

Awakening Compassion at Work

HERO WEBINAR with Monica Worline, Ph.D.

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Hosted by Jessica Grossmeier, Ph.D.

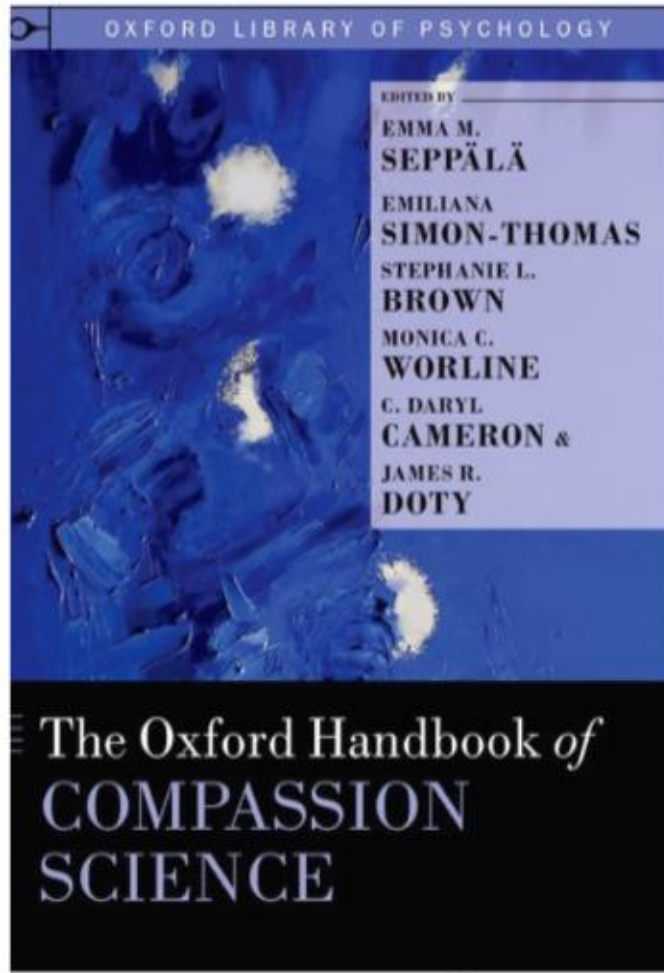
Vice President, Research

HERO

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New Compassion Science



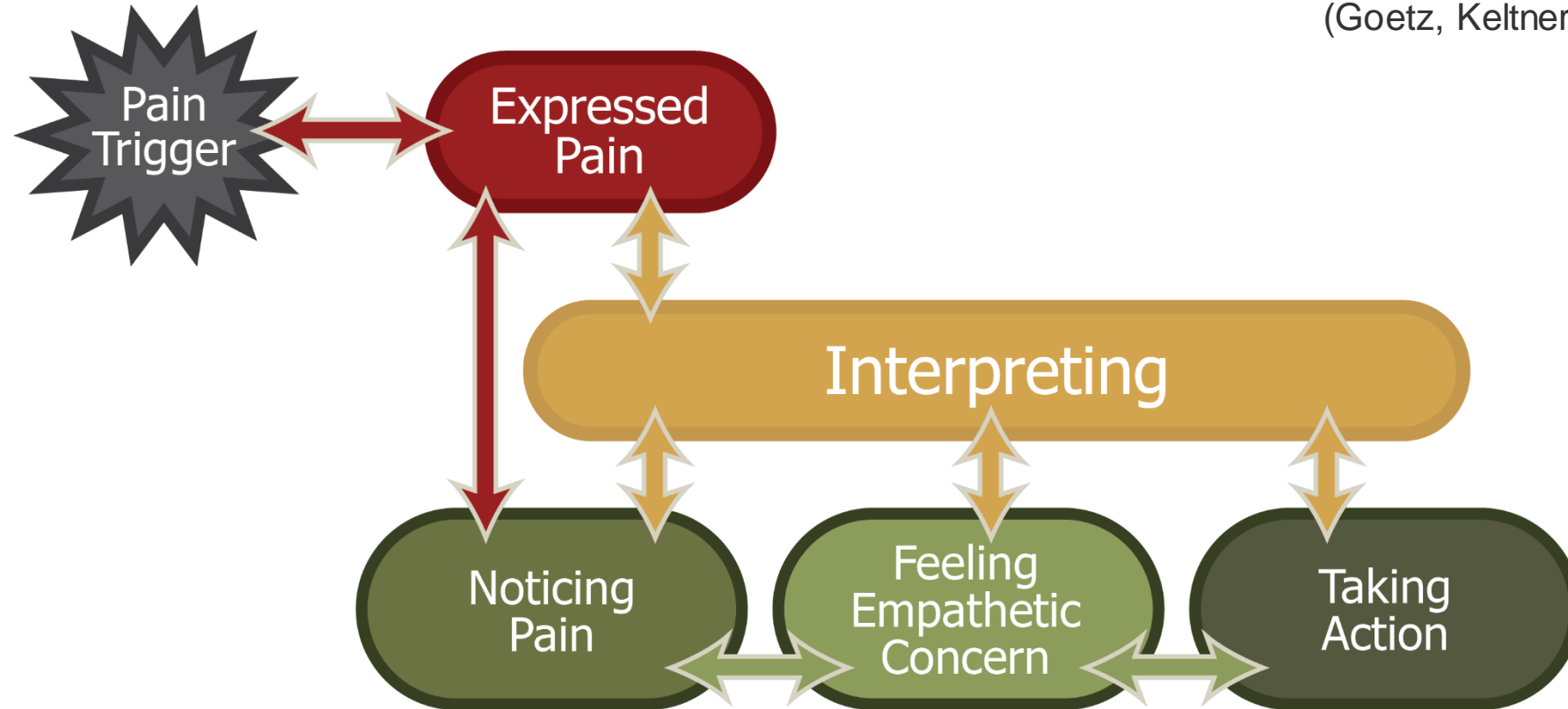
- Overview of scientific distinctions and debates, psychological and social psychological key research
- Developmental approaches to compassion
 - Attachment theories, implications for parenting
- Biological bases of compassion
 - Neuroscience and the compassionate brain
- Interventions and clinical applications
 - Cognitive, emotional, therapeutic, meditation-based
- Applied compassion
 - Leadership, health care, education

What is compassion at work?

Compassion defined

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

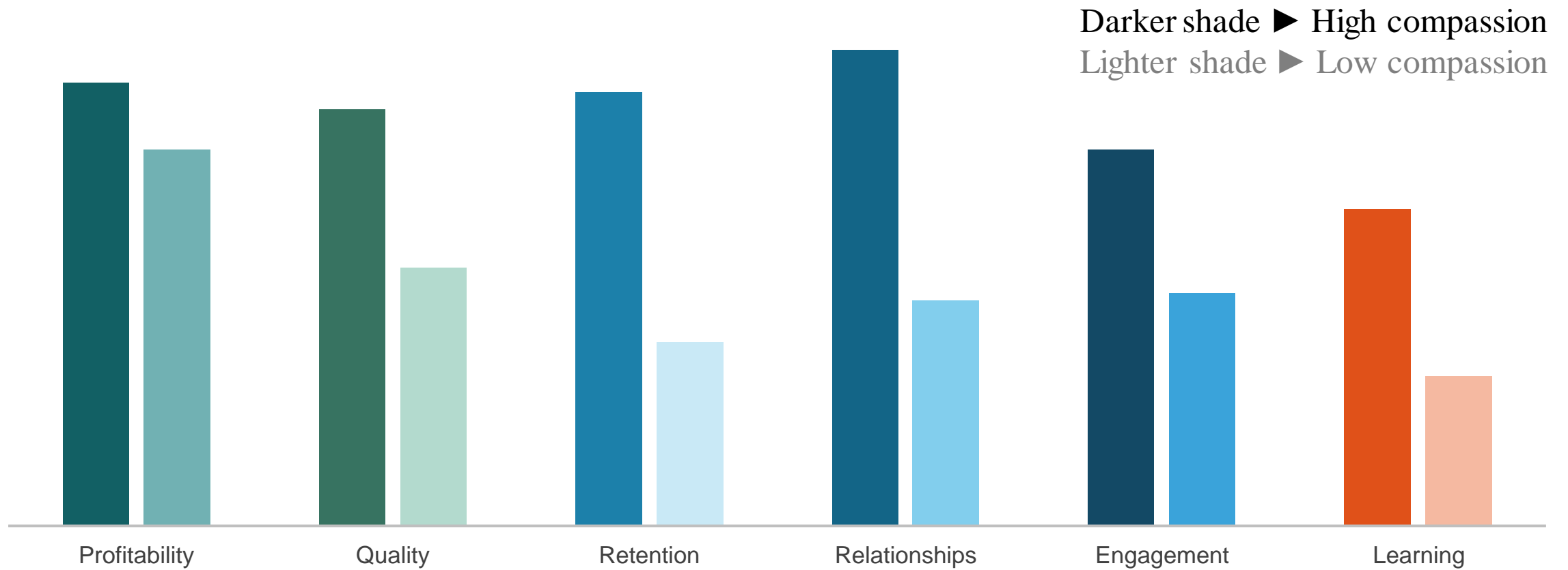
(Goetz, Keltner & Simon-Thomas, 2010)



A model of compassion as a social process

Figure adapted from Dutton, Workman, & Hardin, (2014).

Why does compassion matter?

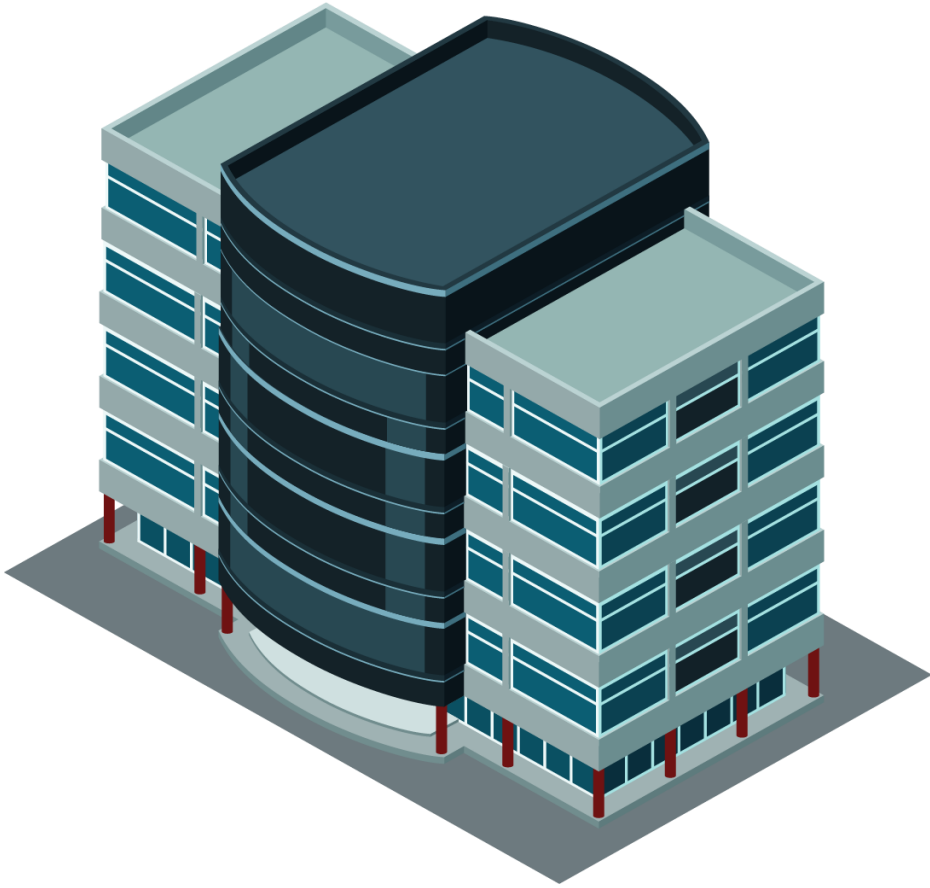


Five reasons to regard compassion as a strategic concern

- 1 Increased psychological safety, enabling learning, adaptability and innovation
- 2 Increased ability to respond to human pain, enabling greater service quality
- 3 Increased trust and high quality connections, enabling cooperation and collaboration
- 4 Increased engagement and discretionary effort, decreasing empathy fatigue and burnout
- 5 Increased attachment and commitment, enabling employee and client retention



What is a social architecture?



ROUTINES

Collective ways of accomplishing work
Improvised ways to alleviate pain

ROLES

Defined zones of responsibility
Emergent ways of coordinating

VALUES

Positive default assumption:
people are good and worthy
Shared humanity

NETWORKS

The structures that tie people
The quality of relationships

Networks

- The superhighways that connect people in organizations and the quality of those connections



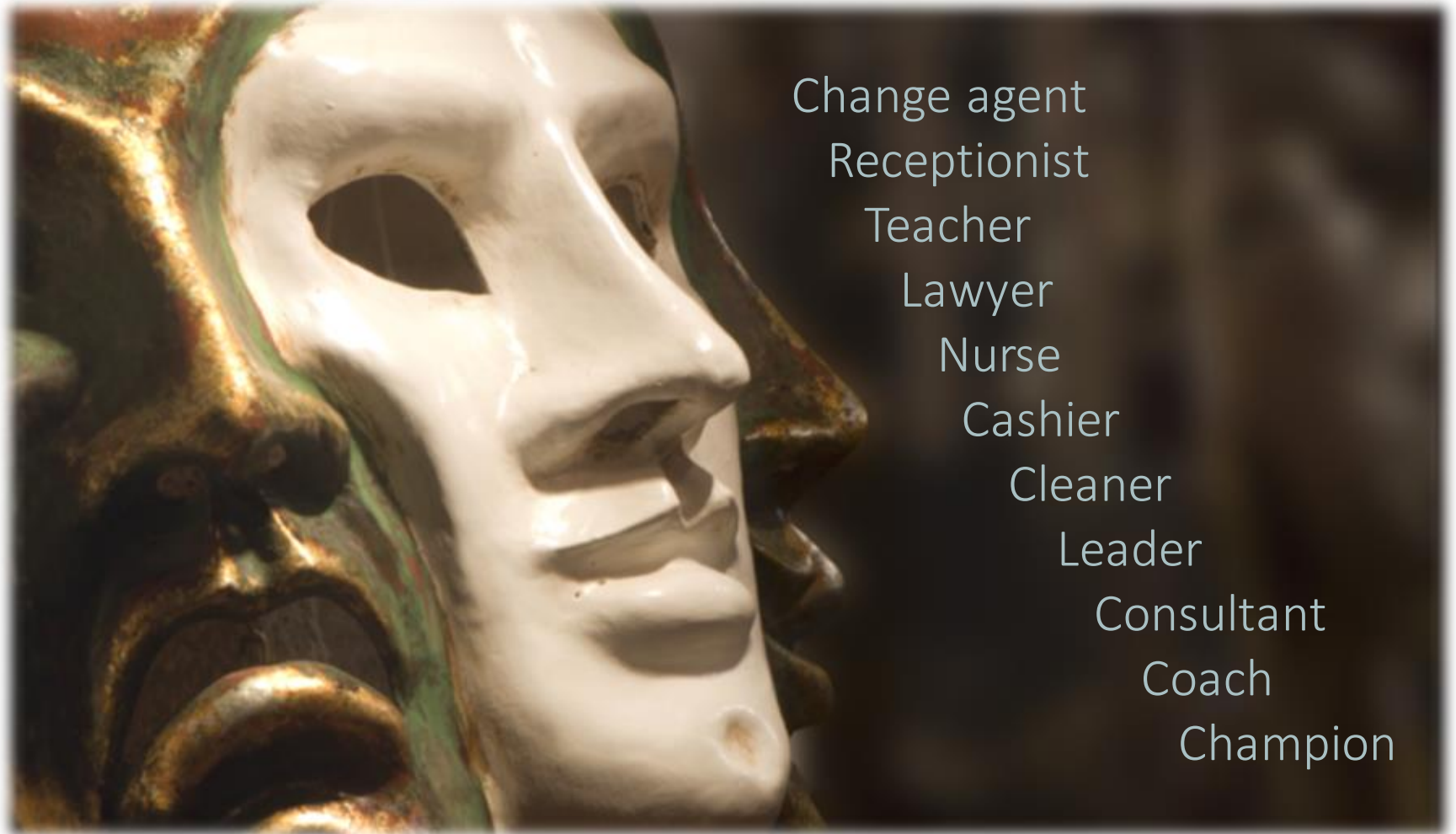
Culture

- Deeply embedded values, beliefs, and assumptions about people and human nature



Roles

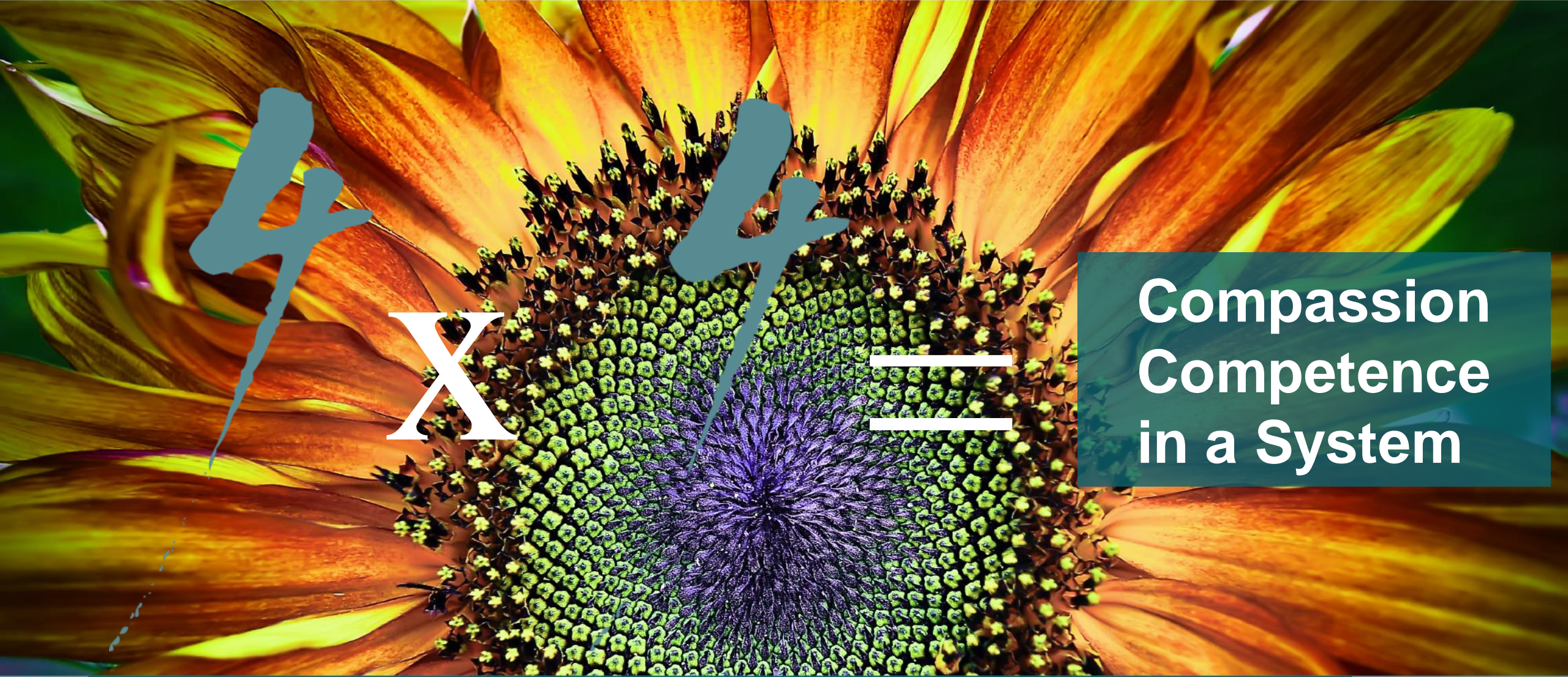
- Defined and emergent zones of responsibility



Routines

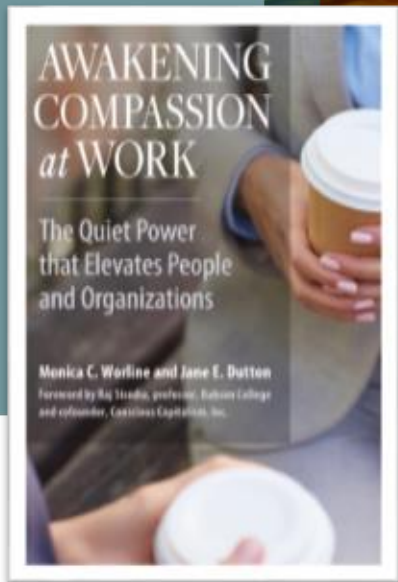
- Recurrent, interdependent ways of accomplishing work
 - Selection – are we recruiting people with full humanity in mind?
 - Onboarding – do we welcome people with compassion?
 - Socialization and training – are we creating generous interpretations?
 - Communication – are we meeting and talking in ways that create empathy?
 - Celebration and reward – are we recognizing humanity?
 - Support – are we socially & emotionally present?
 - Addressing conflicts – are we being kind & fair?
 - Decision-making – are we deciding with compassion?





Compassion Competence in a System

Awakening **Compassion** at Work



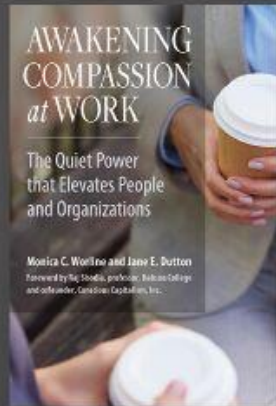
Questions?

awakeningcompassion

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Thank you!

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August 10 – 12:00 pm Central

Building Cultures of Resilience One Manager at a Time

Megan Hammes, MS, MCHES, The University of Iowa

Sara Johnson, PhD, Pro-Change Behavior Systems, Inc.

August 17 – 1:00 pm Central

Shell Oil “Care for People Initiative”

Mark Poindexter, Wellness Manager

Dr. Krystal Sexton, Epidemiologist

