



## Certificate of Achievement

# Stephane Charbon

has completed the following course:

**DEVELOPING CLINICAL EMPATHY: MAKING A DIFFERENCE IN PATIENT CARE**  
**ST GEORGE'S, UNIVERSITY OF LONDON**

This online course explored the difference empathy can make to patient care, focusing on the different ways of developing an empathic practice that is individualised and attuned to the needs of all patients.

2 weeks, 2 hours per week



**Katherine Joeques**  
Head of Clinical Communication  
St George's, University of London



**Angela Kubacki**  
Senior Lecturer in Clinical Communication  
St George's, University of London



The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit [futurelearn.com/proof-of-learning/certificate-of-achievement](https://futurelearn.com/proof-of-learning/certificate-of-achievement).

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This online course explored the difference empathy can make to patient care. The course covered topics including the definitions of empathy, the importance of empathy in healthcare, empathetic opportunities and responses, challenges of showing empathy and building resilience.

#### **STUDY REQUIREMENT**

2 weeks, 2 hours per week

#### **LEARNING OUTCOMES**

- Describe the difference between empathy and sympathy
- Explore the use of emotional and cognitive empathy
- Explore the importance of empathy in healthcare
- Identify empathic opportunities
- Reflect on verbal and non-verbal empathic responses
- Discuss the challenges of being empathic as a healthcare professional
- Identify the importance of self-awareness and building resilience for empathic practice

#### **SYLLABUS**

- What is empathy?
- The importance of empathy in healthcare
- Empathetic opportunities and responses
- The challenges of showing empathy
- Building resilience