



Rebuilding Empathy

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diabetes GREY BRUCE
Education | Support | Treatment



Agenda

- Definitions
- Empathy
 - Having it
 - Losing it
 - Rebuilding it
- Questions



Definitions

Empathy

Burnout

Unmotivated vs. Disengaged

Empathy

- Four Qualities of Empathy
 - Perspective taking
 - Staying out of judgement
 - Recognizing emotion in other people & communicating it
 - Feeling WITH people



The RSA (2013, December 10).

Burnout

- Emotional Exhaustion
 - Loss of enthusiasm
 - Rise in cynicism
 - “is it time to go home?”
- Depersonalizing
 - Social isolation
- Existential Crisis
 - Question accomplishments
 - Tired
 - Lose interest in work
 - frustrated

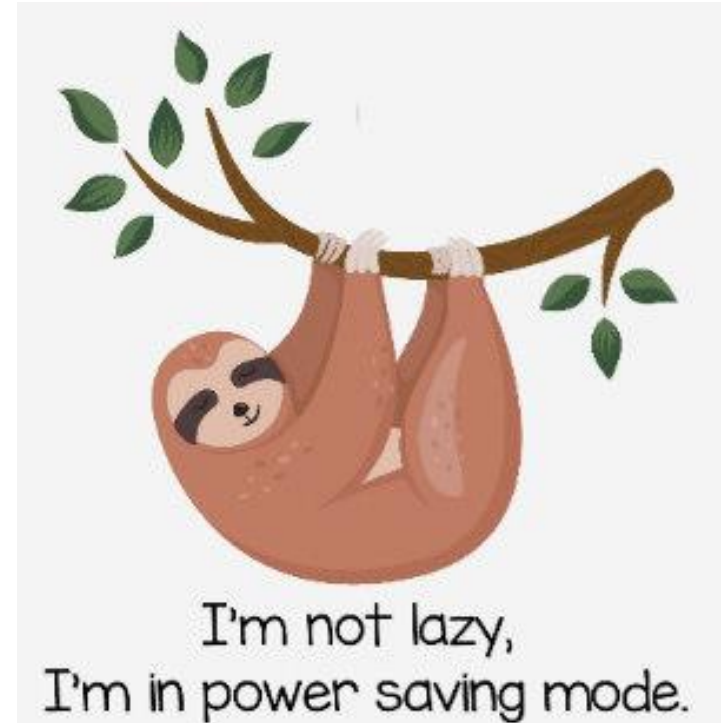
Dr. Mamta Gautam describes:

THE 3 STAGES OF BURNOUT



Unmotivated vs. Disengaged

- Unmotivated
 - Reflects personal traits of client
 - Judgment of a client's choices and priorities
- Disengaged
 - Responsibility of the professional to create engagement
 - Removes judgment





With a Show of Hands...

Does this sound familiar?

- I've been seeing this client for years.
- Every time we meet they tell me that they've been forgetting to take their medications.
- They don't keep records. They don't follow through.
- I had all these great referrals in, but they didn't follow through on any of them.
- It's almost as if he doesn't want to get better.

I don't know what to do anymore."

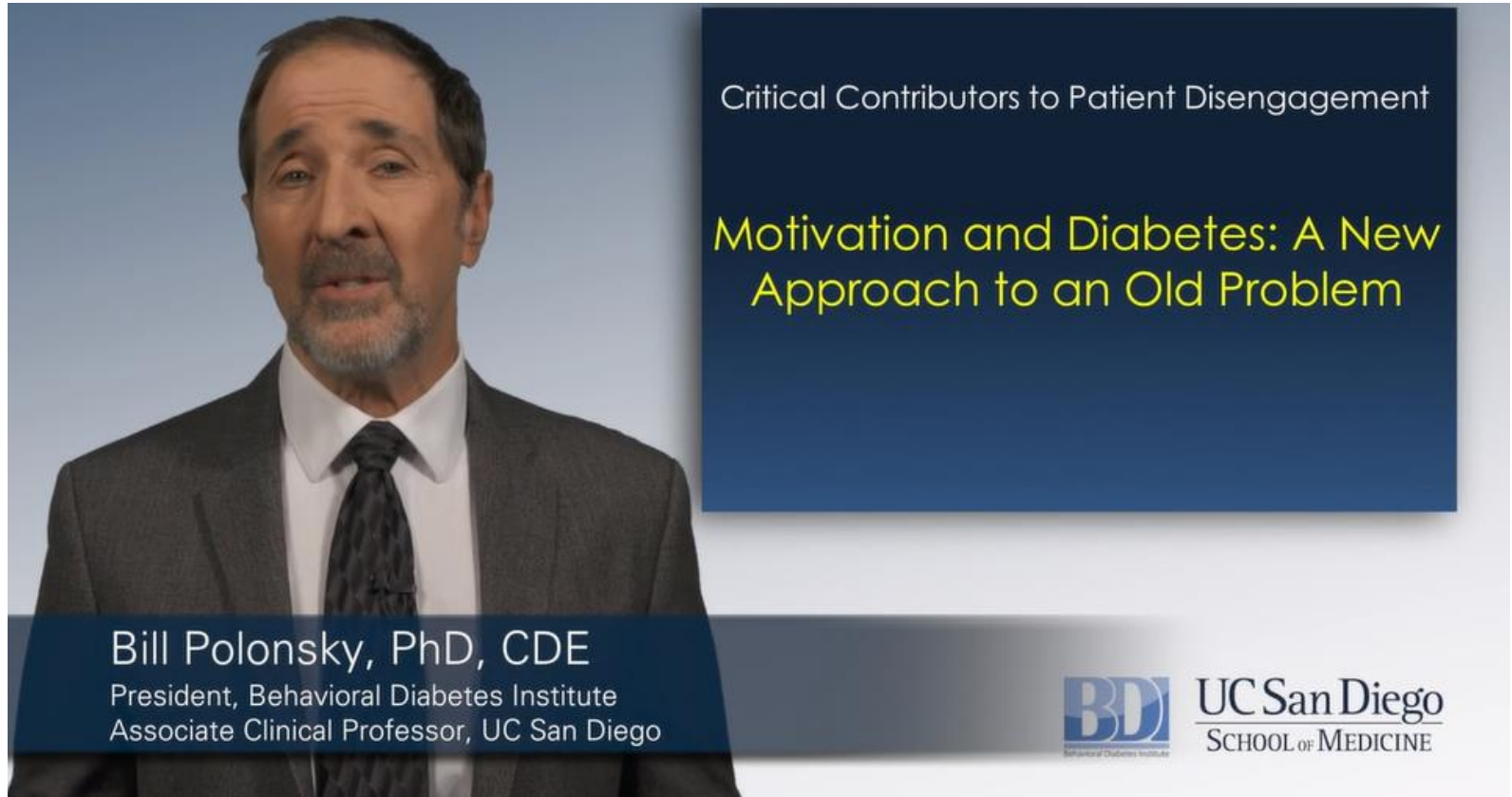


Video

Critical Psychosocial Issues In Diabetes:
Key Contributors to Patient Disengagement

Bill Polonsky, PhD, CDE


Video



Critical Contributors to Patient Disengagement

Motivation and Diabetes: A New Approach to an Old Problem

Bill Polonsky, PhD, CDE
President, Behavioral Diabetes Institute
Associate Clinical Professor, UC San Diego

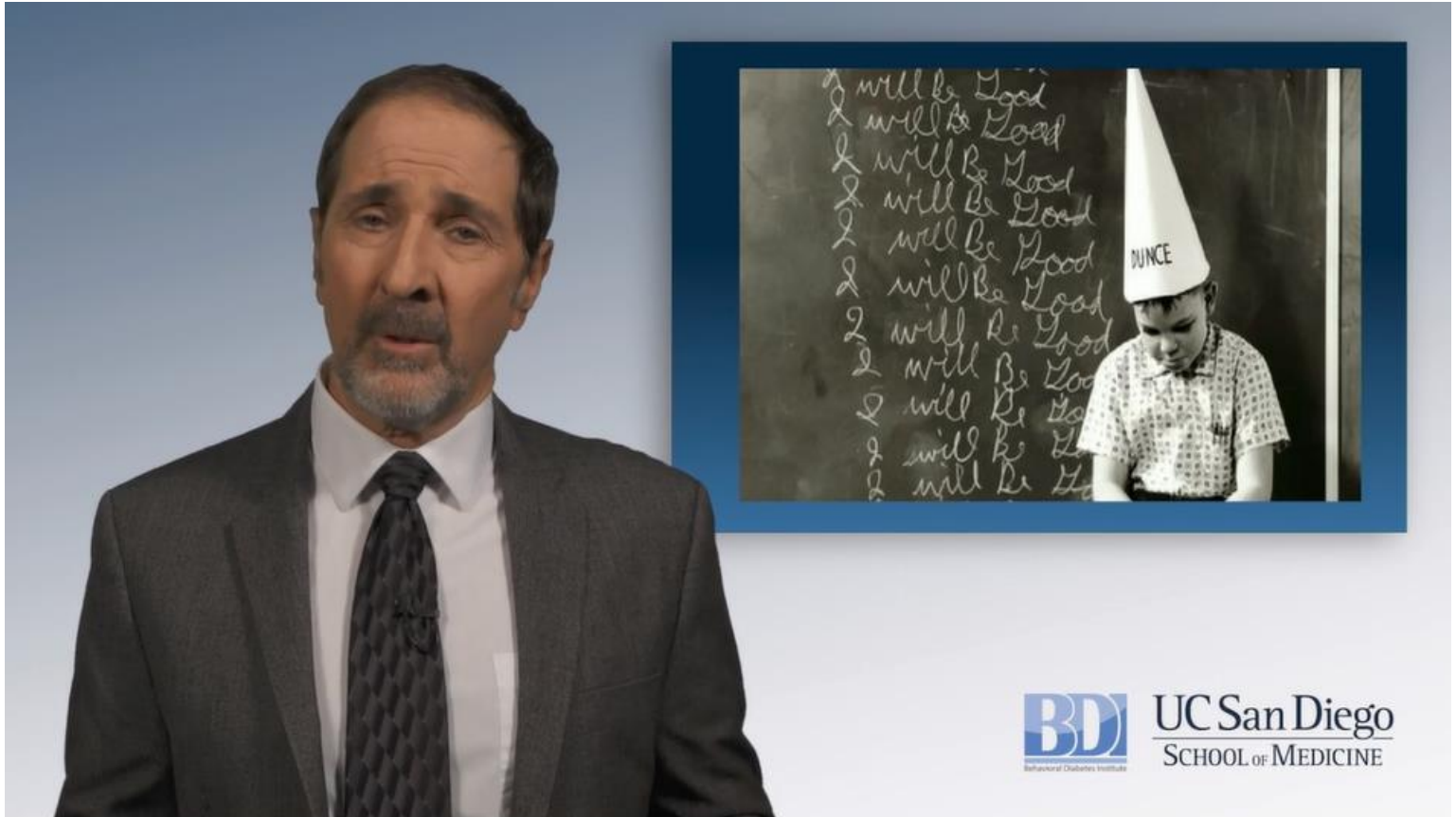
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1. Living with diabetes can be TOUGH

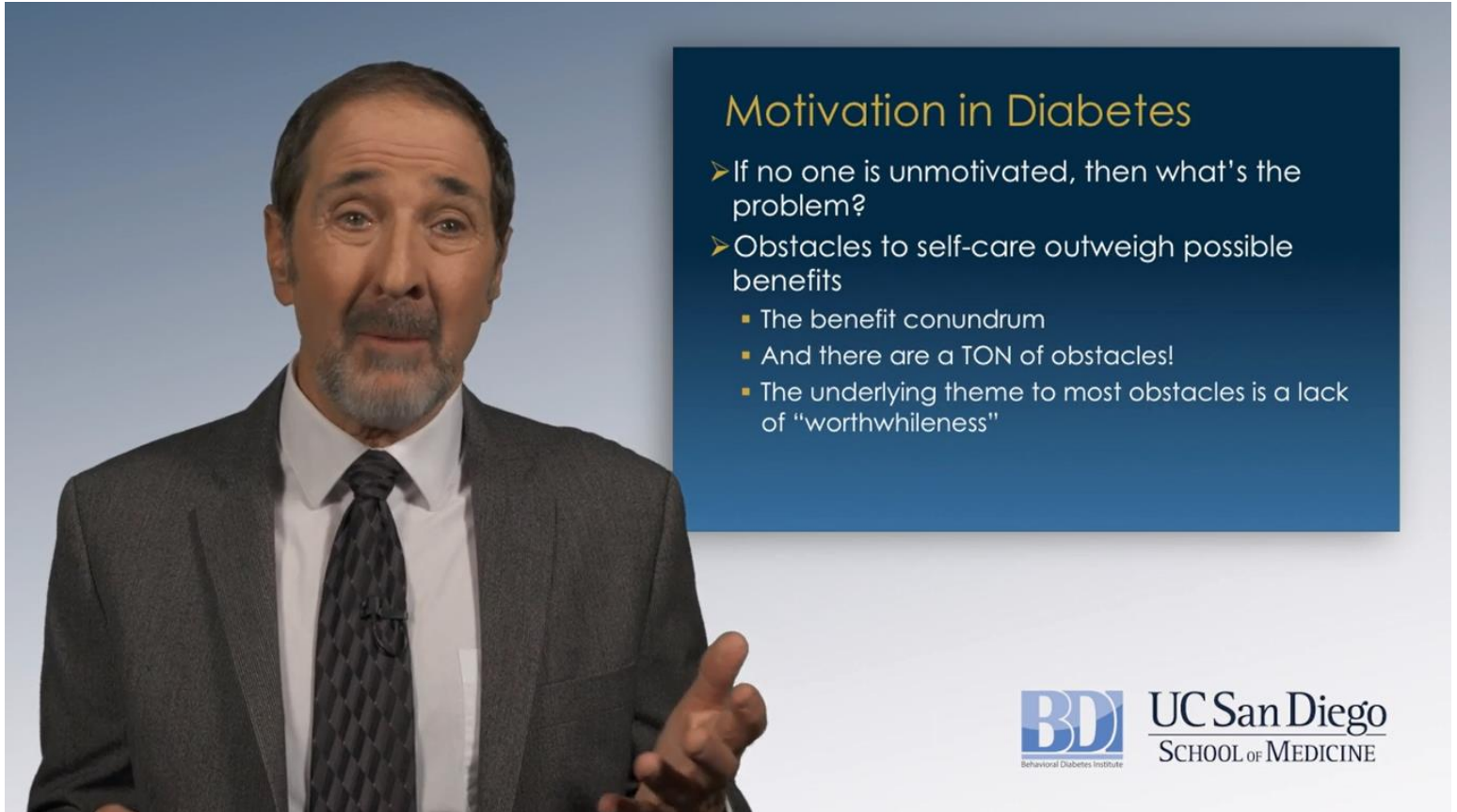


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2. The typical reasons why we think it's tough are wrong.




3. No one is unmotivated to live a long and healthy life



Motivation in Diabetes

- If no one is unmotivated, then what's the problem?
- Obstacles to self-care outweigh possible benefits
 - The benefit conundrum
 - And there are a TON of obstacles!
 - The underlying theme to most obstacles is a lack of "worthwhileness"

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How do we get out of the rut?

- If we are getting close to burnout, how can we get back to empathy?

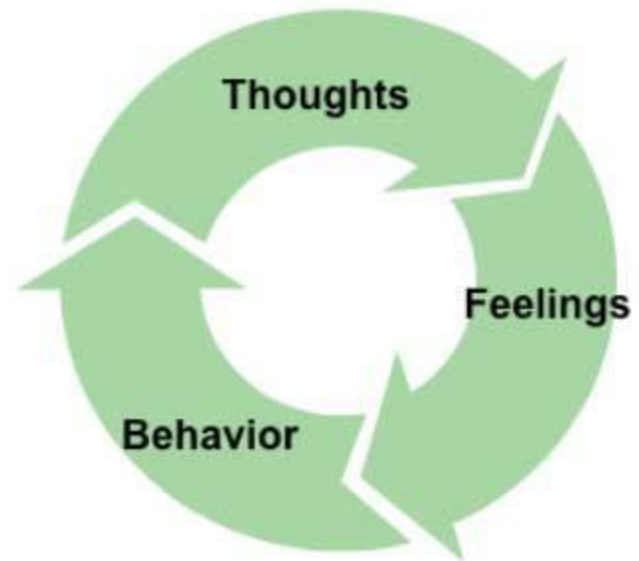


Critical Self-Reflection

- What am I feeling?
- What am I thinking?
- How do my life experiences shape the way I see clients/patients?
- How do my values impact the way I interact with others?
- What assumptions am I making?
- What are my beliefs about clients/patients?

Critical Self-Reflection

For you and
your clients





Transparency

“I feel we aren’t getting anywhere.”



Validation

- Short-term rewards
- Real observations of the effort clients are putting in



Active Listening

- Eye contact
- Summarizing
- Clarifying

Lastly...

You can't pour
from an empty cup.



Take care of yourself first.



References

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Brené Brown on Empathy

The RSA (2013, December 10). *Brené Brown on Empathy*. [Video File]. Retrieved from <https://brenebrown.com/videos/rsa-short-empathy/>

Bill Polonksy with UCSan Diego School of Medicine

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