



Empathetics
April 2016
Newsletter

Tip of the Month: Relationship Management

Showing empathy does not mean satisfying all demands. It means doing what is best for the long-term.

Upcoming Events:

May 6 Noon ET
National Nurses Day
Empathetics Webinar

May 11-13
PIAA Medical Liability
Conference

May 17
Cleveland Clinic Empathy
Summit

The Ripple Effect

The Impact of Empathy in Healthcare

Letter from the Empathetics Chief Scientific Officer, Dr. Helen Riess: *Everyday Empathy*

April 2016

"Kind words can be short and easy to speak, but their echoes are truly endless." - Mother Teresa

A toddler in the grocery store looked up at his mother and asked in the sweetest voice "Ok to get this?" pointing at a treat at the end of the aisle...Her reply struck me as the way to reinforce the best in our children. She replied, "What a nice way to ask!" Then, she gave him a quick squeeze and said, "We're going to have dinner soon, so maybe another time."



Rather than say no to the treat, she complimented him on his approach. Even though she didn't buy the treat, he still left the store smiling. This small example of empathy reminded me that how we treat one another matters more than just getting what we want. Kindness and respect go a long way.

Empathetics Celebrates National Nurses Day May 6: *Introductory Webinar*

Register

Empathetics, Inc. will host a free introductory webinar for National Nurses Day Friday, May 6th at Noon ET. Join us as we explore how empathy training can be implemented to:



- Increase Patient Satisfaction
- Improve Clinical Health Outcomes
- Reduce Burnout
- Increase Reimbursement
- Improve Team Collaboration

Following the presentation, we will open a live Q&A with Empathetics CEO and President, Tessa Misiaszek and Director of Business Development, Janeen McCormick.



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