



Empathy Exercise

Say what you are seeing - Try to identify and name the emotions at the same level you are hearing and seeing them (don't minimise) & check out whether your observation or hunch is right.

- A patient is looking anxious

How would you empathically respond to someone saying....?

- I am angry about the wait/delay
- I'm scared
- I feel overwhelmed with information
- I am worried about the scan results
- I am not sure I want to go through with it (scan)