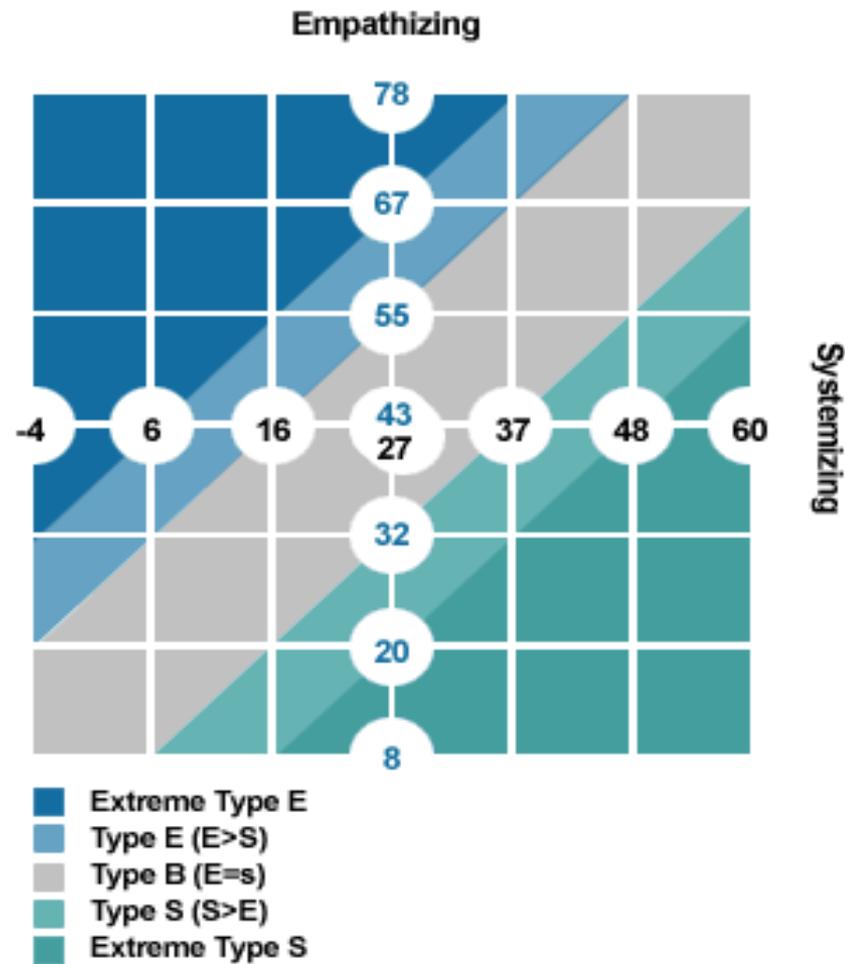


# Degrees of Empathy

The Art of Understanding

# What kind of a brain do you have?



# Empathy



# Empathy

## Adopting

a double minded focus of attention

## Identifying

what someone else is thinking or feeling and

## Responding

to thoughts and feelings with an appropriate emotion



# Empathy

- ▶ **Understand** accurately another persons position
- ▶ **Identify** where they are at...
- ▶ **Find solutions** where there are opposing views
- ▶ **Make** another person feel valued
- ▶ **Enable** the thoughts and feelings of the trainee to be heard, acknowledged and respected
- ▶ **Develop** friendships and look after the relationship



# Empathy

- ▶ **Figuring out** what the other person might have intended
- ▶ **Anticipating** how things may be experienced by another mind, different to your own
- ▶ **Tuned in** to a range of possibilities and consequences



# 0 empathy



0 -ve



0 +ve

No understanding of the feelings of others

- ▶ Capable of a degree of empathy
- ▶ At the critical moment they cannot stop themselves
- ▶ Judgment becomes completely clouded
- ▶ The feelings of others fall off their radar
- ▶ Victims seen simply as an object to be vanquished or removed
- ▶ After the event they can reflect at what they've done to some extent and show regret...

Level 1



- ▶ Enough empathy to inhibit any physical aggression
- ▶ Not enough to stop them shouting or saying hurtful things
- ▶ Typically need feedback to realize they have overstepped the mark
- ▶ Able to realize they have done something wrong
- ▶ Anticipating another persons feelings in subtle ways doesn't come naturally
- ▶ Often mystified as to what they are doing wrong
- ▶ They blunder through life saying or doing the wrong things



Level 2

# Level 3

- ▶ They know they have difficulty with empathy
- ▶ Try to mask or compensate
- ▶ Avoid jobs or relationships where there are constant demands on their empathy
- ▶ Avoid others because social interaction is so hard
- ▶ Difficulty reading facial expressions
- ▶ Never quite sure what is expected
- ▶ Small talk may be a nightmare  
... it seems so unpredictable  
... no rules to follow
- ▶ They prefer to be alone



- ▶ Blunted empathy... more comfortable when conversation shifts to topics other than the emotions.
- ▶ Prefer to do something practical, or offering to fix something rather than discuss their feelings
- ▶ Friendships based on shared activities or interests rather than on emotional intimacy (but no less enjoyable or weaker because of this) ...more men than women at level 4

## Level 4





## Level 5

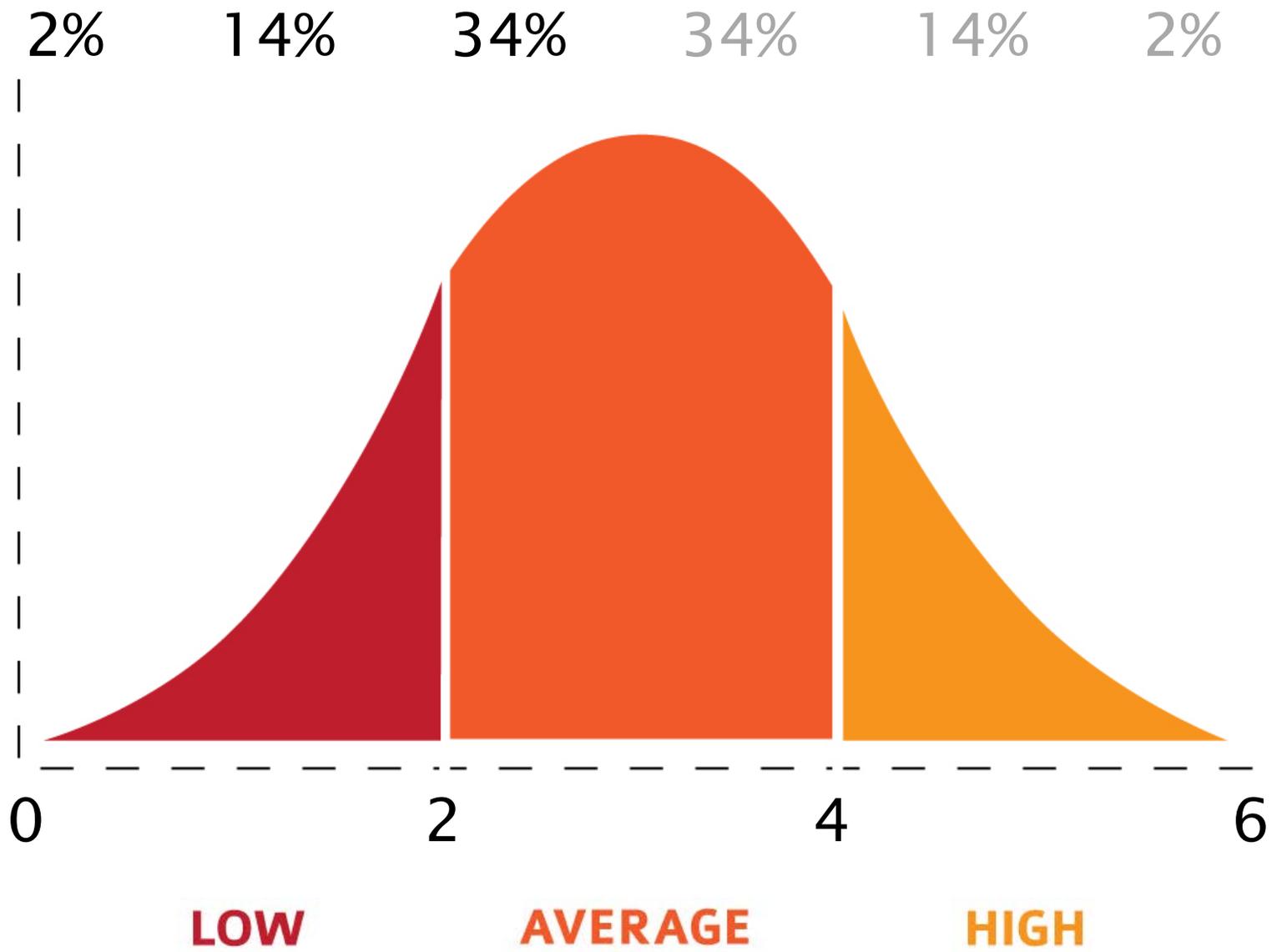


- ▶ Friendships more based on emotional intimacy, sharing confidences, mutual support and expressions of compassion
- ▶ Others are more on their radar, more careful about how they interact, consult looking at a range of perspectives
- ▶ Hold back from asserting their opinion, so as not to dominate or intrude... take their time with others even if they have lots to do
- ▶ Glean information by chatting on a range of topics rather than by direct questioning

- ▶ Individuals with remarkable empathy
- ▶ Naturally focused on other peoples feelings and their well ultimate being
- ▶ Go out of their way to check and support
- ▶ Their highly sensitive radar continually scanning
- ▶ They notice your body language and read your tone of voice, they pick up the messages revealed in your eyes
- ▶ They know how to make you feel valued

## Level 6





Clinical Supervision Skills	Question & Answer	Observations	Physical Procedure	Communication
INTERPERSONAL COMMUNICATION	X	X	X	X
OBSERVATION	X	X		X
PHYSICAL PROCEDURE			X	X
EMOTIONAL HEALTH ASSESSMENT		X		X
CLINICAL DECISION MAKING	X	X		X
PROBLEM SOLVING	X	X		X
REPORTING & INTERPRETATION OF SYMPTOMS			X	X
PATIENT MANAGEMENT	X	X		X
PATIENT MANAGEMENT	X	X		X

# References

- ▶ A Matter of Principal SMH Feb 11 2013  
<http://www.smh.com.au/nsw/a-matter-of-principal-20130121-2d2ej.html>
- ▶ Zero Degrees of Empathy Simon Baron-Cohen Penguin 2011