

Compassion workshop

Robin Youngson methodology to develop empathy skills and appropriate emotion regulation

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Why?



Why this topic is important at a university?

"Our decisions are greatly influenced by our emotions rather than rationality, and we tend to repeatedly make the same irrational decisions. A healthcare worker who is aloof and impersonal is much more likely to trigger 'difficult patient behavior' in their patients, which then reinforces their aloofness as being justified, compared to someone who is kind, empathetic, and compassionate. This elicits entirely different emotional and behavioral responses from patients - and this reinforces their positive behavior as well."

Dan Ariely: Predictably Irrational

Why this topic is important for the first line participants?

- University students experience almost three times the levels of psychological distress and poorer well-being than equivalent population (Cooper, Border, 2023)
- Students are more likely to turn to their peers and first-line participants
- Healthy university setting
- While universities provide high-quality counselling services, it is often the administrative, professional and academic staff (rather than counselling services) who will be the first to encounter students, experiencing psychological distress or presenting with concerning, confusing, or challenging behaviours (Gulliver er al, 2018)



TRAUMA SPECIALIST IN NEW ZEALAND

**Dr Robin Youngson MA, MB ChB,
FANZCA
Certified Havening Practitioner,
retired Anesthesiologist**

Robin Youngson

Anaesthetist, healthcare organisational developer, internationally renowned advocate of compassionate medicine. In 2004, her daughter was in a serious car accident that left her hospitalised for 3 months.

Her experience as a relative gave her work a new direction: Hearts in Healthcare.

He was awarded the New Zealand Medical Association's most prestigious award.

Rapport

The background of the page is a complex, abstract geometric pattern. It consists of numerous overlapping, semi-transparent polygons in various shades of purple and blue. The colors range from light, almost white-purple to deep, dark navy blue. The shapes are arranged in a way that creates a sense of depth and movement, with some shapes appearing to be in front of others. The overall effect is a modern, artistic, and somewhat futuristic aesthetic.

rapport

RAPPORT

Importance

Rapport forms the basis of meaningful, close and harmonious relationships between people.

It's the sense of connection that you get when you meet someone you like and trust, and whose point of view you understand.

It's the bond that forms when you discover that you share one another's values and priorities in life.



rapport

RAPPORT

Importance

- Increase motivation—When learners have a rapport with their teachers, with their administrative officers and feel they can relate to them, motivation is higher.
- Increase comfort—When there is a rapport between participants, students are more open to answering questions and contributing to the discussion.
- Increase quality and satisfaction—When students feel a rapport, their satisfaction and enjoyment of the subject increases.
- Enhance communication—As rapport grows, understanding and comprehension grows too. Teachers, administrative officers and students understand each other better when there is a rapport between them.

Rapport builds trust.



rapport

RAPPORT

Importance

- Rapport: relationship, connection, sympathy, emotional bond
- Can be automatic ("love at first sight") but usually consciously constructed
- The "emotional bank account" is not a one-time investment; it requires ongoing "deposits."
Everyone's currency is different, and the weight of withdrawals and deposits is not equal (3 to 1 rule).





Emotional Bank Account

Deposits

- Kindness,
 Courtesies
- Keeping Promises
- Clear Expectations
- Loyalty to the
 Absent
- Apologies

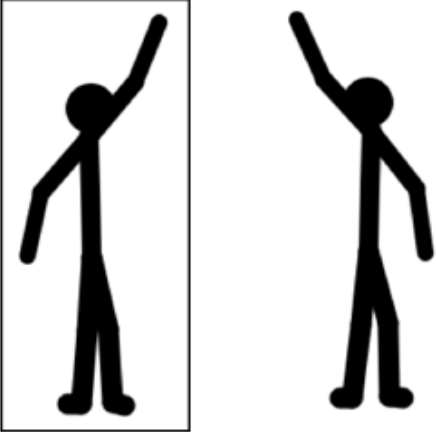
Withdrawals

- Un-kindnesses,
 Discourtesies
- Breaking Promises
- Unclear Expectations
- Disloyalty, Duplicity
- Pride, Conceit, Arrogance

How can you encourage rapport? Group work

Rapport

7% = Words (Conscious)
38% = Tone of Voice (Unconscious)
55% = Physiology (Unconscious)



How can you encourage rapport?

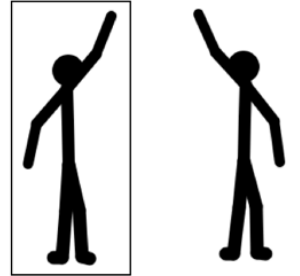
- Use your students' names.
- Use examples and analogies which relate directly to your stu
- Explain your university policies, display and keep office hours.
- Use digital tools to enhance communication.
- Interact more and lecture less to ensure active learning.
- Reward comments and questions with verbal praise.
- Be enthusiastic about your job and passionate about your subject matter.
- Show your sense of humour.
- Be humble – admit your mistakes when you make them.
- Make eye contact with each student without staring, glaring.
- Be respectful.
- Don't forget to smile! 😊

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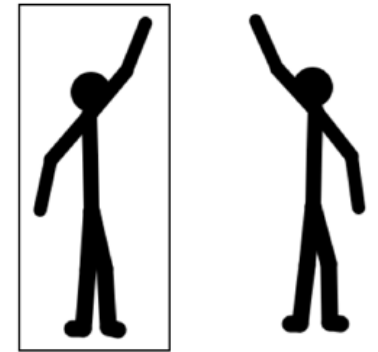
How can you encourage rapport?

- **Non-verbal communication:**
- Synchronisation (mirroring words, gestures),
- relaxed, open posture
- Eye contact 60% of the time
- Speech pace and style (fast vs. slow, high vs. low)
- Smile
- Active listening -> non-verbal signs of empathy

- **Verbal**
- Summary, feedback, questions, reflections
- Non-judgement, evaluation and interpretation
- Empathic communication

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Empathy, sympathy,
compassion

empathy

Let's draw!

Pair work



Questions to discuss

- How did you feel during the game?
- Does it resemble what you imagined? Which part worked best?
- How did you feel about not being able to discuss the exercise?
- Did you try to lead your partner in the drawing? Did your partner lead you in drawing? What was it like?

empathy

What is the difference?

Group work

Empathy

Sympathy

Compassion

https://www.youtube.com/watch?v=FwxICuWSfZQ&ab_channel=M%C3%A1rtonBodor



empathy

Empathy

definition

Empathy is a deep, non-judgmental understanding of others. We can feel the feelings of others, their feelings are reflected in us, but this does not necessarily lead us to act, nor is agreement a prerequisite.



Empathy

Types of empathy

Emotional empathy – involves understanding peoples' emotions on a deep level, which can cause concern for someone else's well-being or a strong feeling of distress.

Cognitive empathy – involves understanding peoples' thought processes and mental state on an intellectual level, such as what they might be thinking in a particular situation.

Compassionate empathy – involves using emotional intelligence to respond to a situation without fully immersing yourself in it. It creates a deep connection with the person, validates their emotions and creates a safe space for the person to share their struggles.



sympathy

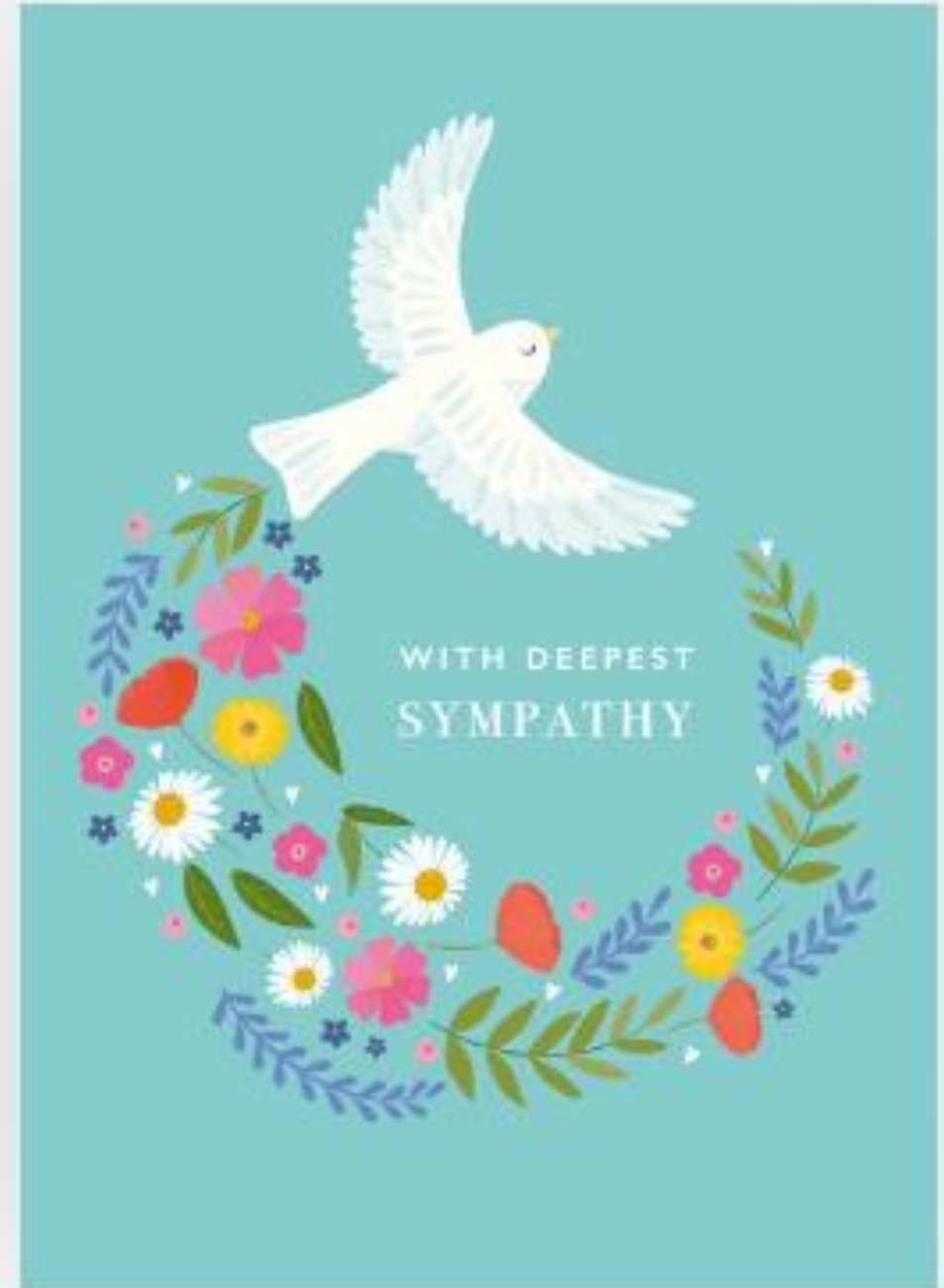
Sympathy

definition

Unlike empathy, sympathy is often perceived as a passive connection which doesn't allow you to truly feel what another person is experiencing. It can be easy to get confused between the two concepts.

In essence, sympathy means feeling pity or sorry for someone else – but not experiencing the emotions as if you were the other person.

Sympathy, although a good feeling, can then create dangerous paradigms and patterns.



Empathy, sympathy



EMPATHY

- 1 Active
- 2 Understanding someone's feelings as if they were yours
- 3 Getting to the root of the problem, offering comfort

VS



SYMPATHY

- 1 Passive
- 2 Feeling sorry for someone from your own point of view
- 3 Offering unsolicited advice and passing judgement

compassion

Compassion

definition

The term 'compassion' has a Latin root 'pati' (to suffer) and the prefix 'com' (with).

Unlike the other two, it communicates a desire to reduce someone's suffering. Rather than experiencing someone's pain, it aims to put that knowledge into action.



For example, if you were to reach out to someone and offer concrete help – you would be showing compassion. If you were trying to understand another person's troubles – you would be showing empathy. In turn, if you were to express that you care about another person's issues – you would be expressing sympathy.



compassion

Compassion

definition

Compassion is more than empathy. It has two components:

- the capacity to understand the suffering of others (empathy is therefore a prerequisite).
- the will to alleviate suffering through active action.



How can we turn to a student with
compassion?

Maybelline's mission
<https://youtu.be/eH9WXZMTaWU?list=TLGG->

method

MAYBELLINE
THE NEW YORK COMPANY
BRAVE TOGETHER
BEING BRAVE & BEING KIND

**SEE SOMEONE STRUGGLING?
LEARN HOW TO HAVE THE**
BRAVE TALK

**YOU MIGHT BE THE FRIEND
THEY NEED.**



 **THE NEW YORK COMPANY**  **MAYBELLINE**
THE NEW YORK COMPANY

BE PRESENT
TRUST YOUR GUT – THINGS DON'T SEEM RIGHT

RIGHT SETTING
START THE CONVO – IN PRIVATE & WITH CARE

ASK QUESTIONS
BE A FRIEND – SHARE WHAT YOU NOTICE & ASK ABOUT IT

VALIDATE FEELINGS
LISTEN & SHOW SUPPORT – BUT KNOW YOUR LIMITS

ENCOURAGE ACTION
SHARE SUPPORT RESOURCES – TEXT TOGETHER AT 741741
TO BE CONNECTED WITH A CRISIS COUNSELOR

<https://www.maybelline.ca/en-ca/brave-talk>

method

START THE CONVERSATION AROUND MENTAL HEALTH

IF YOU'VE NOTICED THAT YOUR FRIEND MIGHT BE STRUGGLING EMOTIONALLY, IT MIGHT BE TIME TO HAVE THE BRAVE TALK.

60% of students with anxiety or depression turn to a friend. Brave Together is a global initiative for those experiencing anxiety or depression and for those who want to help.

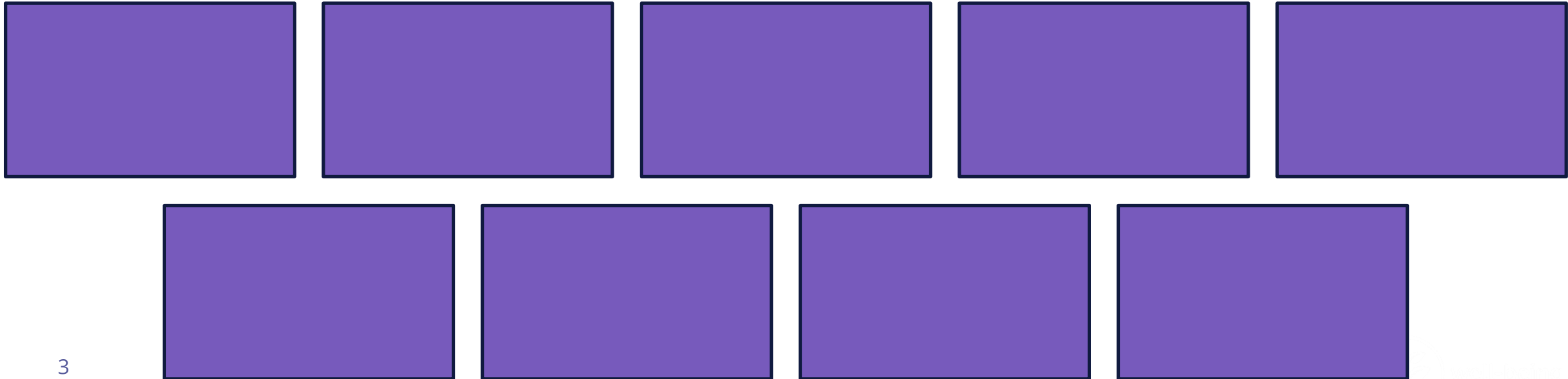
We've partnered with over 35 mental health NGOs worldwide to make mental health support free and accessible.

What are the signs of decreased mental health?

USE THESE 5 BRAVE STEPS TO START THE CONVERSATION:

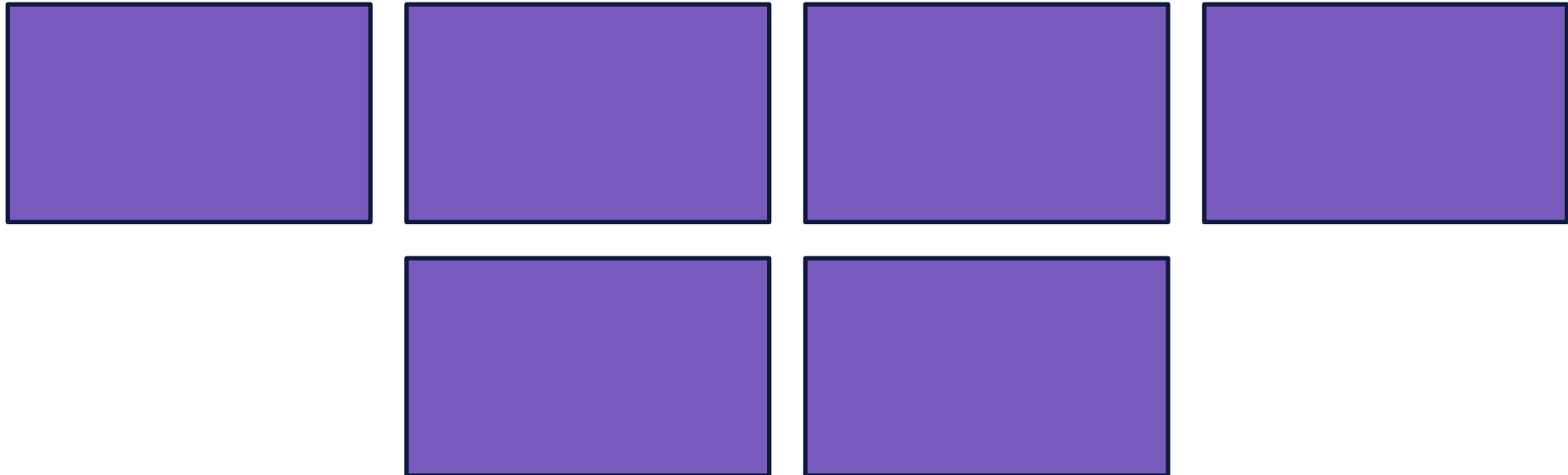
BE PRESENT

Look for signs that things aren't right. This could be risk-taking behaviour or sudden use of substances, but it could also be a change in mood, speech, sleep patterns, or level of engagement.



RIGHT SETTING

Find a quiet place where you can talk in private and be prepared to fully listen. Make sure you're both comfortable and there's nothing else distracting you.



ASK QUESTIONS

Explain why you're concerned and show compassion. It can be helpful to start with open questions, such as "hey, we haven't talked in a while. What's going on with you?", or "I've noticed you don't seem like yourself lately. What's new in your life?"



Explain what you are worried about



Express your empathy



Listen and support him/her, instead of trying to solve his/her problems



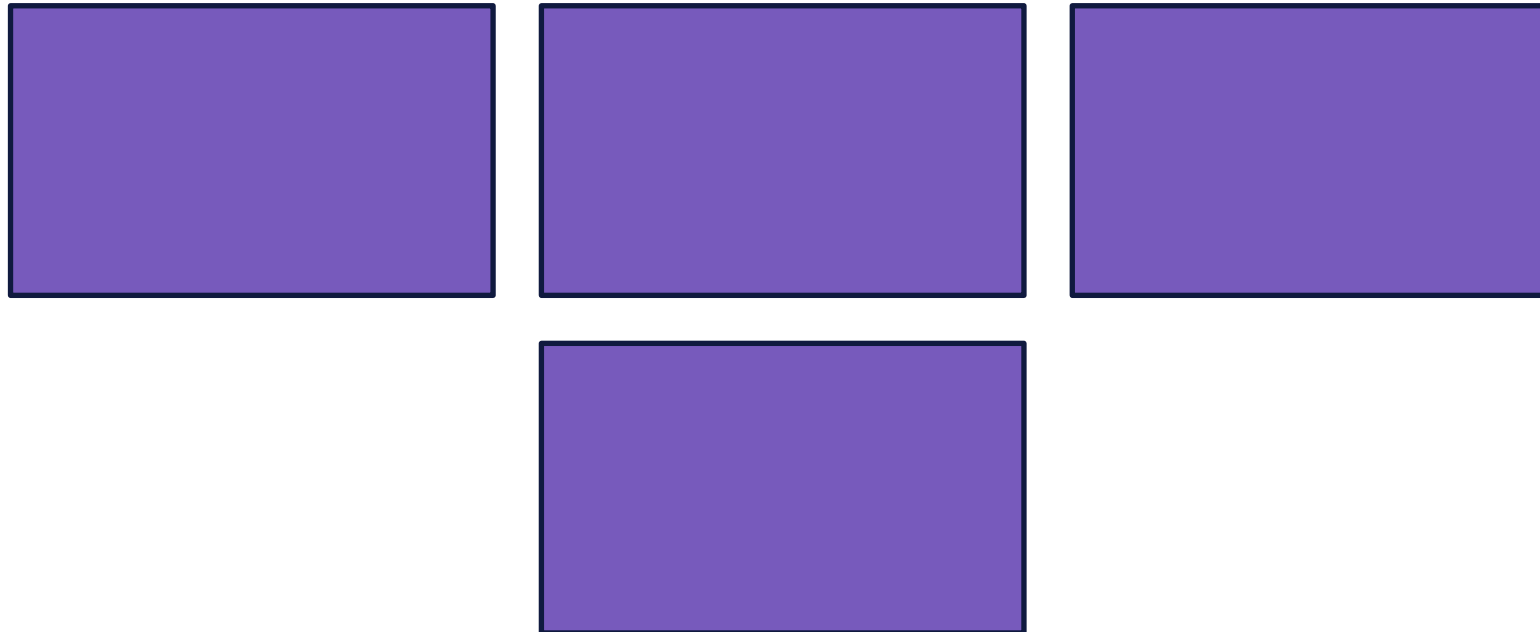
Remain open to further discussion



Respect your own boundaries

VALIDATE FEELINGS

Talking about feelings can be tough. It's okay if your friend isn't ready to share. Knowing you want to listen to them is a big support already.



ENCOURAGE ACTION

Your friend may not be ready to take any big steps right now. That's okay. Let them know you are ready to help when they are ready. You can share the number for a crisis line with them or offer to find other support.

Hard conversations might also bring up feelings for you, so check in with yourself before and after. If you need a safe space to process your feelings, don't hesitate to reach out.



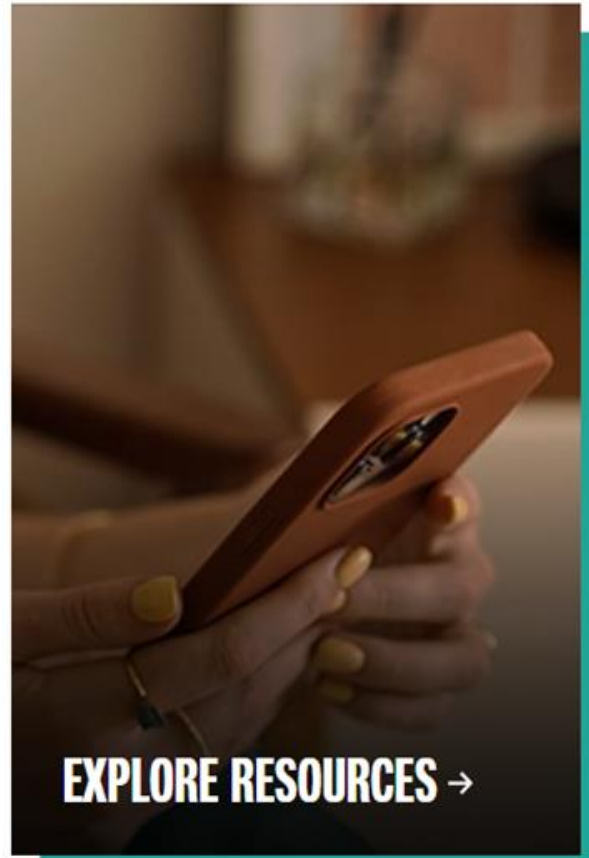
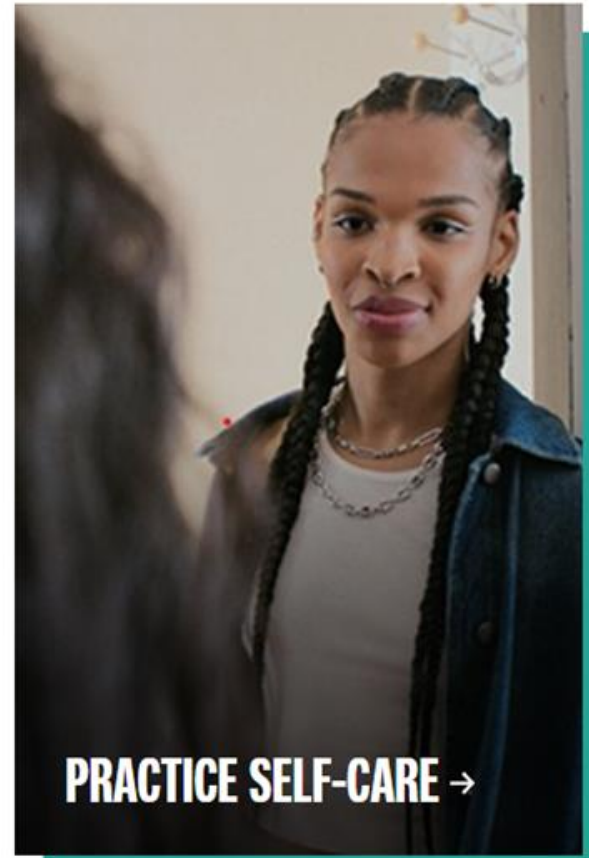
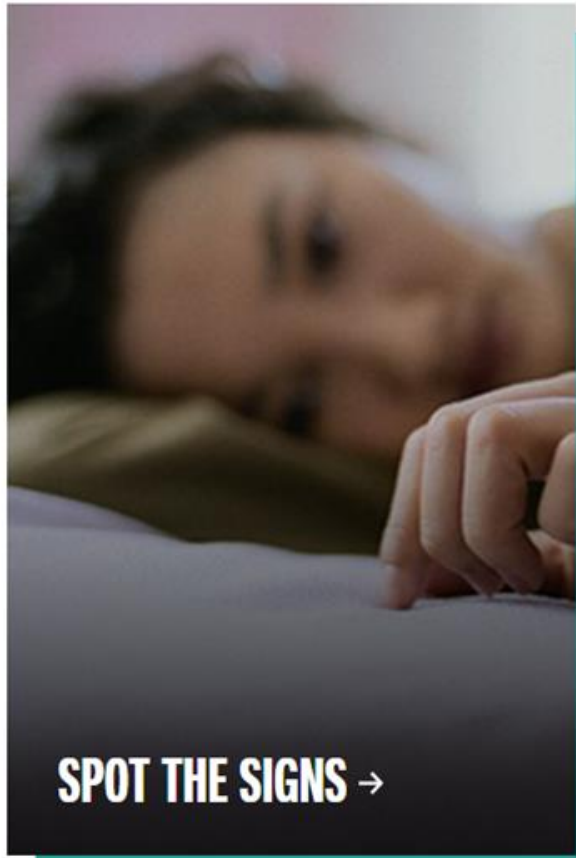
WHY IS HAVING THE BRAVE TALK IMPORTANT?

There are many reasons friends don't reach out when they're struggling. Maybe they don't want to burden you, or can't find the words to articulate their feelings. Starting the conversation can empower them to seek the help they need.



and use **BRAVE**

Method, summary



brave



and use **BRAVE**



Empathy Lab

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empathy

Empathy lab

Group work

Groups of three

- **one to share your own experience (speaker), one listener (practising BRAVE talk), one observer**
- **10 minutes per person (everyone should be a speaker, a listener and an observer)**
- **3-4 minutes sharing, 2 minutes discussion**



Empathy lab

Group work

Groups of three

- **Speaker's role:** Share a problem or story that is on your mind (you don't have to share the biggest trauma of your life) and that you would like to share, possibly seeking help or finding a solution.
- **Listener's role:** practice empathy and BRAVE Talk. Use empathy, understand and explore motivations, needs, and emotions first!
- **Observer's role:** make a note of what went well, what was easy, and what was difficult, and then provide feedback at the end.





SEE SOMEONE STRUGGLING?
LEARN HOW TO HAVE THE

BRAVE TALK

YOU MIGHT BE THE FRIEND
THEY NEED.



IN PARTNERSHIP



MAYBELLINE
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BE PRESENT

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Examples

- **Yes, I hear what you're saying.**
- **I understand how irritating and frustrating that experience must have been.**
- **Thank you for trusting me and sharing this with me.**
- **I may not actually know how you feel, but I'm here to listen**
- **Your feelings are valid.**
- **That sounds like it was really hard.**
- **It's okay to be angry.**
- **....**

Be brave and emphatic!



What is in your bag?

33 responses



Videos

- https://youtu.be/qID6q_I9dVI
- https://www.youtube.com/watch?v=FwxICuWSfZQ&ab_channel=M%C3%A1rtonBodor
- https://www.youtube.com/watch?v=jTYSzLtbYTU&ab_channel=TEDxTalks



SECTION TITLE

Icons

