

Support for Colleagues Begins With Empathy!

If you haven't used this video earlier in the toolkit activities, this is another great time to share it with staff. You could end the whole staff activity on the staff culture contract with this or email the link with description as follow-up.

As we build a compassionate culture among staff, our goal is to build skills to provide effective support, not solve anyone's problem. Support can mean many things and always includes listening or "being with" the colleague. That requires empathy.

[Brené Brown's YouTube video on empathy](#) provides a foundational understanding of what empathy looks like and doesn't look like when someone shares their pain with us. It includes some helpful "words to say" such as: *"I really don't know what to say but I am glad you told me."*



[Click to watch](#)

As an individual, small group or whole staff, brainstorm sentence prompts for staff to use when talking with a colleague who has been through a difficult time or difficult incident.