



PARTNER Huddle Series

THIS WEEK'S
Huddle Topic

The Moorings Park Compassionate Care Standards of Service Foundation is Empathy

Activity



PREPARATION TIPS
Read through the Huddle
before facilitating.

1. **Say:** "Empathy is your ability to share another person's feelings and emotions without that person stating what they are feeling. You can't provide Compassionate Care without having empathy."
2. **Say:** "This activity will help you feel more comfortable using your empathy. Try to provide the correct empathy response:"
3. **Say:** "Let's play—'What would you do?'"
 - "You are cleaning a resident's home. They are late for a social event and can't find their keys."
 - "You are walking into the entry way when a car pulls up. A resident's family is trying to extract a large plant from their trunk."
 - "You are walking through the dining room and a partner bumps into you and a drink is spilled."
 - "A resident sits silently staring out the window. You return 10 minutes later and the resident is still there."
4. **Ask:** "What role does empathy play on these scenarios?"

Huddle Content

Here is a handy scale to think about how to improve your empathy:

- ✓ With pity, I am feeling *sorry* for you.
- ✓ With sympathy, I feel *for* you.
- ✓ With empathy, I feel *with* you.
- ✓ With compassion I am *moved by* you.

There are times when we all want to avoid our feelings by using pity or sympathy. Challenge yourself to *feel with others and be moved*.

Culture Connection

Ritz-Carlton teaches employees how to use empathy. They ask employees to keep their "radar on, antenna up." That means always look for opportunities to be empathetic. The Moorings Park Core Values include Integrity, accountability, and excellence. How does this value support your ability to use empathy here at Moorings Park?

Announcements

Quote

"The great gift of human beings is that we have the power of empathy, we can all sense a mysterious connection to each other."
— Meryl Streep

WOW Moment

Who has a WOW moment to share? **Reminder-**Wow's come in small, medium, and large sizes!



This QR code will take you to the Partner Huddle Resource Page to get more information and resources on this Huddle and all additional Huddles.

