

"Enhancing Interprofessional Collaboration and Learning for Strengthening Primary Health Care"

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Title	DEALING WITH AGGRESSIVE PARENTS; TEACHING EMPATHY TO SCHOOL TEACHERS BY A SIMULATED SCENARIO
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Abstract N ^o	TUFH608
Content	<p>Having realised the importance of inculcating empathy early in childhood as part of school education in achieving physical, mental and social health and minimising stress-related consequences in school environment, UNESCO harnessed the expertise of medical educators to promote school teachers to spread empathy in school, as a two-day workshop.</p> <p>Empathy education is challenging, and it should target a behavioural change. We used several teaching methods such as role modelling, appreciation and reflection of empathic behaviours, increasing awareness about empathy by lectures, use of narratives, use of simulated role-plays and projects and surveys.</p> <p>We present an example of simulated roleplay to teach empathy. Overloading students with homework is a huge problem faced by students, parents and teachers creating unnecessary stress and problems in school.</p> <p>Scenario</p> <p>Two educated parents, (lawyer and housewife) got angry as their child was punished at school due to failure to complete homework and meet school principal and class teacher. The facilitator (as class teacher) initially demonstrated an empathetic and respectful behaviour (respectful greeting, attentive listening, acceptance of anger and concerns, etc) coming to a collaborative and amicable solution successfully. In second round, he demonstrated the opposite for comparison which ended up with a major conflict. In the third-round participants were invited to perform the same scenario followed by a reflection by participant, feedback from other observers and final constructive feedback by the facilitator. The facilitator advocated importance of empathy, respect, and collaborative decision-making as a method of solving problems.</p>