



COMPASSIONATE COMMUNICATION: A GUIDE TO EMBRACE DIVERSITY, EQUITY, AND INCLUSION IN THE WORKPLACE

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LEARNING OBJECTIVES



Define and discuss diversity, equity, and inclusion in the workplace



Define and discuss compassionate communication



Apply strategies and tips for embracing diversity, equity, and inclusion in communication at work



SELF ASSESSMENT QUESTIONS

1. Which is true regarding equity and/or equality?
2. What are the four principles of compassionate communication?
3. Which option is not a strategy or tip that embraces diversity, equity, and inclusion in communication at work?



DOES YOUR ORGANIZATION
INVEST IN OR INCORPORATE DEI
INITIATIVES OR TRAINING?

1 YES

2 NO



DO YOU PARTICIPATE IN DEI
INITIATIVES OR TRAINING?

1 YES

2 NO



HOW COMFORTABLE DO YOU FEEL
SHARING YOUR OPINIONS AT
WORK, EVEN IF THEY DIFFER FROM
THE GROUP?

- 1 VERY COMFORTABLE
- 2 SOMEWHAT COMFORTABLE
- 3 NOT TOO COMFORTABLE
- 4 NOT COMFORTABLE AT ALL



WHAT BEST DESCRIBES YOUR
CONFIDENCE IN DELIVERING
CULTURALLY COMPETENT CARE?

- 1 VERY COMFORTABLE
- 2 SOMEWHAT COMFORTABLE
- 3 NOT TOO COMFORTABLE
- 4 NOT COMFORTABLE AT ALL

WHAT DOES DIVERSITY, EQUITY, AND
INCLUSION MEAN IN THE WORKPLACE?

DEFINITIONS

Diversity: The makeup of your workforce - consists of employees of different gender, race, religion, age, sexual orientation, socioeconomic status

Equity: Recognizes each employee has different circumstances and needs; therefore, requires different resources and opportunities to thrive

Inclusion: Encourages employees to voice their opinions, participate and contribute to company's success

EQUITY VS EQUALITY



Retrieved from: <https://pumble.com/blog/diversity-in-communications/>

WHAT IS
COMPASSIONATE
COMMUNICATION
(NON-VIOLENT
COMMUNICATION)?

Tool for communication designed to help us think, listen and speak in ways that awaken compassion and generosity within ourselves and between each other

COMPASSIONATE COMMUNICATION

VIOLENT

- ✓ JUDGEMENT
- ✓ EVALUATION
- ✓ CRITICISM
- ✓ BLAME
- ✓ LABELING

NON-VIOLENT

- ✓ OBSERVE
- ✓ CONNECT
- ✓ UNDERSTAND

GOALS OF COMPASSIONATE COMMUNICATION



Connect with
ourselves and
others

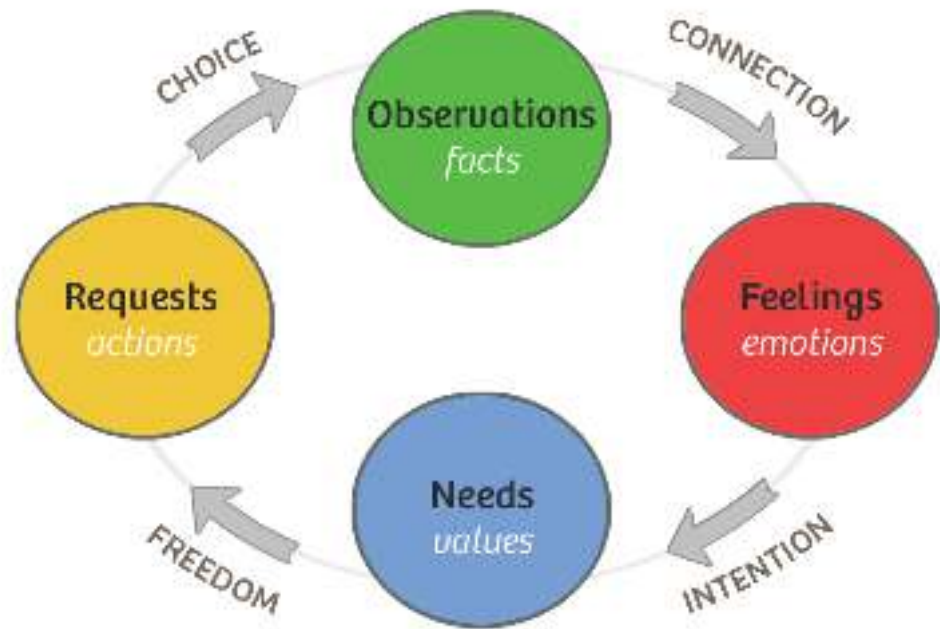


Resolve
differences



Increase
harmony and
understanding

FOUR PRINCIPLES



Retrived from: <https://agilecoffee.com/toolkit/nvc/>

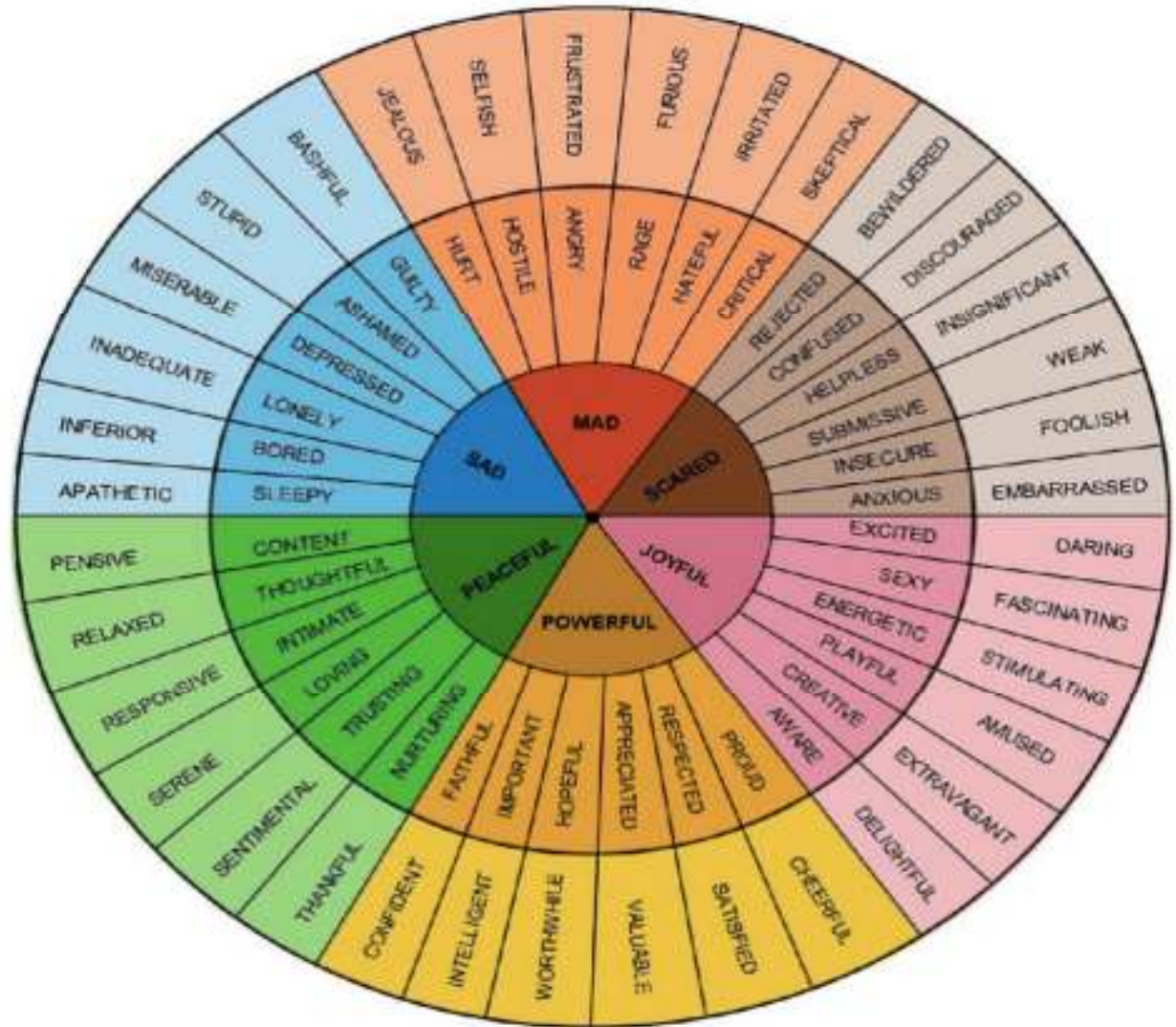
OBSERVATIONS

Aims to describe what we are reacting to concretely, specifically and neutrally.

FEELINGS

Represents our emotional experience and physical sensations associated with our needs that have been met or that remain unmet

THE FEELINGS WHEEL



Using the Feelings Wheel. Retrieved from: <https://www.artitout.com/single-post/2014/12/04/using-the-feelings-wheel>

NEEDS

Focus on words that describe shared human experience rather than words that describe the strategies to meet those needs

REQUESTS

Aim to identify and express an action that will serve this purpose, and then check with others involved about their willingness to participate in meeting our needs in this way

SCENARIO

At a recent staff meeting, employees are asked to work in small groups when you (Pharmacy Manager) overhear the following comment: “In a minute she's going to slap me like Will Smith!” The presumed racial composition of the small group was one black woman, two white women, and one white man. The white man had directed this comment to the black woman.

You witness the employee who had previously been fully engaged, withdraw from participating directly after the comment was made.

SCENARIO

How do you handle the situation?

SCENARIO

During break, I pulled the person who made the disrespectful comment aside privately and navigated the following four steps:

“I heard you say X and I observed Y impact on your colleague (e.g., checking out). As the Pharmacy Manager, I feel concerned because of my need to create an environment that allows all participant voices and perspectives to be heard and valued. Are you willing to be more thoughtful about your comments and interactions moving forward?”

APPROACHING COMPASSIONATE COMMUNICATION

- ✓ Self-awareness
- ✓ Inclusive language
- ✓ Observation without judgement
- ✓ Discern triggered emotions
- ✓ Connect emotions to needs
- ✓ Make reasonable requests

SELF-AWARENESS

The conscious knowledge of one's own character, feelings, motives, and desires

DEFINITIONS

Discrimination: Person or group of people are treated unfairly or unequally

Implicit Bias: Negative associations expressed automatically that people unknowingly hold and that affect our understanding, actions and decisions

Microaggression: Insensitive statements, questions, or assumptions

Privilege: Exclusive access or access to material and immaterial resources based on the membership to a dominant social group

SELF-AWARENESS

Tips

- ✓ Check in and examine your intentions
- ✓ Be mindful about why and how you make decisions
- ✓ Remain curious and humble about cultural differences
- ✓ Listen more than you talk

INCLUSIVE LANGUAGE

Instead of...

- ✓ Do you have a boyfriend/girlfriend?
- ✓ You guys are hilarious!
- ✓ Are you from X?

Use...

- ✓ Do you have a partner?
- ✓ You all are hilarious!
- ✓ Where are you from?

INCLUSIVE LANGUAGE

Tips

- ✓ Be intentional and choose words carefully
- ✓ Avoid banter or inappropriate jokes
- ✓ Apologize when necessary

OBSERVATION WITHOUT JUDGEMENT

Tips

- ✓ Present the facts observed
- ✓ Avoid generalizations
- ✓ Recap conversations

DISCERN TRIGGERED EMOTIONS

Tips

- ✓ Be present
- ✓ Take responsibility for your feelings
- ✓ Express your feelings

CONNECT EMOTIONS TO NEEDS

Tips

- ✓ Build a vocabulary of needs
- ✓ State needs clearly

MAKE REASONABLE REQUESTS

Tips

- ✓ Use positive language
- ✓ Be specific
- ✓ Express what you want

KEY TAKEAWAYS

DEI promotes the presence, representation, and participation of individuals who are different in a multitude of ways.

Compassionate communication aims to fulfill our need to feel heard and listened to and replaces defensiveness and aggressiveness with compassion and empathy.

The goal of utilizing compassionate communication to embrace DEI in the workplace is to foster an environment where employees feel valued and respected.

DIVERSITY IS ABOUT ALL OF US AND ABOUT US HAVING
TO FIGURE OUT HOW TO WALK THROUGH THIS WORLD
TOGETHER.

JACQUELINE WOODSON

SELF ASSESSMENT QUESTION I

Which is true regarding equity and/or equality?

- a) Equity gives each person the same resources
- b) Equality allocates the exact resources and opportunities needed to reach an equal outcome
- c) Equity allocates the exact resources and opportunities needed to reach an equal outcome
- d) A & B

SELF ASSESSMENT QUESTION I

Which is true regarding equity and equality?

- a) Equity gives each person the same resources
- b) Equality allocates the exact resources and opportunities needed to reach an equal outcome
- c) Equity allocates the exact resources and opportunities needed to reach an equal outcome
- d) A & B

SELF-ASSESSMENT QUESTION 2

What are the four principles of compassionate communication?

- a) observations, needs, wants, desires
- b) observations, feelings, needs, requests
- c) observations, requests, feelings, wants
- d) observations, emotions, wants, requests

SELF-ASSESSMENT QUESTION 2

What are the four principles of compassionate communication?

- a) observations, needs, wants, desires
- b) observations, feelings, needs, requests
- c) observations, requests, feelings, wants
- d) observations, emotions, wants, requests

SELF ASSESSMENT QUESTION 3

Which option is not a tip that embraces diversity, equity, and inclusion in communication at work?

- a) Listen more than you talk
- b) Present the facts observed
- c) Avoid banter or inappropriate jokes
- d) Self-awareness

SELF ASSESSMENT QUESTION 3

Which option is not a strategy or tip that embraces diversity, equity, and inclusion in communication at work?

- a) Listen more than you talk
- b) Present the facts observed
- c) Avoid banter or inappropriate jokes
- d) Self-awareness

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