

## RCI Training Description

### Virtual Empathy

Displaying empathy in face-to-face interactions is difficult and critical for trust building and sharing. Adding the element of virtual platforms can make creating this level of trust building and sharing even more difficult. Being able to display this level of virtual empathy is critical in our fast-evolving and often uncertain world. Through this training, participants will learn the importance of virtual empathy, action steps for displaying virtual empathy, and the challenges that come along with being virtually empathetic with those around us.

### Learning Objectives:

- How to connect to others on a virtual platform through understanding the importance of virtual empathy.
- How to successfully demonstrate empathy via virtual platforms.
- How to recognize emotion contagion, distinguish between online appearances vs. reality, and maintain healthy virtual boundaries.

Presentation Time: 90 minutes

Presenter: Lezlie Poole, BA, CPS, CPRP  
*Training and Implementation Specialist*

**About RCI:** The Rosalynn Carter Institute for Caregivers promotes the health, strength, and resilience of caregivers throughout the United States. Established in 1987 by former First Lady Rosalynn Carter, the Institute's priority is the unpaid family caregiver: those individuals who care for a relative, friend, or loved one. To learn more about RCI, its advocacy, how to participate in programs or build a partnership, visit [www.rosalynncarter.org](http://www.rosalynncarter.org).

*“There are only four kinds of people in the world: those who have been caregivers, those who are currently caregivers, those who will be caregivers, and those who will need caregivers.”*

*— Rosalynn Carter*