

MPLA Medical Physics Leadership Academy

American Association of Physicists in Medicine

EXPLORING AND EXPRESSING EMPATHY

Anthony Cucolo, Gene Cardarelli, Jackie Zoberi
Tuesday, 16 July 2019 7:30 AM – 8:30 AM

MPLA Medical Physics Leadership Academy

CONFLICTS OF INTEREST

None

MPLA Medical Physics Leadership Academy

LEARNING OBJECTIVES

1. Understand how empathy relates to essential personal and interpersonal knowledge and skills, especially those of relationship management.
2. Experiment with applications of empathy, especially communication.
3. Adapt essential empathy skills in their own environments.


MPLA Medical Physics Leadership Academy

EMPATHY

Studied at multiple levels

- Biological
- Cognitive
- Social

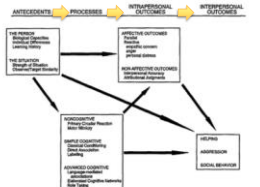
About how other's thoughts and feelings affect our own



Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.

MPLA Medical Physics Leadership Academy

EMPATHY ORGANIZATIONAL MODEL



Antecedents

Processes

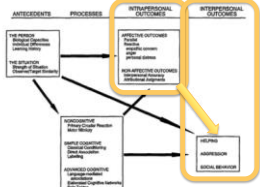
Intrapersonal Outcomes

Interpersonal Outcomes

FIGURE 1 Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.

MPLA Medical Physics Leadership Academy


EMPATHY ORGANIZATIONAL MODEL



Interpersonal outcomes come

- Most directly from cognitive and affective intrapersonal outcomes.
- Less directly by various empathy-related processes and antecedent conditions.

FIGURE 1 Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.



EMPATHY ORGANIZATIONAL MODEL



The diagram illustrates the Empathy Organizational Model. It is divided into three main sections: Antecedents, Processes, and Outcomes.
 Antecedents include:

- Individual: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation
- Organizational: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation

Processes include:

- Individual: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation
- Organizational: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation

Outcomes include:


- Individual: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation
- Organizational: Empathy, Social Skills, Emotional Regulation, Self-awareness, Mental Flexibility, Emotion Regulation

Plan A: be more open to affective outcomes we experience

- Requires emotional self-awareness

Plan B: be more cognitive by estimating others' thoughts, feelings, role-taking

FIGURE 12 Davis, M. H. (2018). *Empathy: A social psychological approach*. Routledge.




FUNCTIONAL ARCHITECTURE OF HUMAN EMPATHY

Empathy accounts for the naturally occurring subjective experience of similarity between the feelings expressed by self and others without losing sight of whose feelings belong to whom.

Empathy involves not only the affective experience of the other person's actual or inferred emotional state but also some minimal recognition and understanding of another's emotional state.

Decety, J., & Jackson, P. L. (2004). The functional architecture of human empathy. *Behavioral and cognitive neuroscience reviews*, 3(2), 71-100.




EMPATHY FUNCTIONAL MODEL

Basic macrocomponents of empathy, underpinned by specific neural systems



- Shared neural representations
- Self-awareness
- Mental flexibility
- Emotion regulation

The Essential Six



- Emotional Self-Awareness
- Accurate Self-Assessment
- Self-Confidence
- Emotional Self-Control
- Empathy
- Influencing

Decety, J., & Jackson, P. L. (2004). The functional architecture of human empathy. *Behavioral and cognitive neuroscience reviews*, 3(2), 71-100.

CONCEPT ANALYSIS OF EMPATHY


Researched the attributes of empathy

- Determined that empathy is both a trait (naturally empathic) and a state (act of being empathic)
- Rejected empathy because depends upon the situation
- Rejected self-awareness as (required) antecedent also

Wisehan, T. (1996). A concept analysis of empathy. *Journal of advanced nursing*, 23(6), 1162-1167.

Empirical referents include the abilities to


- Listen
- Take on another's term of reference
- Understand and not judge
- Communicate that understanding



EMPATHY FUELS CONNECTION

"Connection is the energy created between people when they feel seen, heard, and valued; when they can give and receive without judgment."


SHORT



Sympathy drives disconnection

<https://youtu.be/1Ewgu369Jw>
(11, 906, 636 views)

Video: www.theRSA.org talk 2013 Short: Brené Brown on Empathy.



EMPATHY FUELS CONNECTION

Skill

- Strengthens with practice
- Encourages people to both give and receive it often

Requires putting your own "stuff" aside

Receiving empathy

- Feeling good to be heard & accepted
- Better understand strength and courage to be vulnerable and share that need for empathy

Video: www.theRSA.org talk 2013 Short: Brené Brown on Empathy.

MPLA Medical Physics
Leadership Academy 

SAY	DON'T SAY
"I hate that."	"At least..."
"I've been there."	"Poor you."
"There's nothing worse [having same experience]."	"It could be worse."
"I've been in that hole."	"Uh huh."
"I'm here for you."	"It's bad."
Nothing, lean into conversation	"Bless your heart."
<small>Video: www.theRSA.org talk 2013 Short: Brené Brown on Empathy.</small>	"Uh, do you want a sandwich?"
