

PATIENT SAFETY AND QUALITY BULLETIN

What does Empathy mean to you?

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A little Empathy goes a long way

Look, Listen and Feel



Empathy allows us to **build social connections** with others. It provides the support people need during difficult times. It can also **improve mental health** and lead to more happiness.

Research indicates that possessing empathy is crucial for good mental health as being able to connect with others and share enough of yourself is a wonderful building block for great relationships.



What is EMPATHY?

“The concerned response to the feelings of others. The ability to understand their emotions and to evoke motivation directed to support them.”

The Components of Empathy

01

Perspective Taking

Putting ourselves in the place of other people while recognizing their point of view, experience and beliefs.



02

Suspending Judgement

Holding judgement back to understand what is being expressed. Do not jump to conclusion about others.



03

Recognizing Emotions in Others

Identifying and understanding of other feelings – make listening a priority and pay attention to body language and other nonverbal cues.



04

Offering a Suitable Response

Taking action and knowing that you can make a difference in someone's life e.g., Offering thoughtful words and body language that validate what one is experiencing.



Give a little empathy today
to bring joy to one another.

Download our TeamCARE
Sticker pack here!



(a) Calling out their courage

“Thank you for trusting me with this. It means a lot to me”

(c) Character boosting

“This is a difficult situation and I think you have shown a lot of courage and strength in how you are handling things.”

(e) Checking in

“How are you feeling today?”

(b) Clarifying

“From what I am hearing, you are feeling unsure. Is that right?”

(d) Conveying that you care

“I am here for you. What do you think I could do to help you feel better?”

The SingHealth TeamCARE Workgroup welcomes you to adopt the Definition and Components of Empathy in relevant communications (including teaching material). The journey of enriching Empathy to bring joy at work is a collaborative effort, and we welcome you to join us in curating Empathy programme (including outreach) for our community. Please connect at ipsq@singhealth.com.sg.

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