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# MOOC 2 – Unit 2 EMPATHY : psychologist's keystone in early intervention

## Chapter 4 Conclusion

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## CONCLUSION

Now, you have clearly in mind that empathy is a transversal and complex skill which impacts on how things are done both in therapy and even more so in a situation of psychological early intervention.

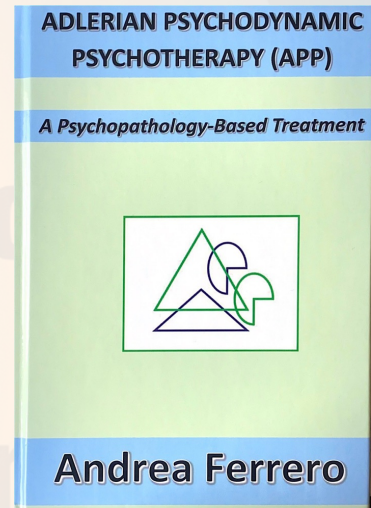
Empathy enables the therapist to encourage the patients, at every community level, with specific professional tools to restart their own “creative power” (resources) to face the traumatic or crisis situations.

Encouragement is a specific horizontal Adlerian therapeutical setting and technique\*, that uses empathy as a basis of the therapeutical and counselling processes. You can easily and successfully use it in specific crisis contexts to see your patient/victim in every “present moment”\*\*.

Nowadays, empathy means a “therapeutical relation setting” which was underlined by the neutral posture of the therapist in a “Freudian setting”, because empathy drives the therapist to understand the mind and personality of the patient in order to stay at an optimal distance.

Without empathy, you risk to miss out on the patient, not truly seeing them, even if you are compassionate and kind towards them.

Empathy produces a deep sense of belonging in your patient without fusion : “I see you, even though I probably do not completely agree with your beliefs, but it doesn’t matter”. For this simple fact, empathy offers them psychological protection.

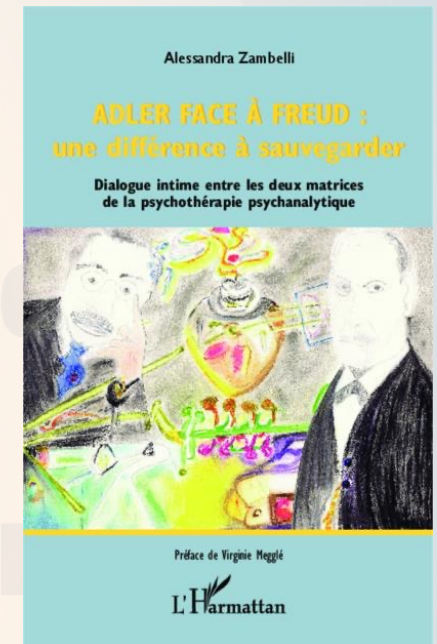


\*Andrea Ferrero,, 2018

\*\*Daniel Stern, 2004

## CONCLUSION

- Empathy is important, because it creates experience and sense of belonging that offers concrete and relational security, and that balances the mind both during the evolutionary state and in traumatic situations\*\*\*. The healthy adult mind knows how to find it autonomously if it is not close to a breaking point due to an unbearable pain (physical or psychological or social-relational).
- Offering empathy is therefore the primary goal for a psychologist in any situation, but it is absolutely crucial in a traumatic or crisis situation.
- It is the ingredient that changes any of our actions, and can unfortunately become not perceptible to traumatized people.
- Detecting the absence of empathy in a rescuer (doctor, firefighter, colleagues, supervisor, civilian or military) can be shocking: remember that before being a "political" choice for that person, it can be a symptom. You have to stay related to the context of reality and choice of your action. First of all, make yourself safe to ask for help for the other colleagues and rescuers. Secondly, you have to remember that all are likely to become victims (type I-VI) of the crisis situation, thus becoming your patients.



\*\*\*Alessandra Zambelli,, l'Harmattan,  
2014