



# Impact of Empathy

Improve connections with coworkers, clients and patients

## Workshop Goals:

- ✓ Practice empathetic listening
- ✓ Avoid “empathy killers”
- ✓ Improve employee relations
- ✓ Ease pain; calm fears; gain trust!

## Take away practical tips to use immediately

Led by

Shari  
Bookstaff  
Professor, Author,  
Speaker, Brain Tumor  
Survivor



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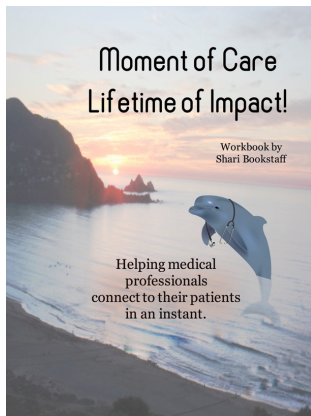
ImpactofEmpathy.net

In 2006, Shari Bookstaff spent nearly nine months in hospitals and rehab centers recovering from brain surgery and a devastating stroke. Her care was, at times, excellent and empathetic, and other times, judgmental and insensitive. Shari knows that education and empathy are the keys to addressing this inconsistency and improving connections with friends, coworkers, clients, and patients. Shari founded *Lifetime of Impact!* to teach students the art of expressing empathy and *Impact of Empathy* to help professionals improve relationships with coworkers, clients and patients.



*Let's institutionalize  
empathy!*

# Start with onboarding



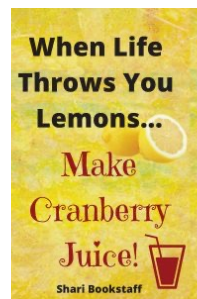
Workbook included

## Customized for:

- Respiratory Therapists
- Nurses
- Front office staff
- EMT's
- Community Building

*The importance of this message cannot  
be overstated...best Grand Rounds talk  
of the year!*

- Jeffrey Sharon, M.D.  
Neurotology, UCSF



Shari's book  
chronicles her  
experience as a  
patient.