



Empathetics
May 2016
Newsletter

Tip of the Month: Intense Feelings

The key to dealing with intense feelings is to acknowledge the emotion and let the person vent without interrupting. Consider that how you are feeling may be a reflection of how the other person feels.

Upcoming Events:

Saturday June 18

Cannes Lions International
Festival of Creativity
Dr. Riess is co-presenting
"The Art and Science of
Empathy" with Filmmaker
Jane Gauntlett
Cannes, France



The Ripple Effect

The Impact of Empathy in Healthcare

Letter from Empathetics, Director of Business Development, Janeen McCormick

May 2016

The Empathetics team recently attended the Blue Cross Blue Shield National Summit in Orlando, FL and discussed the importance of incorporating empathic communications training for member-facing employees, as well as the provider network, with the leadership teams from several health plans.



By enhancing provider-patient communication, health plans can work to improve clinical health outcomes for their members, as well as provide important skills training for clinicians in their respective markets. In addition, the implementation of empathy training at a health plan for its own employees, such as medical directors, nurse case managers, and provider representatives, can build strong team environments and enhance communication with members. Health Plans have traditionally been on the forefront of innovative programming to teach communication skills to healthcare professionals and empathy is at the heart of the provider-patient relationship.

If you have interest in learning more about how health plans can bring innovative empathy training to the healthcare marketplace, please contact Janeen McCormick, Director of Business Development at jmccormick@empathetics.com.



THE EMPATHETICS TRAINING APPROACH FOR HEALTH PLANS



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