

TeamCARE™

Programme in Building Team Empathy Skills & Relationships for Better Patient Experiences and Staff Well-Being

PROGRAMME OVERVIEW

Empathic communication, the skill of understanding the patient perspective, is an important aspect in healthcare. We need to “see, listen and feel” in our course of work and develop a connection and understanding with patients, patients’ families, and our colleagues.

In this programme, you will learn about the 4 Components of Empathy: Perspective Taking, Suspending Judgement, Offering a Suitable Response and Recognising Emotions in Others and know how they play a part in Empathy. The programme also aims to build team empathy skills and relationships for better patient experiences and staff well-being.

LEARNING OUTCOMES

Learners will be able to:

- Understand the definition of Empathy
- Understand the value of empathy towards building relationships and patient safety
- Learn the components of empathy
- Learn about self-care in spreading and sustaining empathy at workplace

WHO SHOULD ATTEND

All healthcare professionals.

PRE-REQUISITE

Nil

DURATION

1.00pm – 4.00pm

AWARD OF CERTIFICATE

Certificate of Completion will be issued to learners who attended the programme.

COURSE FEES

Virtual session only:

SingHealth Staff: \$170 (Waived)

Non-SingHealth Staff: \$200 (Inclusive of GST)

REGISTRATION

SingHealth Staff: Please register via intranet link [AM-EPIC Programmes](#)

Non-SingHealth Staff: For registration details, please email to ipsqworkshop@singhealth.com.sg