Awakening Compassion in Health Care Organizations

Compassion in Action Webinar Series
July 18, 2017

Moderator

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Host

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Today’s Speaker

Monica Worline, Ph.D.
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Awakening Compassion in Health Care Organizations:
A Social Architecture Framework

Monica Worline, Ph.D.
Research Scientist, Stanford University Center for Compassion and Altruism Research & Education
Executive Director, CompassionLab, University of Michigan
A Tale of Two Units

- We tend to think of compassion at the interpersonal level. Our attributions and explanations for the experience (or lack) of compassion in organizations are most often directed toward the people.

- Yet we have seen multiple cases of two units, filled with kind people, almost exactly the same in industry, size, and institutional position, but highly variable in terms of their capability for and competence at organizing compassion.

Compassion defined

Sensitivity to the pain or suffering of another, coupled with a deep desire to alleviate that suffering.

(Goetz, Keltner & Simon-Thomas, 2010)

A model of compassion as a social process in organizations

Figure adapted from Dutton, Workman, & Hardin (2014)
POLLLING QUESTION 1

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Compassion Competence in a System
What do we mean by social architecture?

**ROUTINES**
Recurrent, interdependent ways of accomplishing work (i.e. onboarding, training, meeting, deciding, rewarding)

**ROLES**
Defined and emergent zones of responsibility that include for safeguarding the well-being of others as part of work

**VALUES**
Aspirational goals & lived daily values that reinforce our shared humanity (i.e. respect, trust, care, teamwork)

**NETWORKS**
Groups and relational ties in the organization’s structure that help people feel authentically known

How networks awaken compassion

**NETWORKS**
Groups and relational ties in the organization’s structure that help people feel authentically known
How culture and values awaken compassion

VALUES

Aspirational goals & lived daily values that reinforce our shared humanity (i.e. respect, trust, care, teamwork)

How roles awaken compassion

ROLES

Defined and emergent zones of responsibility that include for safeguarding the well-being of others as part of work
How routine awaken compassion

ROUTINES
Recurrent, interdependent ways of accomplishing work (i.e. onboarding, training, meeting, deciding, rewarding)

POLLING QUESTION 2
A blueprint for awakening compassion in your organization

How might we redesign unexpected work routines to incorporate greater compassion?

How might we redefine roles to incorporate compassion no matter the job?

How might we make values such as shared humanity, respect, trust, and teamwork everyday lived experiences?

How might we create & support groups and relationships that help people feel authentically known?

Questions

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Research Scientist & Affiliate Faculty
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