I empathise and relate to people and also get on with the job

We create a welcoming environment for our patients, clients and co-workers

We listen to what patients say and respond to it, so they are not just 'heard'

When working with patients, our team holds hope and optimism, providing a vision for people even if they are not able to have one yet

We negotiate appropriate boundaries of care with patients who are demanding or challenging

We take time to listen to patients who are distressed

We get to know our patients and their life stories

We recognise that we never know the whole story about a patient and consciously set aside our personal judgements in order to treat or care for them (e.g. ‘smokers who get lung cancer’ or ‘alcoholics who have liver issues’)

We know that there is not a ‘right’ answer when giving compassionate care, and we sometimes have to risk getting it wrong

We are observant and recognize when our colleagues need help, and act upon it without commenting

We recognize that our own willingness to express compassionate care influences others

We value the different degrees to which people within our teams demonstrate compassion (knowing that this can be helpful)

I recognize when I feel vulnerable and have the courage to share my vulnerability (with colleagues)

Our organization gives us protected time to reflect on the care/service that we provide

Our organization formally recognizes compassionate care in its reward systems

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