



*"The highest form of knowledge is empathy."*  
– Bill Bullard



Customized with your real-world scenarios & designed to meet your desired outcomes.

# Compassion Fatigue

## COURSE OVERVIEW

Research has shown that frequent exposure to the hardships of others can lead one to become detached, apathetic and numb to the feelings of others. This is known as Compassion Fatigue, which is a condition characterized by a gradual lessening of compassion over time.

The two most common reactions amongst workers who begin suffering from Compassion Fatigue are cynicism and emotional exhaustion. Cynicism is characterized by a general distrust of others and their motives. Emotional exhaustion leaves you feeling drained and tired.

This creates employees who are about as caring as a robot. Obviously, having robots interacting with your clients isn't a recipe for customer satisfaction. In this course, we will identify the warning signs of Compassion Fatigue and explore the techniques to rebound and build resiliency.

When pockets of Compassion Fatigue emerge, employee engagement and morale are negatively impacted. By using techniques involving self-care and reflection, expressing compassion is no longer a burden. This paves the way for your employees to demonstrate a genuine understanding and have an empathetic connection with your customers.

48% of US workforce experiences high levels of personal distress that is directly associated to their job duties.



Compassion Fatigue

**konfire**  
TRAINING

## LEARNING OUTCOMES

Understand the importance of empathy

Recognize the warning signs

Build and maintain resiliency

Realize that everyone has a story

Improve self-care

Use the tools to recover



## BUSINESS OUTCOMES



Improved Employee Morale



Improved Customer Satisfaction



Reduced Employee Absenteeism



Enhanced Company Reputation

### WHO SHOULD ATTEND?

*Any department or team looking to build their empathy muscle and improve customer and team relationships.*

*Bottom line, if you think you have a team of robots, this course is for you!*

## PROGRAM FORMAT

Half-day onsite instructor-led sessions that can be split into shorter sessions to accommodate schedules.

Live Remote Training options are also available.

Presented in a multi-media, fun, interactive manner with group exercises to engage participants.

Materials and job aids to support additional learning reinforcement.



Contact us to explore how we can meet your training goals!  
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