

Objectives: (from the Empathetics module)

- Explain the E.M.P.A.T.H.Y. acronym of non-verbal communication involved in interpersonal communication.
- Explain the importance of empathy in medicine.
- Explain how empathy is related to patient satisfaction, job satisfaction, and the reduction of malpractice claims.
- Define the four components of emotional intelligence.
- Explain the role of physiology in emotions.
- Decode four emotional facial expressions.