



In this toolkit we will explore ways to maintain a compassionate presence in our interactions with clients, their families and our colleagues. The rationale for this work, as described in the attached introduction, highlights the importance of compassion and resilience within the health care field and points to the many positive outcomes for clients, providers, and organizations as a whole. Our first focus in the toolkit is to ask: What is compassion, what does it look like in action, and what does compassion require of us?

Simply put, **Compassion** is concern for the wellbeing of others. It includes both the awareness of others' distress coupled with a desire to alleviate it. At the same time that we desire to alleviate another's distress, we also are confronted with the reality that we cannot always "fix" another person's pain or suffering. Throughout this toolkit we will explore our professional role in alleviating client, colleague and other's distress while maintaining our own well-being. In other words, we will focus on growing our compassion resilience.



### Steps for Compassionate Action

(These steps are from the combined works of Monica Worline and Jon Katzenbach, Carolin Oelschlegel, and James Thomas)

#### 1. Notice – Be present in the moment and able to recognize signs of distress.

This may seem like an obvious and simple step. In our fast-paced, task-oriented lives it is probable that we walk by pain all the time without recognizing it. Noticing requires that our minds be present to our environment and the people with whom we share it. Being present is an intentional act. We can consciously decide when we bring intentional awareness to our surroundings and the people within. And, sometimes, the people raise up in such a way that we are brought into the present without an act of intention.

#### 2. Self-check - Be aware of your emotional resonance and initial cognitive appraisal.

Once you become aware of someone else's distress, the compassionate next step is to turn inward! We do this to assess how our biases, past training, role models, and experiences are coloring our emotions and judgements related to the other person's current experience of pain. Appraisals are natural and often not accurate or complete. This moment of turning inward allows us to set aside our initial ideas and emotions in order to gather helpful information.

#### 3. Seek understanding – Listen with curiosity to comprehend the other's perspective.

Once you have suspended your initial appraisals, seek to understand what it might be like to experience the situation from the other person's perspective. As you listen (rather than speak!), you will need to remain in a place of curiosity. As you gain understanding of their perspective, you do not need to feel agreement. Your goal is to gain some understanding of how they see and experience the distress. If you are having difficulty, challenge yourself to move towards a more generous interpretation of the other's perspective and behavior.

#### 4. Cultivate empathy – Genuine concern based on what you have come to understand.

When you are able to understand something about what it might be like to stand in another's shoes, you are experiencing empathy. Empathy leads to a growing desire and intention to help. Keep listening for understanding if empathy seems out of reach.

The goal of being compassionate towards others' suffering might lead us to believe that we need to first figure out if what someone is feeling deserves the

Developed in partnership with:



[compassionresiliencetoolkit.org](http://compassionresiliencetoolkit.org)

label of suffering. This process could put us in a place of judgment rather than openness and curiosity. As we step out of judgment, we become more open to understanding another's feelings and connecting to a place within ourselves when we experienced similar feelings. Connecting to a similar feeling does not necessarily mean connecting to a similar experience that led to the feeling.

Many have found [the following 3 minute video clip](#) to be a helpful and fun explanation of empathy in real-life terms. Thanks to Brené Brown for her work in this field of study.



[Click to watch](#)

### 5) Discern best action – Co-plan with the person to figure out what would be helpful to them.

This step often requires us to go back to step number

two – a self-check. Once we feel that we can relate to the other's feeling, it may be second nature, particularly for those of us who are natural 'helpers,' to jump to suggesting what worked for us in the past when we had a similar feeling or experience. It may be difficult for us not to simply 'tell' someone who is hurting how to take care of it. Each of us experience pain and challenge in our own unique way, so an approach to addressing it that would work for us, might not work for someone else. If invited to share your suggestions and experiences, you can offer ideas for them to consider if they are in the process of thinking through their options. Some useful questions for us to ask another person when we are discerning how to be helpful is, "How can I be helpful to you in this moment?" or "What have you found helpful in the past when you have experienced something like this?" This helps us set aside our tendency to offer wisdom and instead lets them know you are there to walk this journey of discovering what might work with them.

### 6) Take action – Be aware that intention alone is not compassionate action.

Once you have done the work of steps 1-5, you act on what you and the person have decided is the compassionate action that you CAN take and that the PERSON BELIEVES will be helpful to them.



*Throughout the toolkit, we will practice strategies to support compassion resilience from the four sectors of the Wellness Compass.*

[Self-Care Strategies MIND: Acceptance and an Invitation to Let Go of Resistance](#)



**Section 2: What Are We Talking About? Wellness, Compassion Fatigue and Compassion Resilience**