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Empathy:

Cognitive empathy

Affective empathy

Emotional empathy

Empathy aids Patient  
care and (Studies Show)  
Patient mental health

TEEDI:

Traum-Informed Empathy  
Driven Interventions

Speaker: Jodi Whitcomb  
MS, LPC, NCC  
Manager  
of Clinical Training

One of the only child's  
mental health hospitals

Oasis:

Oasis response team;  
Volunteer professional.  
Individual and group meetings  
of traumatic events.

Oasis space:

Provide physicoeducation and  
give resources

Support + training and consultation  
before and after crisis situation

You can't take care of others  
if you are not taking care of yourself

Oas's trauma types:

Type I:

car accident, suicide, client  
deaths, sudden deaths

Type II:

teams of staff all experiencing  
burnout

high work load for extended  
times.

Violence from clients

Physical Responses,  
Cognitive Responses,  
Affective Responses,  
Behavioral responses  
Traum-related Hallucinations

KidSpace does not inform  
associates of gloss in the  
presence of clients, customers  
or visitors.

Loss activates Loss.

Bei 5' side manner.

Active listening - most important  
Nonverbal active listening;  
Verbal communication  
Attention to detail  
Connection to patient