



CULTIVATING COMPASSION AND CARE AT WORK

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Welcome

“Compassion is not a virtue—it is a commitment.
It’s not something we have or don’t have—it’s
something we choose to practice,”

— Brené Brown

Where we are headed today:

Creating a Brave Space & Group Guidelines

An Uncomfortable Truth

The Difference Between Empathy and Compassion

Building a Case for Care

Yeah ... But ... - Where We Get Stuck

Personal Compassion Action Plan

Sharing & Close

Creating a Brave Space



Artwork by Tim Mossholder on Unsplash

Together we will create *brave space*
Because there is no such thing as a "safe space" -
We exist in the real world.
We all carry scars and we have all caused wounds.
In this space
We seek to turn down the volume of the outside world,
We amplify voices that fight to be heard elsewhere,
We call each other to more truth and love.
We have the right to start somewhere and continue to grow.
We have the responsibility to examine what we think we know.
We will not be perfect.
This space will not be perfect.
It will not always be what we wish it to be
But
It will be *our brave space together*,
and
We will work on it side by side.

An Invitation to Brave Space

by Micky ScottBey Jones

When It is Time to Share

Ground Rules

Valuing and including various ways of knowing

Stay curious

Speak from personal experience – “I” statements

Be present – minimize multitasking

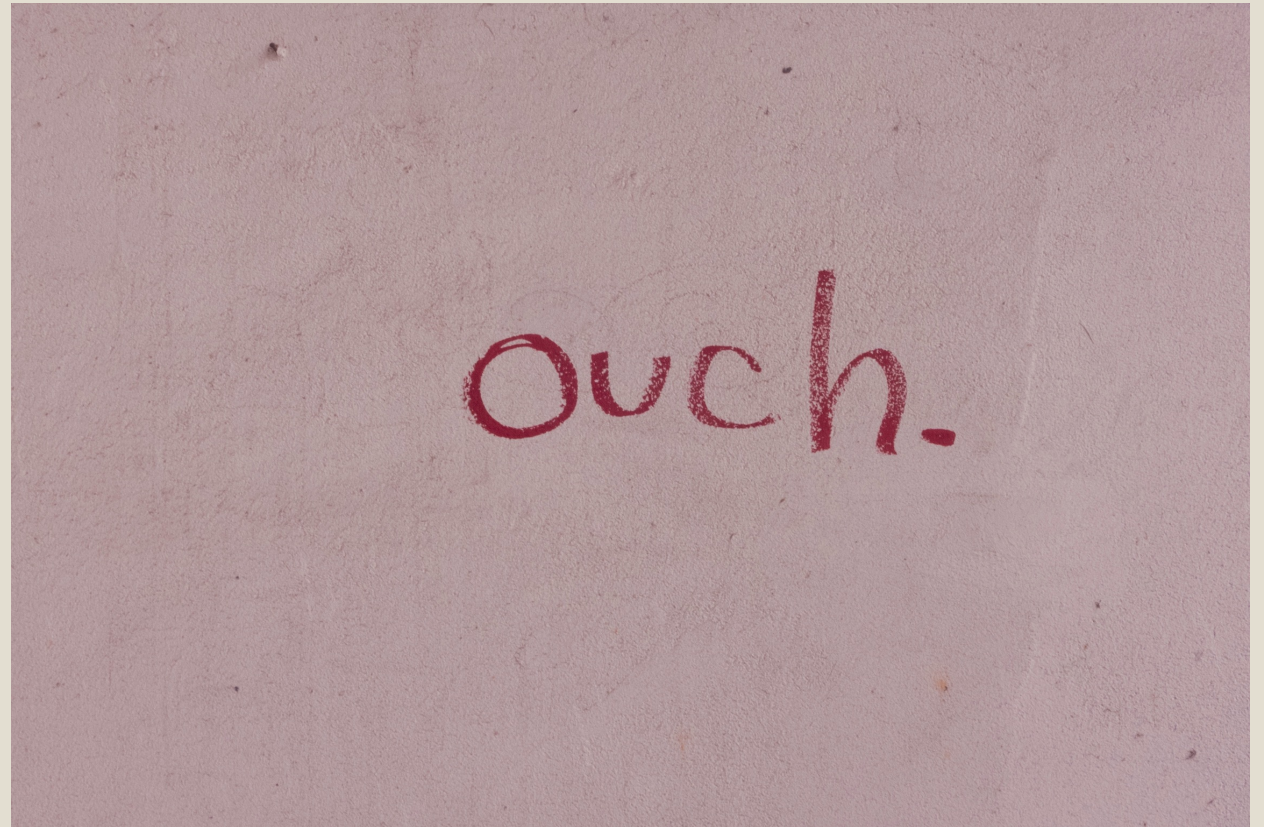
- Today we'll create opportunities to make sense of our experiences. For some of us, sharing may be harder than it is for others, and that's ok.
- Choosing silence can also be a compassionate choice.

What else would be helpful to add to the list?

An Uncomfortable Truth

“Compassion is, by definition, relational. Compassion literally means 'to suffer with,' which implies a basic mutuality in the experience of suffering. The emotion of compassion springs from the recognition that the human experience is imperfect.”

— Kristin Neff, [Self-Compassion: The Proven Power of Being Kind to Yourself](#)



Compassion is:

- A response to suffering
- An open, ongoing, and deliberate exploration
- Anchored in our direct and intimate experience of recognizing 'this is a moment of compassion'.
- An active, engaged, trainable choice
- Applying compassion develops strength, sensitivity, resilience, courage, wisdom and satisfaction across life's experiences

It is also:

Cognitive – a recognition of suffering

Affective – feelings of warmth, care, concern or connection to the one who is suffering

Accompanied by the intention to relieve suffering

A readiness to act

What about empathy?

Empathy – Feeling With

Automatically sharing feelings of others

Feeling positive or negative feelings

Vicarious experience

Empathic Distress – Now I Feel

Averse and self-oriented response to suffering

Often results in withdrawing to self protect from negative emotions

Person doesn't have to be present

Compassion – Feeling For

Feeling of concern accompanied by motivation to help

Supported by inner strength and resources

Does not require vicarious suffering

Elements of Applied Compassion

1. Awareness – to witness pain of others
2. Humility – capable of goodness AND suffering
3. Embodying Inner Resources / Strengths –
Repeated Physical, Mental, and Organizational
experiences
4. Recognizing Common Humanity – me too
5. Action

The Compassion Advantage

6 Strategic Concerns

Innovation

Service
Quality

Collaboration

Retention

Employee and
Customer
Engagement

Adaptability
to Change

Monica C. Worline & Jane E. Dutton

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“I refuse to believe leaders wake up in the morning and say, “Hey, today I’d like to be an uncaring leader.”

- Zach Mercurio

Yeah ... But ...



Common Beliefs:

Shouldn't the suffering of life be separate from the demands of work?

I'm not a therapist ...

I don't know what to say

We don't have money for that.

How would you fill in the blank?



Compassion Requires Customization

- Monica Worline

Choices in Our Responses

As Individuals:

- Helper
- Distraction
- Emotional Support
- Not at all

In organizations:

- Roles
- Routines
- Systems
- Work Culture
- Actions and Stories

In Your Experience ...

- Recall a time when you experienced or observed compassion being given and/or received.
- How did responding with compassion to suffering make an impact?
- How did you recognize this response as compassion?

Building a Compassion Action Plan



- What are you doing well?
- What can you try next?
- As an individual?
- As an organization?



Q&A

In Closing

What's one thing you'd like to try to
bring more compassion to your
organization?



“MAY YOU BE SAFE. MAY YOU BE PEACEFUL. MAY YOU BE KIND TO YOURSELF.

MAY YOU ACCEPT YOURSELF AS YOU ARE.”

— KRISTIN NEFF, **SELF-COMPASSION: THE PROVEN POWER OF BEING KIND TO YOURSELF**

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