

## Written Empathy Map (for relatives and staff)

- What is the stakeholder thinking and feeling?
  - Compassion
  - Desire to be able to help/that the support will help
  - Sympathy (for the patient's feelings, etc.)
  - Desire to be relieved (of possibly more "trivial" tasks)
  - Concern for affected family members (e.g., whether they have eaten)
  - Desire to be able to check whether certain "appointments"/procedures have been completed
- What does he hear?
  - Request for help
  - Or refusal of help
  - Rejection ("Who are you?")
  - Possibly no feedback from patients
  - Feedback/instructions from team and supervisors
- What does he see?
  - Nursing home
  - Alzheimer institution
  - Apartments of patients
  - Patients
  - Family(ies)/Staff
  - Courses offered
  - Possibly unfinished processes, even after confirmation of the patient

- What does he/she say and do?

- He/she is friendly towards the patient
- He/she is lenient/repeats statements several times
- He/she helps to cope with everyday life

- Frustration

- Help meets rejection
- Help seems to have no effect
- Conversations with patients are exhausting
- Excessive demands

- Desire

- Help patients/make them happy
- Friendly interaction
- Seeing the patient happy because something worked well/the patient remembered something