Compassionate Action Steps

1. **Notice** – Be present in the moment and able to recognize signs of distress.
2. **Self-check** – Be aware of your emotional resonance and initial cognitive appraisal.
3. **Seek understanding** – Listen with curiosity to comprehend the other’s perspective.
4. **Cultivate empathy** – Genuine concern based on what you have come to understand.
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)