

## Empathy Techniques & Applications



### COURSE ANNOUNCEMENT

#### Empathy Techniques & Applications

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This activity has been approved for  
*AMA PRA Category 1 Credits™*  
3.5 CCA Classroom Contact Hours  
applicable toward M.B.A. degree

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**Date:** Tuesday, December 1, 2009

**Time:** 8:30AM to 12:30PM

**Location:** Main Campus, Lerner Institute, 5<sup>th</sup>  
Floor, Room NA5-24

**Faculty:** John Vitkus, Ph.D. & Rochelle  
Rosian, M.D.

**Audience:** (Main Campus and Regional) Staff,  
residents, fellows, academics, nurses, medical  
students, and administrators with a Master's degree  
and above or 3-5 years of supervisory experience.

Empathy is the ability to understand another person from that person's perspective.

**Empathy is a crucial component of healthcare delivery for physicians and nurses, an important aspect of our basic humanity and a valuable leadership quality.** Based on the work of linguists, physicians and specialists in healthcare service, this course provides participants with a practical understanding of the significance of empathy in the context of medical and life experiences.

**Objectives:**

- Discuss the impact that empathy techniques have when interacting with others; and
- Acquire and practice several techniques to better understand other people and work more effectively together.

**Registration Made Simple:**

Register through [COMET](#) or call the Academy registration line at 216.445.8899. Kindly leave your name, employee ID, telephone number, and title of the course(s). A staff member will register you and send a confirmation.