



# Empathic Leadership Institute

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## Best Practices for Increasing Compassion Resiliency and Moral Wellness in Post-Acute and Long-Term Care Settings

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## I- Refrain from offering non-empathic responses



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### Non-Empathic Responses


1- Giving Advice / Fixing	8- Interrogating
2- Analyzing / Diagnosing	9- Feeding the Fire
3- Storytelling	10- One-Upping
4- Pity / Sympathy	11- Arguing / Being Right
5- Reassuring / Consoling	12- Defending / Justifying
6- Shutting Down	13- Minimizing
7- Changing the Subject	14- Exaggerating

Empathic Leadership Principle:

**Connection Before Solution**



## 2- Offer Empathic Responses



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### Empathic Responses

Empathic Reflection	Empathic Guessing
<ul style="list-style-type: none"><li>• Statements aiming at giving the speaker an experience of being heard and understood, in a non-judgmental way.</li><li>• It involves asking if the person has been heard accurately.</li></ul>	<ul style="list-style-type: none"><li>• Questions asked to support the speaker in understanding themselves in a deeper and more precise way, and in being heard.</li><li>• Asking questions that guess to the person's underlying feeling and needs.</li></ul>

Empathic Leadership Principle:

**Understanding Doesn't Mean Agreeing**



### 3- Pause When Starting to Get Reactive: Choose Your Response



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## ABOVE (Response)

The Line (Of Choice)

## BELOW (Reaction)

- Notice and describe the emotional and physical cues that let you know that you're getting reactive
- If you focus **only** on staying above the line (choosing your response as opposed to reacting automatically) in relation to the situation, what is the first thing that makes sense for you to do?
- Summon your higher self (the highest wisdom available to you) in this moment: How does your higher self suggest to show up? What does it look and sound like?

Empathic Leadership Principle:

**Adopting a Curious and Patient Mindset**



## 4 - Decrease Blame



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### Blame-dissolving Sequence

- What could be emotionally painful for the other in this situation?
- What is your best guess of what matters the most to the other person in this situation?
- Can you relate even just a little to what matters to them?
- What could I tell myself that would help decrease the level of blame I have for this person?

Empathic Leadership Principle:

**Collaborating with Our Opponents**



## 5- Creating Empathic Support Structures



### Creating empathic support structures

- Do I have the empathic support structure to get through the current challenges?
- How can I tap into Social Resilience?
  - Empathy buddies, therapists, empathic check-ins, etc.

Empathic Leadership Principle:

**Moving from  
Individual Resilience to Social Resilience**