Compassionate Action Steps

1. **NOTICE**
   Be present in the moment and able to recognize signs of distress.

2. **SELF CHECK**
   Be aware of your initial thoughts and feelings.

3. **SEEK UNDERSTANDING**
   Suspend appraisals. Listen for feelings and strengths.

4. **CULTIVATE EMPATHY**
   Develop genuine concern based on your connection to what the person is feeling.

5. **DISCERN BEST ACTION**
   Co-plan with the person to figure out what would be helpful to them.

6. **TAKE ACTION**
   Be aware that intention alone is not compassionate action.

(Combined from works of Monica Worline, *Awakening Compassion at Work*, 2017 and Beth Lown, *The Schwartz Center for Compassionate Healthcare*, 2014)