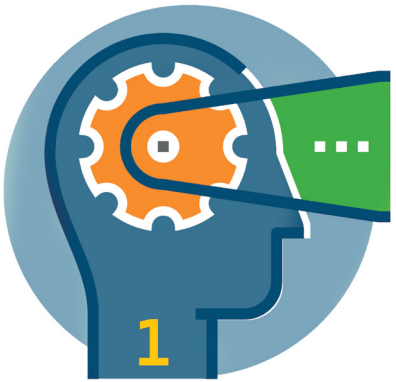
Compassionate Action Steps



NOTICE

Be present in the moment and able to recognize signs of distress.

SELF CHECK

Be aware of your initial thoughts and feelings.

SEEK UNDERSTANDING

Suspend appraisals. Listen for feelings and strengths.

CULTIVATE EMPATHY

Develop genuine concern based on your connection to what the person is feeling.

DISCERN BEST ACTION

Co-plan with the person to figure out what would be helpful to them.

TAKE ACTION

Be aware that intention alone is not compassionate action.

(Combined from works of Monica Worline, *Awakening Compassion at Work*, 2017 and Beth Lown, *The Schwartz Center for Compassionate Healthcare*, 2014)