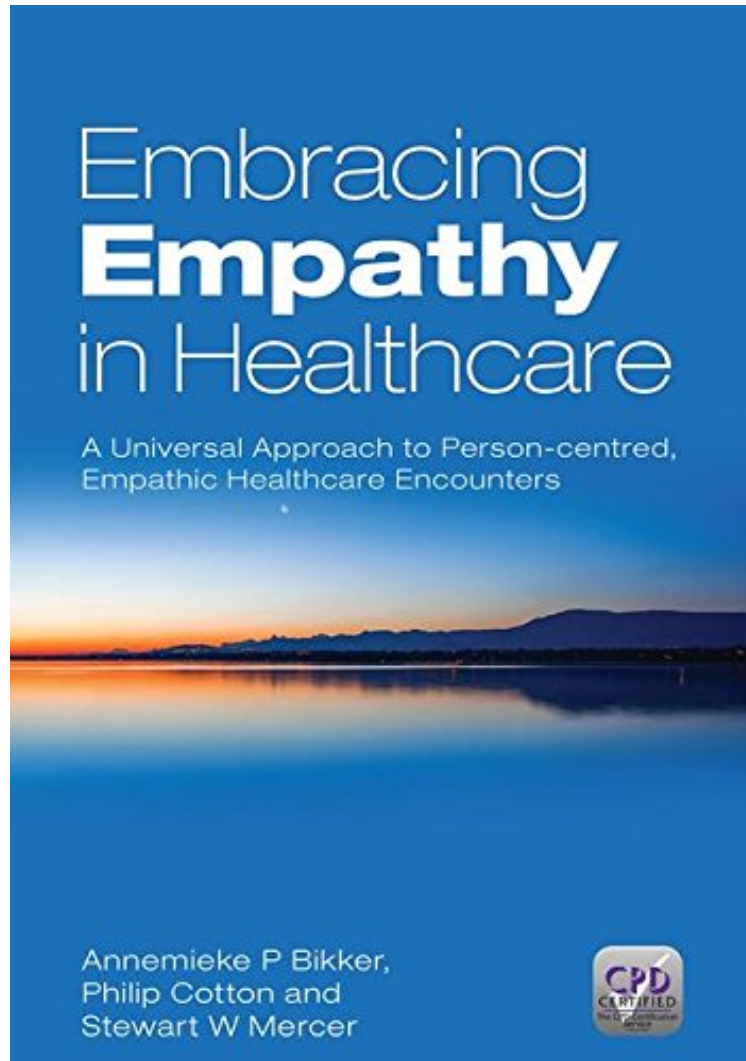


# Embracing Empathy: A Universal Approach To Person-Centred, Empathic Healthcare Encounters

*Annemieke P. Bikker, Philip Cotton, Stewart W. Mercer*

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This highly practical, user-friendly guide is based on a broad definition of relational empathy in the clinical context. With a clear focus on understanding the patient's situation, perspective and feelings, and communicating and acting on that understanding in beneficial way, the book establishes the flexible, person-centred CARE Approach. Connecting, Assessing, Responding and Empowering are the four interacting components of the CARE Approach, a flexible framework which has been specifically developed to help practitioners reflect on, practice, maintain and improve their communication skills and to use these skills effectively in helping empower and enable the patient. It is not rigid or prescriptive, rather it provides a broad set of guiding principles depending on the situation and circumstance.

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