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)