Welcome!
Empathic Communication: Strategies for Telehealth
July 29, 2020

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Empathic Communication:
Strategies for Telehealth
TAKE WHAT YOU NEED
How are you feeling today?

- Happy
- Tired
- Fearful
- Overwhelmed
- Grateful
- Sad
- Excited
- Angry
- Worried
- Content
Empathy is healing
& Judgment is harmful
When empathy is effectively shared with another, it is very powerful.
Empathy Impacts

01. Self Disclosures

02. Adherence to recommendations

03. Healing processes
Reflective Listening
**Open Ended Questions**

1. **What** are your thoughts about starting this medicine?
2. **How** are you doing with checking your blood sugars?
3. **Tell me** more about your feelings about drinking
Affirming Strengths
Affirming Strengths

Noticing and amplifying a person’s strengths, values & goodness
✓ I'm so impressed by....
✓ I'm inspired by....
✓ I can hear how much...
Affirming Strengths Practice

Step 1: Partner

Step 2: Pick something real to practice with

Step 3: Affirm & Switch
Repairing
01

APOLOGY:

I'm sorry this happened.

02

SELF CORRECTION:

I'm sorry that came out wrong. What I meant was ...

03

WISHES:

I wish things were different.
"I'm sorry you feel that way"

"I'm sorry, but..."

Incongruent tone

Over-apologizing
Affirming Strengths Practice

**Step 1**
Partner

**Step 2**
Share how you relate to apologizing currently

**Step 3**
Affirm & Switch
Empathic Communication tools

Videos

Telehealth Resources
www.rsourced.com

Elizabeth@emorrisonconsulting.com
COVID-19 Resources

COVID-19 Webinar Series
careinnovations.org/resources

Hosted every 2 weeks starting June 3, 2020. Webinar topic to be shared via email

CCI Academy
academy.careinnovations.org

Online learning community that gives you access to content & expertise across CCI programs

COVID-19 Resource Wiki
wiki.careinnovations.org

Collaborative directory of the best COVID-19 resources
COVID-19 Resource Wiki

We're in this together. With your help, we're building a collaborative directory of the best resources — toolkits, webinars, case studies, playbooks, and more — to support you and your organizations.

HOW TO PARTICIPATE

- Add a new resource.
- Report a bug or an entry that needs to be updated.
- Contact us if you have an idea on how to improve this wiki.
- Like what you see? Donate to help us grow!

CCI'S TOP PICKS

Here's what we're reading, watching, and downloading:
- Webinar: Caring for Patients with Chronic Conditions During COVID-19
- LifeLong Medical Care: Preparing for the Worst-Case Scenario
- Surge Phase Playbook

DIRECTORY

- Behavioral Health
- Caring for patients and community
- Clinical Protocols and Guidelines
- Federal Policy Updates
- Food Security
- Health Equity
- Leadership
- California Policy Updates
- Chronic Conditions
- COVID19 Technology Resources
- Federal Policy Updates
- Governance
- Housing and Homelessness
- Management and Operations