

# Engaging in Compassionate & Effective Communication

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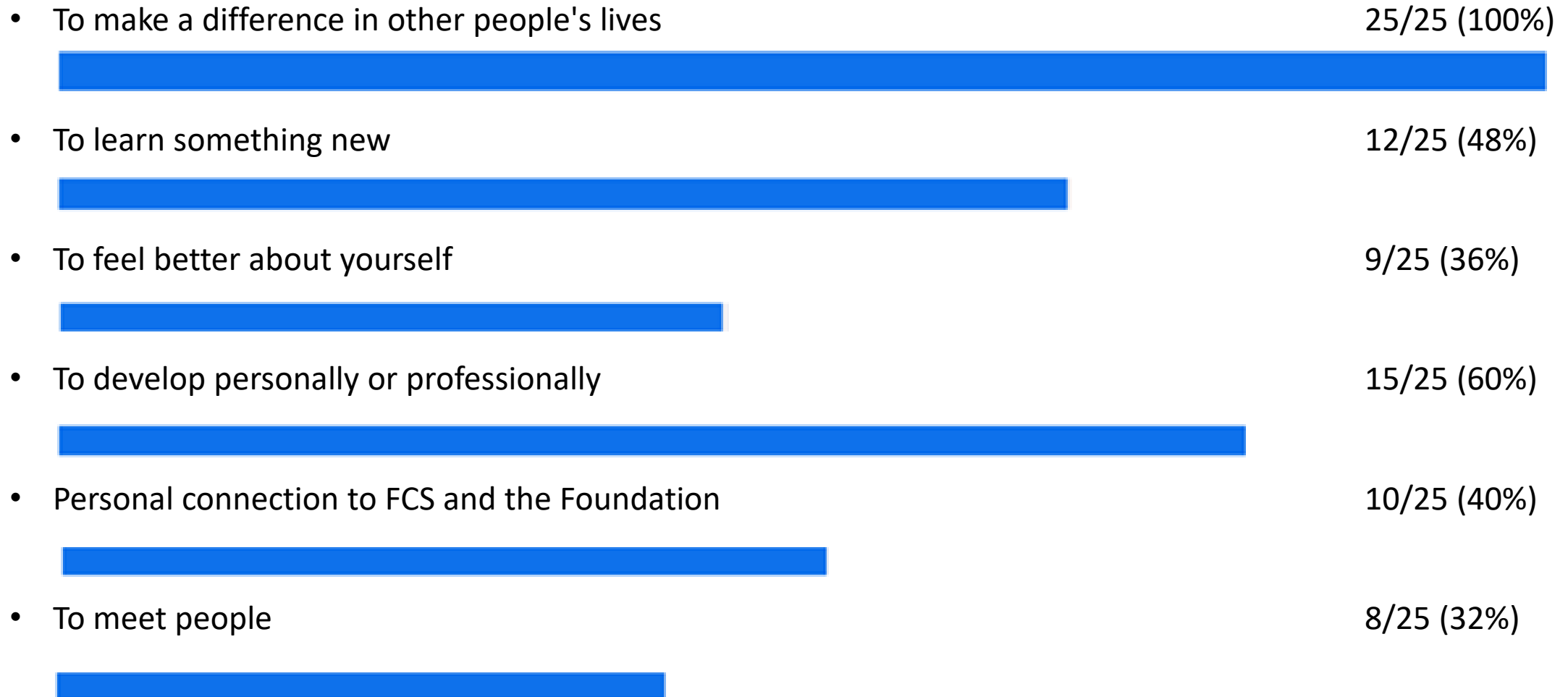


# Why do you volunteer with the FCS Foundation?



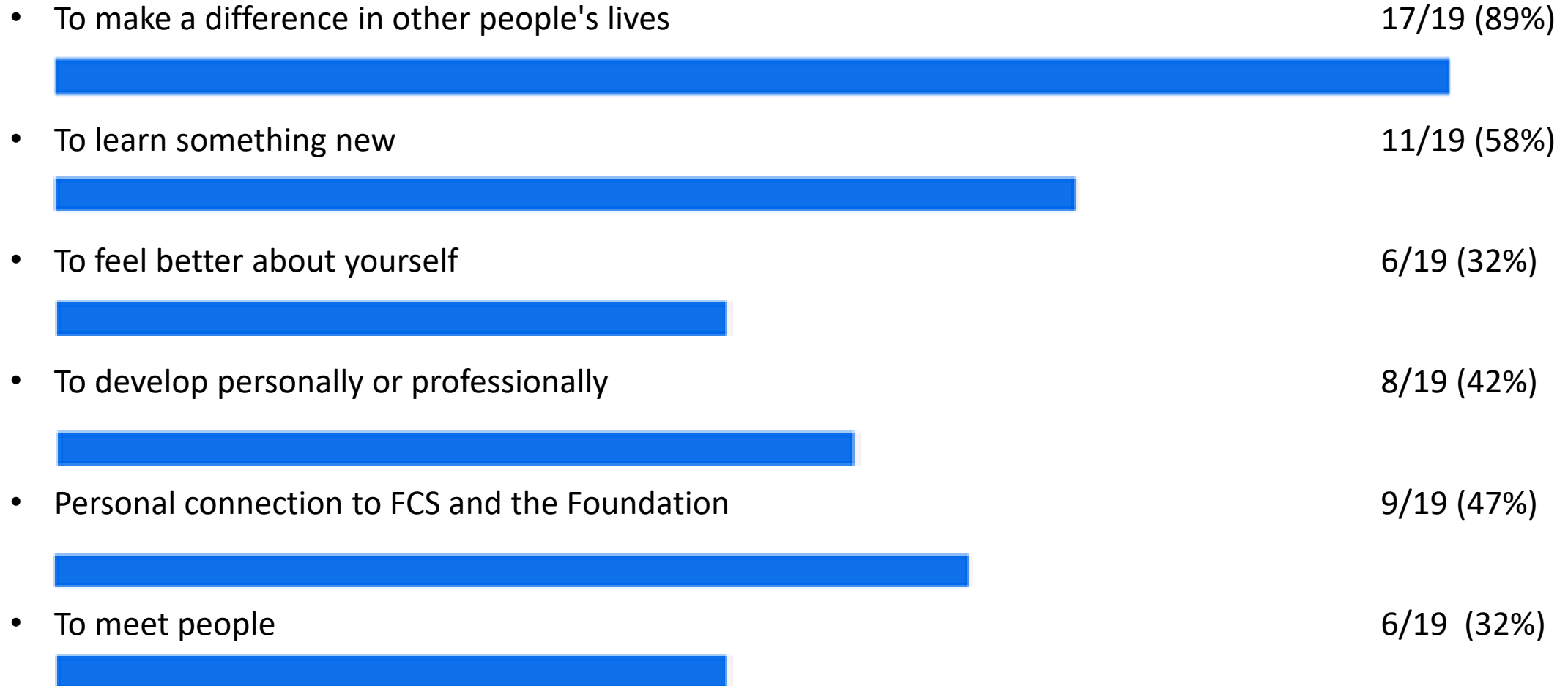
**Poll Question 1, 3/28/2023 training session – 25/33 (75%) participated in answering.**

Why do you volunteer with the FCS Foundation? (Multiple choice)



**Poll Question 1, 3/30/2023 training session – 19/20 (95%) participated in answering.**

Why do you volunteer with the FCS Foundation? (Multiple choice)

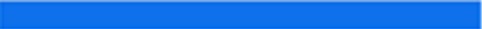






# | What are some obstacles you face?



## Poll Question 2, 3/28/2023 training session – 20/33 (60%) participated in answering.

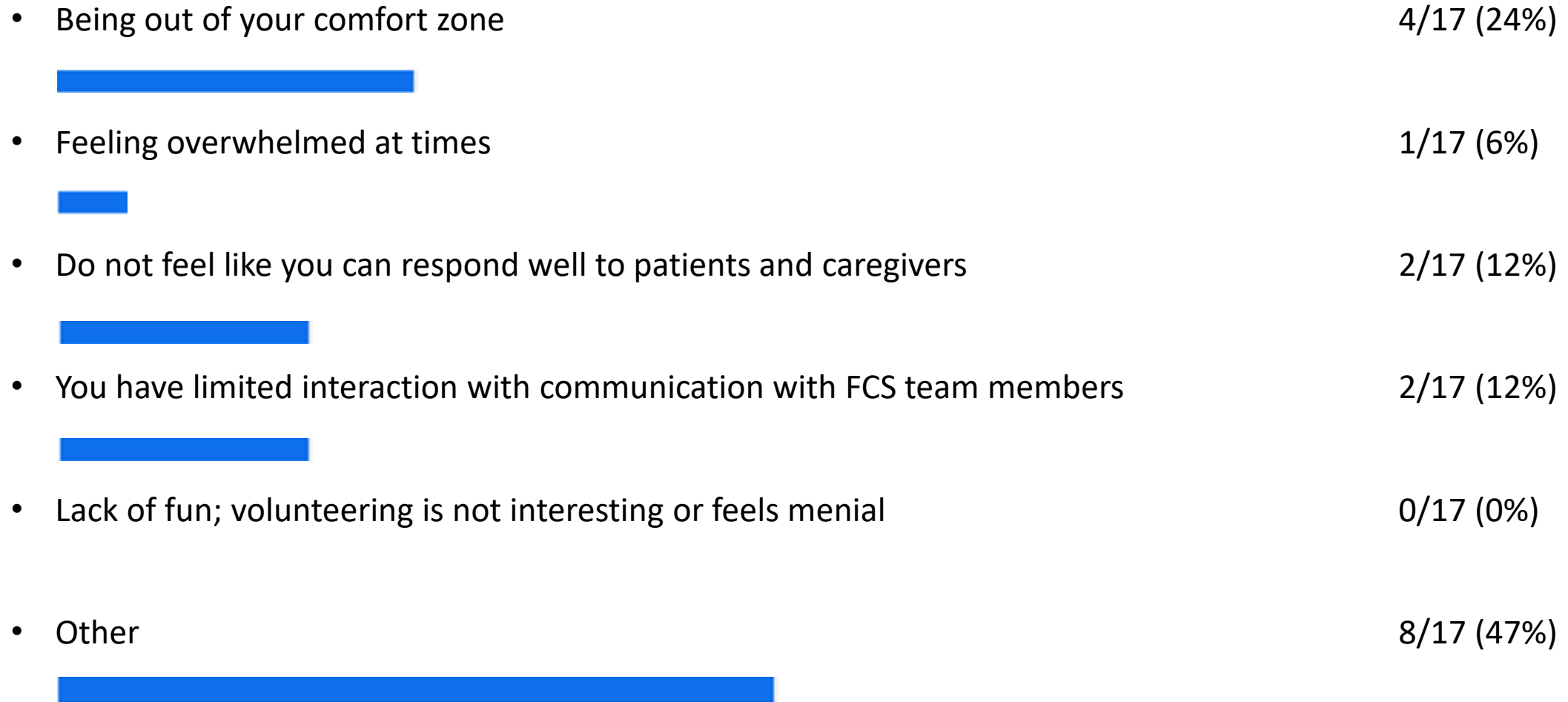
What are some obstacles you face as a volunteer with the FCS Foundation? (Multiple choice)

- Being out of your comfort zone 5/20 (25%)  

- Feeling overwhelmed at times 1/20 (5%)  

- Do not feel like you can respond well to patients and caregivers 1/20 (5%)  

- You have limited interaction with communication with FCS team members 3/20 (15%)  

- Lack of fun; volunteering is not interesting or feels menial 0/20 (0%)
- Other 10/20 (50%)  


Examples of 'Other' were given as "because I'm not sure what to say to some patients"; "wish I could do more"; "wish I had more time to do more"; "knowing when to do things and not be in 'the way'"; "climbing and reaching boxes on the top shelf"; "lack of equipment to move snacks & blankets from one area to another".

**Poll Question 2, 3/30/2023 training session – 17/20 (85%) participated in answering.**

What are some obstacles you face as a volunteer with the FCS Foundation? (Multiple choice)



No examples of 'Other' were recorded from this training session, assuming some were given in the chat.

# The Human Connection: Video

The Human Connection to Patient Care

“Could a greater miracle take place  
than for us to look through each other’s eyes  
for an instant?”

— Henry David Thoreau



# The Human Connection:



**Compassion** motivates people to go out of their way to help the physical, mental, or emotional pains of another and themselves.

**Empathy** is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.



# Who are your customers?



In Chat – list out who you consider to be your customer when volunteering?



# The FCS Mission, Vision, Values

## MISSION

**Centered on you,**  
inspired by hope, powered by science and innovation.

## VISION

**To be the world-class provider of cancer care,**  
delivering innovation, excellence and a personalized experience to patients in the communities we live and serve.

## VALUES

**Patient First**  
keeping the patient at the center of everything we do

**Accountability**  
taking responsibility for our actions

**Commitment & Care**  
upholding FCS vision through every action

**Team**  
working together, one team, one mission.

# iCARE

INTRODUCE

CONNECT WITH PATIENT/ VISITORS/STAFF

ANTICIPATE NEEDS OF CONCERNS

REINFORCE INFORMATION

EXTEND

# iCARE Service Standards

Service Standards - iCare I	Service Standards - iCare C	Service Standards - iCare A	Service Standards - iCare R	Service Standards - iCare E
<b>INTRODUCE</b>  Greet the patient, guest, or team member by their preferred name.  Introduce yourself with your name and department.  Manage yourself or a teammate up if helpful to the other party.	<b>CONNECT WITH PATIENT, VISITORS AND STAFF</b>  Connect on a personal level.  Seek to understand the other person's Most Important Thing (MIT).  Strike up a personal conversation.	<b>ANTICIPATE NEEDS OR CONCERNS</b>  Are the time and place appropriate for the conversation?  What might the other person want to know? Answer questions before they're asked.  Be aware of verbal and non-verbal cues.	<b>REINFORCE INFORMATION</b>  Proactively communicate the plan, next steps, and expected time frames.  Explain what you're going to do for them and what they can expect from you.	<b>EXTEND</b>  Complete the visit or conversation by pausing and offering assistance once again.  For example, here are some things you can ask:  "Is there anything else that I can do for you? I have the time."  "How else may I help you?"

# | iACT

ACKNOWLEDGE

CORRECT

THANK





# iACT Service Recovery

## Service Recovery Model - iACT

### **I = Myself**

I understand that I  
am responsible for  
taking action

## Service Recovery Model - iACT

### **A = Acknowledge**

Acknowledge the issue or  
concern promptly.  
Ensure understanding of the  
issue.

## Service Recovery Model - iACT

### **C = Correct**

Own it!  
Explain and tell what  
you will do  
Keep the person informed  
Follow up with a resolution

## Service Recovery Model - iACT

### **T= Thank**

Thank the person for their  
feedback and the opportunity  
to make things better  
Seek to regain trust  
Ask if there is anything else you  
can do for them

# Communication Goals:



- Communicate with patients, families, peers and the FCS team in a way that builds relationships, earns trust, and fosters engagement and cooperation
- Fine-tune ways to ensure all interactions are Patients First



# Heart – Head – Heart™ Communication:

**We Use Two Kinds of Communication When  
Dealing with Patients or Customers**

**Heart**



**Emotion, Caring, Empathy**

**Head**



**Tasks, Information, Analysis,  
Explaining, Fixing, Plans**

# Heart – Head – Heart™ Communication:

## When we speak from the HEART:

- Customers, patients, families, peers and coworkers feel important, cared for, and understood
- They can hear the HEAD part much better

## When we speak from the HEAD:

- The people we serve get valuable information
- They appreciate answers and solutions

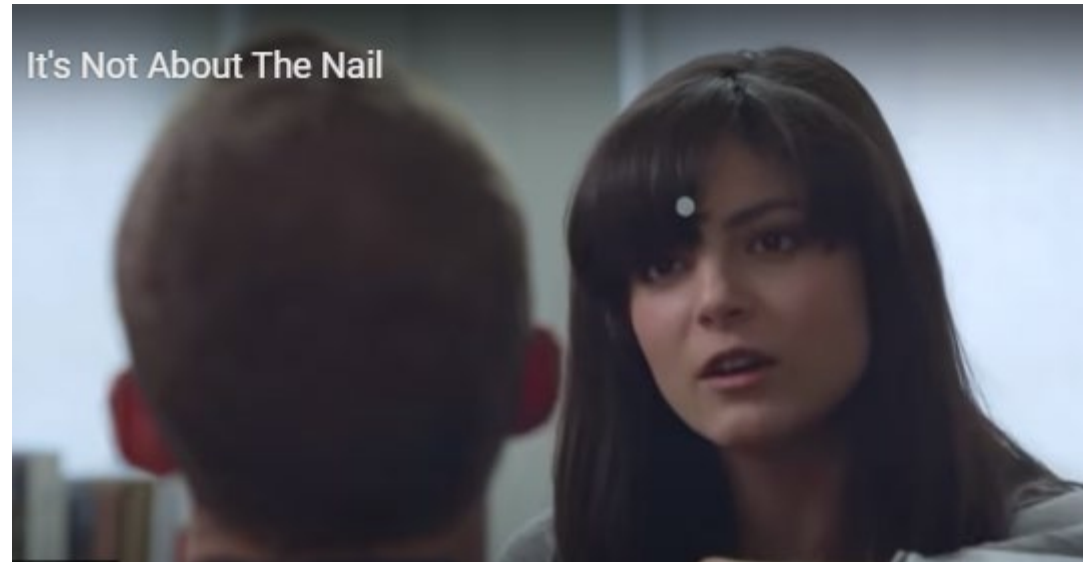
## Making a Meaningful Connection



**In Chat:**

**What are some ways you make a meaningful connection?**

# | Empathy: It's not about the Nail Video



# McDonalds: Most Frequently Asked Question?



**In Chat:**

**What do you think the most frequently asked questions is at McDonalds?**

# Most Frequently Asked Question?



## Do you sell hamburgers?

# Volunteers: Most Frequently Asked Question?



**In Chat:**

**What are the most common questions you get asked  
when you volunteer?**

# What is Real Communication?

- Talking without building walls
- Hearing what is said and knowing what is meant
- Sometimes looking, touching—perhaps not talking
- Allowing silence
- Sharing information in such a way that the other person really understands what is being said
- Active listening—the hardest part

# Communication DOs and DON'Ts:

- ✓ DO respect feelings, attitudes and opinions that are different from your own.
- ✓ DO be empathetic.
- ✓ DO be a listener.
- ✓ DO be supportive.
- ✓ DO alert / take a partner with a clinician when necessary
- ☒ DO NOT project your feelings and opinions onto others.
- ☒ DO NOT be overly sympathetic.
- ☒ DO NOT be an advice-giver.
- ☒ DO NOT be officious.
- ☒ DO NOT try to play the role of a clinician.



# Communicating with Empathy:

- ✓ Use the Heart – Head – Heart Sandwich Technique.
- ✓ Acknowledge the person's feelings.
- ✓ Pursue: Follow-up on the feeling.
- ✓ Validate: Legitimize the feeling.
- ✓ Show empathy non-verbally

## iCARE

Introduce

Connect with patient/ visitors/staff

Anticipate needs of concerns

Reinforce information

Extend

## iACT

Acknowledge

Correct

Thank

# | Every Step of the Way: Video



**Thank you!**

