1

Learning Objectives

- Review some of the common pain points in the world today, including isolation, societal disparities and inequities, and systemic bias.
- Review the research on how a shift towards empathy, compassion, and kindness can make a difference in many of these areas.
- Discuss how to create and shape this shift in ourselves, as well as in our teams, workplaces, and organizations.
- Explore how attendees can help those around them to embrace and embody a culture of empathy, compassion, and kindness.

AMT 2026
ANNUAL MEETING

2

Discover Our History

Shawandasse Tula

Kaskaskia

Myaamia

Kuweeqâhsun!

AMT 2026 ANNUAL MEETING

3

IMPROVE

- staff satisfaction
- patient satisfaction
- treatment outcomes
- quality metrics
- team dynamics
- organizational culture

AMT 2026 ANNUAL MEETING

4

REDUCE

- burnout
- turnover
- patient complaints
- medical errors
- implicit biases
- organizational inequities

AMT 2026 ANNUAL MEETING

5

FREE

AMT 2026 ANNUAL MEETING

6

Empathy

the ability to understand and share the feelings of others

Compassion

sympathetic pity and concern for the sufferings or misfortunes of others

Kindness

the quality of being friendly, generous, and considerate

AMT 2026 ANNUAL MEETING

7

Cognitive empathy

the ability to understand how another person feels

Affective empathy

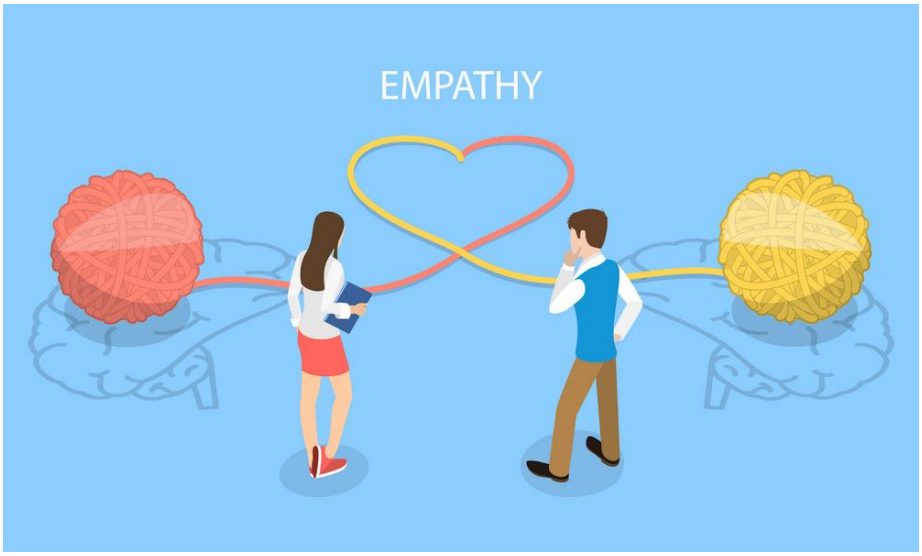
the ability to share the feelings of another person

Behavioral empathy

the ability to react appropriately to how another person feels

AMT 2026 ANNUAL MEETING

8



AMT 2026 ANNUAL MEETING

9

Patients

High-empathy care teams

Low-empathy care teams

Providers who are ranked high in empathy and compassion

AMT 2026 ANNUAL MEETING

10

AMT 2026 ANNUAL MEETING

11

People who are rated low in empathy

Employees of an organization with a low-empathy culture

AMT 2026 ANNUAL MEETING

12

AMT 2026 ANNUAL MEETING

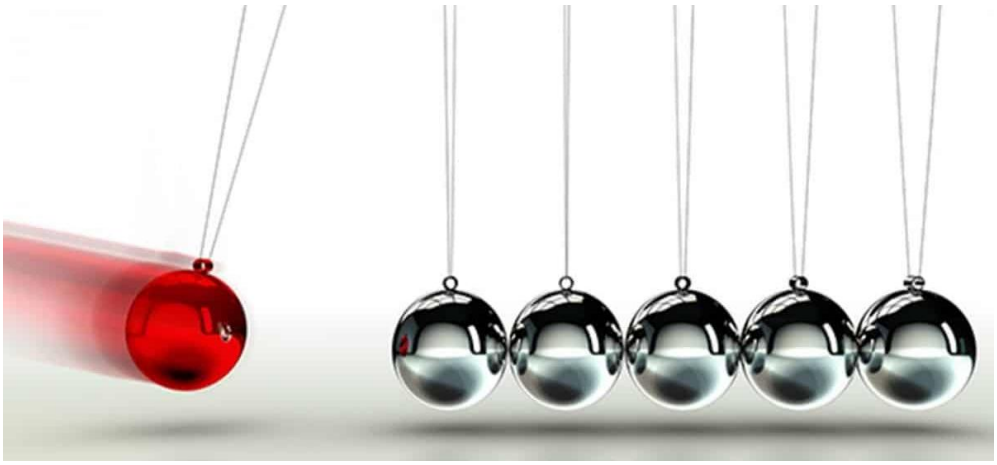
13

Love and compassion are necessities.
They are not luxuries.
Without them, humanity will not survive.

HH The Dalai Lama

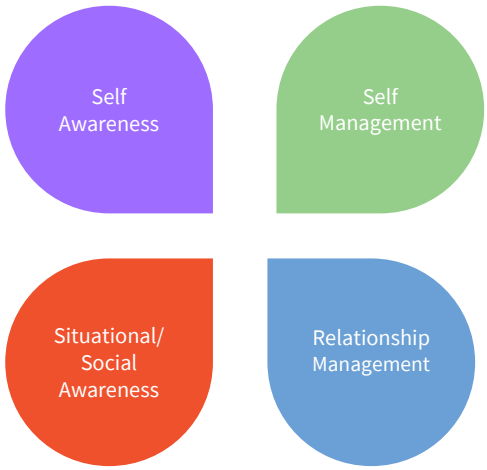
AMT 2026 ANNUAL MEETING

14



AMT 2026 ANNUAL MEETING

15



AMT 2026 ANNUAL MEETING

16

Active listening

- Focus
- Listen
- Practice affective empathy
- Acknowledge their position

AMT 2026 ANNUAL MEETING

17

Individuate everyone you interact with

- Seek out other perspectives
- Look for similarities, not differences

Practice emotional regulation skills

AMT 2026 ANNUAL MEETING

18

Practice affective empathy

1. Think about the other person. What are they going through?
2. What was their mood like?
3. What is going on in this person's life that might be making them sad, anxious, scared, or angry?
4. How are you contributing to how this person is feeling?
5. What could you do or say to improve this person's situation?

AMT 2026 ANNUAL MEETING

19

Be open to learning

Make failure our ally

Accountability is key

Show respect for all

AMT 2026 ANNUAL MEETING

20

Authentic Leadership

- Empathetic
- Honest
- Open
- Communicative
- Vulnerable
- Treats people with exaggerated care

AMT 2026 ANNUAL MEETING

21

22

Authentic Leaders

- Individuate others
- Engage in perspective taking
- Practice empathetic listening
  - Focus attention
  - Eye contact
  - Show respect
  - Use reflection to ensure understanding
  - Validate the emotions of others

AMT 2026 ANNUAL MEETING

23

Leadership is not about being in charge,
it is about taking care
of those in your charge.

Simon Sinek

AMT 2026 ANNUAL MEETING

24

Additional Resources

National Center for Cultural Competence (NCCC, Georgetown) Bias Primer

National Standards for Culturally and Linguistically Appropriate Services in Healthcare (via the Internet Archive Wayback Machine)

Achieving Health Equity (whitepaper)

Unequal Treatment (whitepaper)

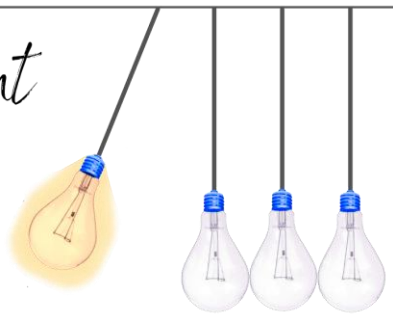
Compassionomics by Stephen Trzeciak and Anthony Mazzarelli

The Empathy Effect by Helen Riess

AMT 2026 ANNUAL MEETING

25

Practical Management & Leadership Consulting



Jessica Ellis-Wilson, CHW, FACMPE
774-678-1033
jess@pmalconsulting.com

AMT 2026 ANNUAL MEETING

26