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Empathy, Building Rapport and Mediation Skills

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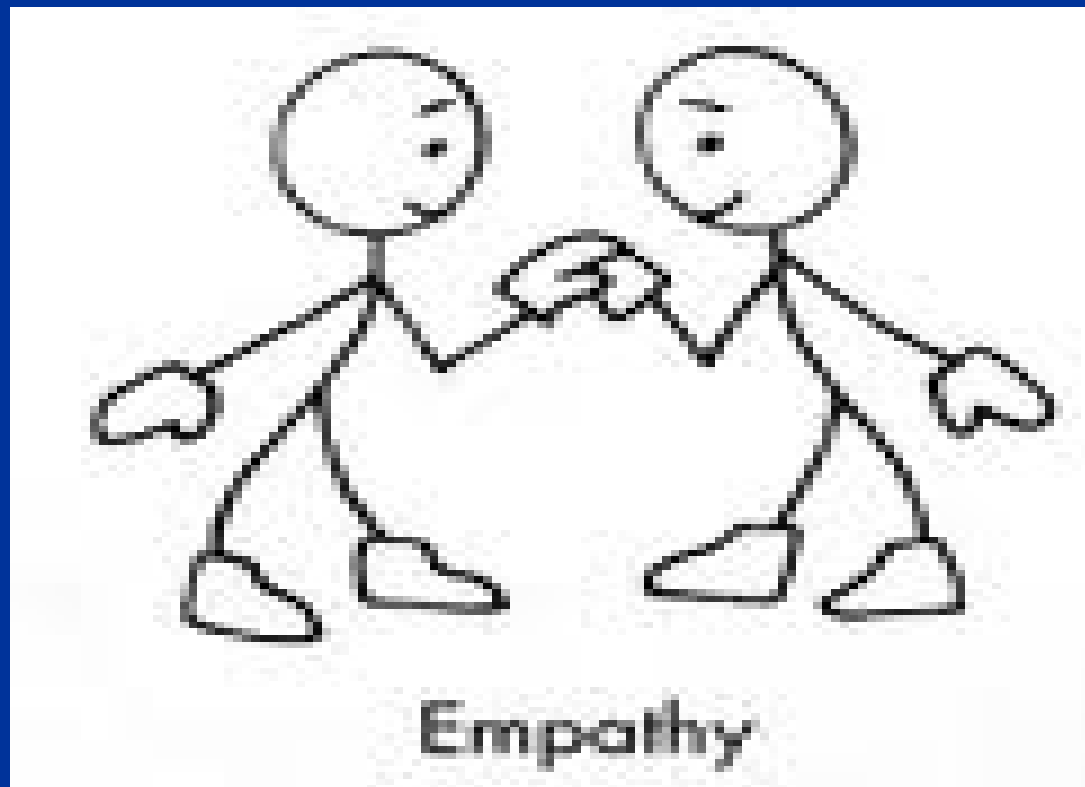
Empathy



Walking together



Empathy





Empathy definitions

Empathy is a vicarious emotional experience in which you feel and understand what another person feels

Walking in someone's shoes



Sympathy

Sympathy means feeling pity and sorrow for someone's misfortune.

Example: they had great pity for the Sichuan earthquake victims.

Sympathy can also be a formal expression of feelings

Example: Kwok's friends joined in sending their sympathies to his widow Li Ming



Mediation Skills and Empathy

- Empathy implies feeling *with* a person, rather than feeling sorry *for* a person.
- Balancing empathy and professional role
- Stand alongside them
- Detach with love
- Being assertive in order to assist the patient receive advice or treatment



Patient and Clinician working together

- Develop a partnership with the patient
- Establish the patient's preferences for information and role in decision making
- Ascertain if any uncertainty about the course of action to take
- Respond to patient's ideas, concerns, and expectations
- Identify choices (include ideas and information that the patient may have)
- Present (or direct patient to) evidence
- Make or negotiate a decision in partnership with the patient and resolve conflict
- Agree an action plan and complete arrangements for follow up.



Rapport

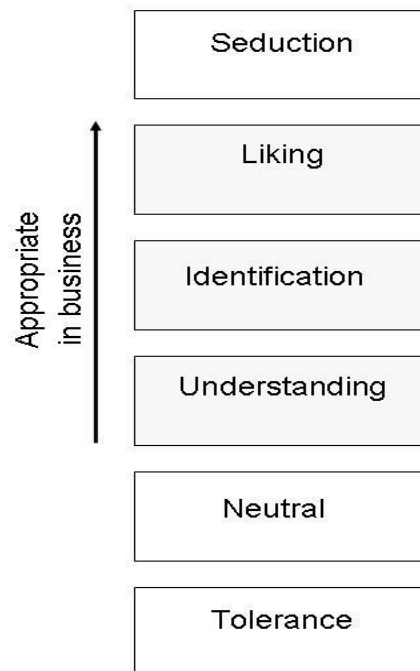
Central to effectiveness of establishing trust and respect

Has an effect on the:

- Quality of information
- Degree of change or difficult message patient willing to accept
- The degree to which clinician and patient can assess/trust each others information

Degrees of Rapport

Degrees of Rapport





Mediator Skills Building Rapport

Matching

- Accurate observation
- Body posture and facial expressions
- Gestures and language
- Voice and breathing
- Communication
- How do we communicate?

Communication skills

Verbal

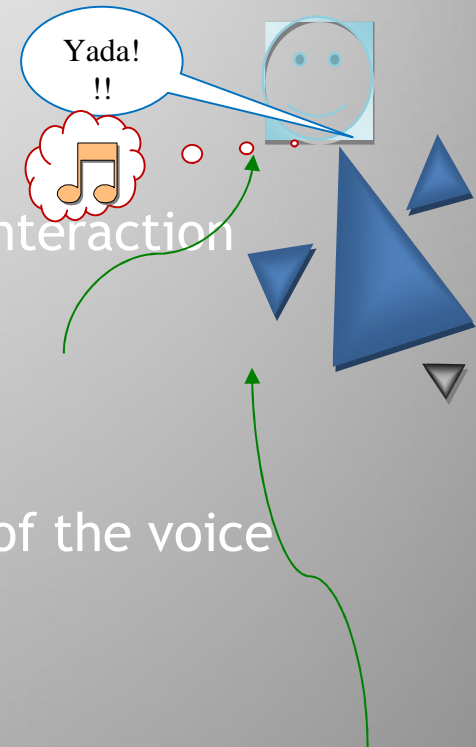
- 7% through the words used in an interaction

Paralanguage

- 38% through the pitch, tone, pace, of the voice

Body language

- 55% through the gesture and appearance





Mediator Skills Communication with Patient

Non Verbal

- Body movements
- Vocalisations
- Spatial relationships
- Observing and understanding patient's non- verbal communication



Mediation Skills - Actively Listening to Patients

- Barriers to active listening
- Process of active listening
- SOLER
- Silence and minimal prompts
- Questioning



Mediator Skills – Questioning Patients

Types of Questions

- Open
- Closed
- Hypothetical
- Leading
- Multiple



Mediation Skills – Questioning Patient

- Paraphrasing
- Reflecting
- Reframing
- Summarizing

The mediator's skills of listening, summarizing and questioning can assist doctors explore what the patient's basic needs are and how best to assist them engage in their health programme



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CEDR

The logo consists of the word "CEDR" in a serif font. The letter "E" is colored red and is stylized to resemble an eye, with a white oval shape above it containing a dark blue pupil. The letters "C", "D", and "R" are dark blue. A horizontal grey bar is located at the top of the page, with a small red semi-circle on the left side.