

*Empathy in hospice & pall care:  
Human skill or professional capability?*



Luise Andersen, [Express Tender Empathy Love 5](#)

**Palliative Care & Hospice  
Leadership Academy**

**November 14 & 15, 2019**

Kardinal König Haus, Vienna

## TOPIC & GOALS

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Sympathy, empathy, compassion... are terms quoted regularly in describing the attitude of palliative care professionals and volunteers. They are often used despite some key notable differences. We will take a closer look at what exactly is the „quality“ that we expect from ourselves and our staff and that we want to offer our patients and their relatives.

Is empathy like a muscle? Can we train it in our staff?  
Can we look for it in the recruitment process? Is it possible and necessary for our teams to have a uniform understanding of these concepts?

We will look at the various terms and discuss how they are realized in our daily work. This will include a critical look at the limits and traps of an „empathy culture“.

The Leadership Academy offers you an opportunity to reflect your own leadership practice, learn from others as well as present your good practice to the group. Self-awareness exercises, lectures, discussions, best practice presentations and case work will give us the opportunity to look at the topics from many angles.

### Target group:

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Managers, team leaders, trainers and coordinators in hospice and palliative care settings

### Cost:

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Training: € 100,-.

Accommodation and full pension (2 nights) **free** for participants from CEE/SEE countries. Extra nights € 50,-.

There will be a limit of 2 participants / country unless there are enough places in the Academy.

**To register** pls fill in the attached form.

### For more information pls. contact

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Petra Roesler, Tel: +43-1-804 75 93 - 607

[roesler@kardinal-koenig-haus.at](mailto:roesler@kardinal-koenig-haus.at)

[www.kardinal-koenig-haus.at](http://www.kardinal-koenig-haus.at)

## Schedule

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### Wednesday, November 13 – 10.00 am to 6.00 pm

Optional pre-session

#### Happy Speaking

A workshop to help you enjoy public speaking and get your message across with confidence.

*Jenny Simanowitz is an international Communications Trainer and Coach in German and English who has become well-known in Austria for her seminars, her lectures and her Communications Cabarets. ([http://www.happybusiness.at/jenny-simanowitz\\_en.html](http://www.happybusiness.at/jenny-simanowitz_en.html))*

### Thursday, November 14

10.00 Start of the workshop

#### **Empathy in our daily work.**

Experiences, reflections and new perspectives-

*Claudia Villani, psychotherapist, hospice worker. Used to work with R. Pfau in Pakistan (Marie Adelaide leprosy center)*

18.00 End for the day, snack

### Friday, November 15

9.00 Start of the workshop

#### **Presentations on empathy in palliative care contexts**

**by Dr. Christian Metz and group members (tba)**

16.30 End of workshop

**Moderator:** Petra Rösler, Kardinal König Haus