

Chapter 13

THE IMPACT OF THE EMPATHY TRAINING ON THE EMPATHIC SKILL AND TENDENCY

**Ergün HASGÜL
Ayşe Sezen SERPEN**

INTRODUCTION

The empathy as a term has gained significance in the media, academia, national and international policies, arts, etiquette, the training of the health professionals as well as the patient and geriatric care in the second half of the century (Coplan, 2014). It is thought that there is no sufficient study towards the development of such a skill with this amount of popularity and importance. In the majority of the studies on this subject, empathy was shown as a skill that can be developed and with importance for human relations. Recently, it has become an important tool for health professionals along with the improved health and social sciences.

For the empathy training, primarily the didactic teaching used in this study, as well as role-playing, experiential training technique, modeling technique and creative drama can be used. Development of these techniques can be traced back to the studies of Rogers. Rogers is the first scientist that used the empathy program in his studies. Rogers (1951) in his study tried to increase the effective communication characteristics needed to be found in a consultant so that the counselor can help change the behaviors of the consultees.

Truax and Carkhuff (1967) studied the didactic teaching, performing applications and giving feedback to the applications within empathy training. This study was followed by the studies that tried to determine the best way of empathy training (Lehman, 1973; Payne et al., 1972; Perry, 1975 and Skovholt, 1974).

In the literature analysis conducted for the study, workers of various fields were given training to improve their skill to empathize with consideration of the regulative, developing and constructive impacts of empathy on the human relations and communication (Avery & Thiessen, 1982; Blair & Fretz, 1980; Dawson et al., 1992; Egan, 1975; Fine & Therrien, 1977; Herbek & Yammariona, 1990; McEuen, 1985 and Ward and Stein, 1975).

The insufficiency of the studies analyzing the impact of empathy training and

sults, it is thought that the empathy training, which is prepared by the didactic teaching model, will become an important tool in increasing empathic skill.

REFERENCES

1. Avery AW, Thiessen JD (1982). Communication skills training for divorces. *Journal of Counselling Psychology*, 29: 203-205.
2. Bekmezci H, Yurttaş ÇB, Özkan H (2015). Ebelik bölümü öğrencilerinin empatik eğilim düzeylerinin belirlenmesi. *HSP* 2 (1): 46-54.
3. Blair MC, Fretz BR (1980). Interpersonal skills training for premedical students. *Journal of Counselling Psychology*, 27: 380-384.
4. Bulut H, Düşmez İ (2014). Öğretmenlerin empatik eğilim becerilerinin demografik ve mesleki değişkenler bakımından karşılaştırılması. *İğdır Üniversitesi Sosyal Bilimler Dergisi*, 5: 105-115
5. Centre for Building a Culture of Empathy and Compassion (2013). Empathy Increasing. (13/06/2019 Retrieved from <http://cultureofempathy.com/Index.htm>)
6. Coplan A (2014). Understanding Empathy: Its features and effects. In a Coplan & P. Goldie (Eds.), *Empathy: Philosophical and psychological perspectives* (pp. 3-18). New York: Oxford University Press.
7. Cahm Sı (2014). Travelbee kuramına göre verilen kişilerarası iletişim eğitiminin ebelerin iletişim becerilerine ve annelerin doğum memnuniyetine etkisi. Doktora Tezi. İzmir: Ege Üniversitesi.
8. Dawson LE, Soper B, Pettijohn CE (1992). The effects of empathy on salesperson effectiveness. *Psychology and Marketing*, 9 (4): 297-310.
9. Dökmen Ü (1988). Empatinin yeni bir modele dayanılarak ölçülmesi ve psikodrama ile ölçülmesi. *Ankara Üniversitesi Eğitim Bilimleri Dergisi*, 21: 155-190.
10. Dökmen Ü (2010). *İletişim Çalışmaları ve Empati Sanatta ve Günlük Hayatta*. 18. Baskı. Ankara: Sistem Yayıncılık.
11. Egan G (1975). *Psikolojik Danışmaya Giriş*. (Çev. Füsun Akkoyun, Veli Duran, Berrin Eylen, Fidan Korkut). Nobel Yayın Dağıtım, Ankara.
12. Fine VK, Therrien ME (1977). Empathy in the doctor-patient relationship: Skill training for medical students. *Journal of Medical Education*, 52: 752-757.
13. Herbek TA, Yammarino FJ (1990). Empathy training for hospital staff nurses. *Group Organization Studies*, 15: 279-295.
14. Karasar N (2015). *Bilimsel Araştırma Yöntemi*. 28. Baskı. Ankara: Nobel Akademik Yayıncılık Eğitim ve Danışmanlık. 76-245.
15. Lehman JD (1973). The effects of empathy training envolving modeling feedback and reinforcement on the Skill of high school students to respond empathically in a tutoring situation. *Dissertation Abstracts International*, 34: 3993A.
16. McEuen V (1985). Integrating new office technology in the business communication curriculum. *Educational Media*, 2: 20-24.
17. Nahcivan N (2014). *Nicel Araştırma Tasarımları. Hemşirelikte Araştırma: Süreç, Uygulama ve Kritik*. (Ed: Erdoğan S, Nahcivan N, Esin MN). İstanbul: Nobel Tip Kitabevleri. 87-129.
18. Payne PA, Weiss SD, Kapp RA (1972). Didactic, Experimental and Modeling Factors in the Learning of Empathy. *Journal of Counseling Psychology*, 19: 425-429.
19. Perry MA (1975). Modeling and instructions in training for counselor empathy. *Journal of Counseling Psychology*, 22: 1973-1979.
20. Rogers CR. (1951). *Client-Centered Therapy: its current practices, implications and theory*. Houghton Mifflin Co. Boston.
21. Skovholt TM (1974). Basic training in interpersonal communication for elementary students. *Dissertation Abstracts International*, 3: 829A
22. Sortullu C (2011). Empati Eğitim Programının 12 Yaş Grubu Erkek Basketbolcularda Empati

- Becerileri ve Takım Birlikteliği Üzerine Etkisi. Yayımlanmamış Yüksek Lisans Tezi. İzmir: Ege Üniversitesi.
- 23. Truax CB, Carkuff R (1967). Towards effective counseling and psychotherapy: Training and practice. Chicago: Aldine.
 - 24. Ulus L (2015). Annelere Uygulanan Empati Eğitim Programının Bağışlama ve Empati Düzeylerine Etkisi. Doktora Tezi. Gazi Üniversitesi, Ankara.
 - 25. Ünal F (2003). Empatik İletişim Eğitiminin Okulöncesi Çocuğu Olan Annelerin Empatik Beceri Düzeylerine Etkisi. Doktora Tezi. Gazi Üniversitesi, Ankara.
 - 26. Ward NG, Stein L (1975). Reducing emotional distance: A new to teach interviewing skills. *Journal of Medical Education*, 50 (6): 606-614.
 - 27. Yıldız T, et al. (2015). Sosyal hizmet öğrencilerinin empatik eğilim düzeyleri ve organ bağışı tutumları arasındaki ilişki. *Tıbbi Sosyal Hizmet Dergisi*, 6 (5): 34-45.
 - 28. Yılmaz (Yüksel) A (2003). Empati Eğitim Programının İlköğretim Öğrencilerinin Empati Becerilerine Etkisi. Doktora Tezi. Ankara Üniversitesi, Ankara