method.
- Ask them to turn to **Worksheet #2** in their Handbook and use it to jot down their notes to the following:
 - As you experience the video, pay attention to:
 - Examples of Heart and Head messages
 - The value/impact of lots of Heart
 - And, the Sandwich in action
- Show the video.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:



Notes

- Show the video.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Notes

- Call attention to the three bullet points.
- Ask participants what their reactions are to these three points.

Let's hear...

You saw:

- The difference between Heart and Head messages
- The value of more Heart
- How to use the “Heart-Head-Heart Sandwich” idea as an easy way to remember to balance **Heart** and **Head messages**

Your reactions?



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My Notes:

Recall: Heart and Head benefits!

When we speak from the Heart:

- ♥ Patients, customers and coworkers feel important, cared for, and understood.
- ♥ They can hear the Head message much better.

When we speak from the Head:

- ♥ People get valuable information.
- ♥ They appreciate answers and solutions.



HEART-HEAD-HEART™



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Notes

- Recall that both Heart and Head messages are beneficial and needed. Starting with Heart prepares the other person to listen more intently to the Head messages and finishing with Heart reinforces your caring.
- What's in it for US? Many studies have proven that patients/customers/colleagues HEAR the information and facts we are giving them (for example, with their treatment plan) if we first say something personal or connecting- JUST from the Heart.
- Of course, we DO need to include good "Head" statements to educate patients and provide good care.




Communicating Empathy


THE HEART-HEAD-HEART™ METHOD


My Notes:

Situations:
Did you first respond with Head or Heart messages?




"I'm back here again with the same problem. I need to know what's going on."






"Our patients/customers/leaders are not always right. We don't get any support!"



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Notes

- Please return to your Heart-Head-Heart Handbook, **Worksheet #1**.
- So thinking about Heart and Head, look at your response. Did you answer with Head or Heart?
- Ask those that used a Head response to raise their hands. Ask them for an example. Point out how the example is a Head message. (Correct it if it isn't.)
- Do the same for Heart responses. Be sure to point out the Heart, and if the example is a Head message masquerading as a Heart message, point that out. (This is common and doesn't make people feel cared for!)
- Say, "Some of you might have used both Heart and Head, and that is wonderful. Now we want to make sure that everyone helps each other to deliver a truly caring message."

Sample HEAD messages

- "What's the problem?" | "What kind of support do you think is missing?"
- "Let me get some information so I can help you." | "I think our leaders mean well, but it doesn't feel good on our end."

Sample HEART messages

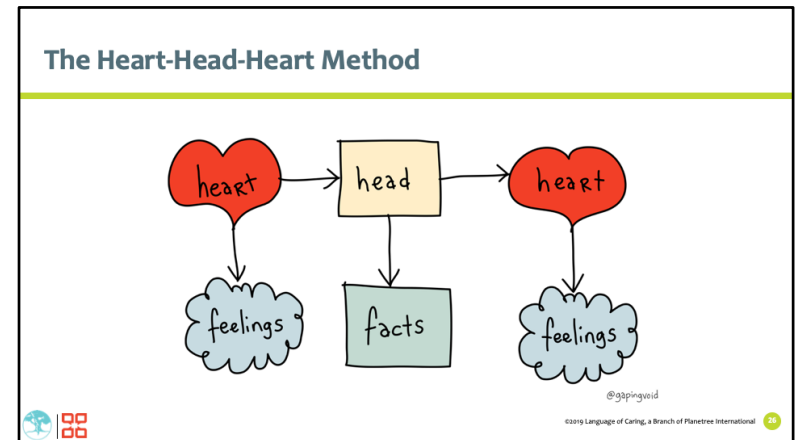
- "That sounds frustrating." | "You seem upset. Let's talk."
- "I'm so sorry this is happening." | "I'm sorry you feel unsupported. How can I help?"



Communicating Empathy

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My Notes:



Notes

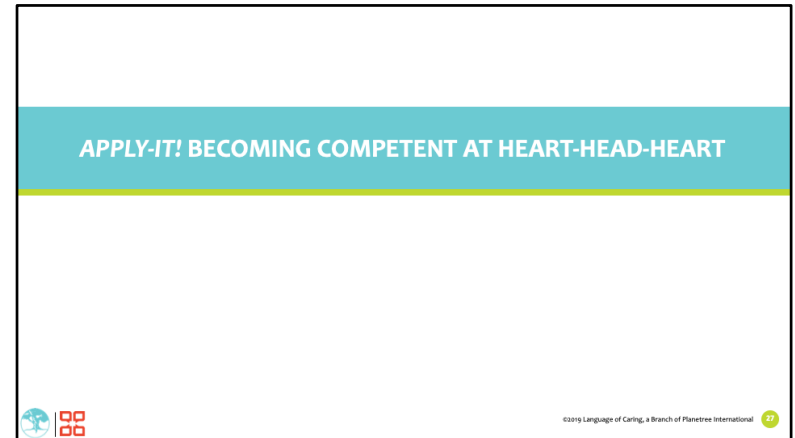
- In summary, wrap up this exercise by calling attention to Heart being related to feelings and Head to facts, information and solutions.




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My Notes:



APPLY-IT! BECOMING COMPETENT AT HEART-HEAD-HEART

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Notes

- Now, we want to make sure that we don't just understand what Heart-Head-Heart is, but that we can actually use it competently.
- And add that the Heart-Head-Heart Method calls for a sandwich approach – first Heart, then Head, and then Heart again


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THE HEART-HEAD-HEART™ METHOD

My Notes:

Example: Heart-Head-Heart in Action



"I read in the paper about problems at this facility. How do I know that you know what you are doing?"

Maybe I should have this test somewhere else."



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Notes

- We will focus on an example of Heart-Head-Heart in action and then practice using the Heart-Head-Heart Method.
- Let's look at possible responses to this situation.
- Read the situation (with expression) as if you were the person saying it.



Communicating Empathy

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My Notes:

Response Options

Options	Response	Impact
All Head	"The fact is, Dr. Singh is an outstanding surgeon on our staff. He is very experienced and will do an excellent job."	
All Heart	"Mr. Simpson, you sound worried about your upcoming procedure. I realize that reading reports about our facility in the paper could be unsettling."	
Heart-Head-Heart Sandwich	<ul style="list-style-type: none"> • Heart: "Mr. Simpson, you sound worried about your upcoming procedure. I realize that reading reports about our facility in the paper could be unsettling." • Head: "Dr. Singh is an outstanding surgeon on our staff. He is very experienced and will do an excellent job." • Heart: "I want to reassure you. You'll be in great hands with Dr. Singh." 	

[Click to Animate](#)

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Notes

- *"I read in the paper about problems at this facility. How do I know that you know what you are doing? Maybe I should have this test somewhere else."*
- Review the All Head response and its impact.
- Review the All Heart response and its impact.
- Review the Heart-Head-Heart response and its impact.
- Explain that the Heart-Head-Heart Sandwich is what they will be learning and practicing for the rest of the session.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Heart-Head-Heart Sandwich: Let's apply it!

Steps

1. Review the situation.
2. Consider what you think the person is feeling in the situation.
3. Create a Heart response to the feeling that expresses empathy and caring.
4. Create a Head statement to describe your action or explanation.
5. Close with another Heart response that communicates empathy and caring.



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Notes

- Review the Steps that are used in a Heart-Head-Heart Sandwich.
- Encourage people by saying that once they get these steps, they will be able to use the Heart-Head-Heart Sandwich in any situation. The key is focusing on the feeling and connecting first, then moving to actions or information, and ending with more empathy.




Communicating Empathy


THE HEART-HEAD-HEART™ METHOD

My Notes:

Worksheet #3


Heart-Head-Heart Handbook





Heart-Head-Heart Steps

1. Review the situation.
2. Consider what you think the person is feeling in the situation.
3. Create a Heart response to the feeling that expresses empathy and caring.
4. Create a Head statement to describe your action or explanation.
5. Close with another Heart response that communicates empathy and caring.



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Notes

- Let's look at an example of what you are going to be doing together on a different situation.
- Take time to use **Worksheet #3** and walk them through the process using the steps.
- Walk participants through the example:
 - Situation is... read the example situation.
 - What does this person seem to be feeling? Frustrated, annoyed, or another similar feeling.
 - Now we are going to construct a Heart-Head-Heart Sandwich. Please follow along with the parts as I say them as if I was the person. That way you can see what a Heart-Head-Heart feels like.
 - Read the Heart-Head-Heart as if you were the individual saying it.





Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Worksheet #4 Heart-Head-Heart Handbook



Heart-Head-Heart Steps

1. Review the situation.
2. Consider what you think the person is feeling in the situation.
3. Create a Heart response to the feeling that expresses empathy and caring.
4. Create a Head statement to describe your action or explanation.
5. Close with another Heart response that communicates empathy and caring.

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Notes

- Ask participants to work with a partner on the next few activities. Give them 20 seconds to select a partner.
- Let's look at an example of what you are going to be doing together, using a different situation..
- Using **Worksheet #4**, read the situation, determine the feeling the person has, and then work together to create a complete Heart-Head-Heart message.





Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Let's share!

Let's hear... 
HEART-HEAD-HEART™



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Notes

- Have partners share their responses with the group.
- Ask the group to make suggestions to make the Heart-Head-Heart statements even better.
- Recognize and appreciate powerful Heart messages.
- If a Heart message is a disguised Head message, call attention to it using a Heart-Head-Heart message. This is a great learning opportunity. So don't pass it up!





Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Worksheet #5
Heart-Head-Heart Handbook



Heart-Head-Heart Steps

1. Review the situation.
2. Consider what you think the person is feeling in the situation.
3. Create a Heart response to the feeling that expresses empathy and caring.
4. Create a Head statement to describe your action or explanation.
5. Close with another Heart response that communicates empathy and caring.

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Notes

- Ask participants to work with the same partner.
- Let's look at an example of what you are going to be doing together, using a different situation..
- Using **Worksheet #5**, read the situation, determine the feeling the person has, and then work together to create a complete Heart-Head-Heart message.





Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Let's share!

Let's hear... 
HEART-HEAD-HEART™



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Notes

- Have partners share their responses with the group.
- Ask the group to suggest ways to make the Heart-Head-Heart messages even better.
- Recognize and appreciate powerful Heart messages.
- If a Heart message is a disguised Head message, call attention to it using a Heart-Head-Heart message. This is a great learning opportunity. So don't pass it up!



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Review: The Benefits of Communicating Empathy

- For patients and families?
- For coworkers?
- And for YOU?



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Notes

- Review each bullet point by asking the participants what the benefits of excellent empathic communication are for each group (patients, family members, coworkers, and self).



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

NEXT STEPS

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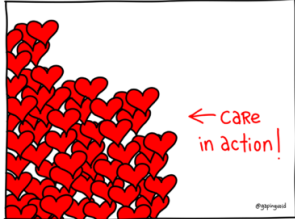


Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Our Plan Going Forward



- Mastering Heart-Head-Heart
- Habit-building activities
- Application to our everyday work
- Skill reinforcement and celebration

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Notes

Make the statement that for many of us, the Heart-Head-Heart Method does not come naturally. To become good at it, we need practice, so eventually it will be our HABIT. That's why we are going to follow-up with a series of activities that will help us practice and build our competence at Heart-Head-Heart.

- Review your organization's habit-building and mastery plan, so participants know what to expect by referencing the bullets on the slide.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Starting Now...



1. Use Heart-Head-Heart consciously.
2. Plan Heart-Head-Heart for situations you handle often, and use it.
3. Appreciate when you see and hear coworkers use Heart-Head-Heart.
4. Help each other master it and use Heart-Head-Heart.
5. Try Heart-Head-Heart with family, friends, shopkeepers... everyone. You'll be amazed at the results.
6. Share your stories and their impact.
7. Use Worksheet #6 to guide you.
8. Use Worksheet #7 to practice (blank situation)



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Notes:

- Challenge people to begin using Heart-Head-Heart NOW!
- Present the suggestions on the slide.
- Emphasize:
 - EVERYONE on the team (or organization) is receiving this training and is expected to start using the Heart-Head-Heart Method right away.
 - We don't expect people to be GREAT at it right away.
 - Practice, practice, practice. Let's help each other!!
- Encourage everyone to start using empathy in their daily work right away!



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

CLOSING

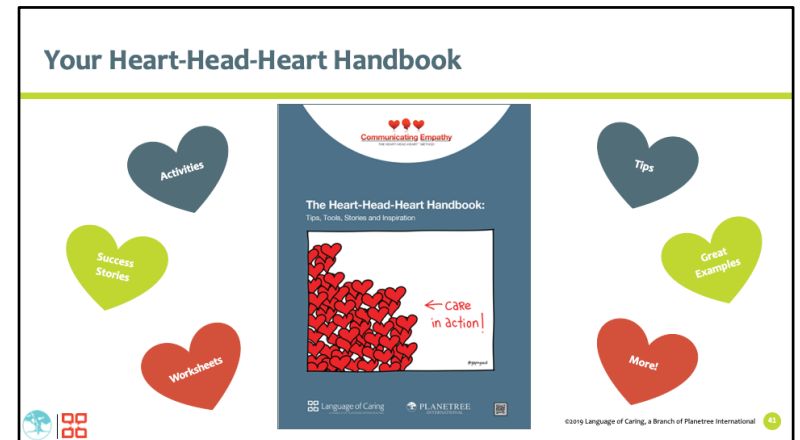
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Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:



Notes

- Explain that each person received a Heart-Head-Heart Handbook as a gift to help them become more comfortable with Heart-Head-Heart and more able to reap its many benefits.
- Express your enthusiasm for this Handbook.
- Spend a few moments pointing out your favorite parts of the Heart-Head-Heart Handbook.
- Discuss how this Handbook can be helpful in reinforcing and applying Heart-Head-Heart in both their work and personal situations.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:

Imagine ALL of us communicating empathy.

- We will be KNOWN for our caring and appreciated for it.
- We will achieve better results.
- We will fulfill our higher purpose.
- We will feel better about ourselves.

We will create a COMMUNITY of caring that works for everyone.



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Notes

- Review the slide.
- Tie back to the “what’s in it for me” by reminding participants that we are all caring people and work in healthcare to help and care for others. Communicating empathy by using the Heart-Head-Heart method ensures that our behaviors and our intentions match. When we deliver on our positive intentions by communicating our caring, the other person feels cared about AND we enjoy more positive and meaningful interactions that help us achieve our higher purpose.
- End with a passionate statement. Challenge people to IMAGINE what it would look and feel like if everyone communicated empathy in all interactions. IMAGINE how it would feel to have a visible culture of caring.



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:



Notes

- Thank people for their engagement and encourage them to actively practice using the Heart-Head-Heart Method in work and personal situations and to share stories of success with their colleagues.
- Remind them that they – one person - can do so much....



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

My Notes:



Communicating Empathy

THE HEART-HEAD-HEART™ METHOD

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