Compassion

In times of sorrow or bewilderment, compassion restores us and offers refuge.

Of all the elements of Resilience, compassion is the one you feel most deeply inside yourself. Compassion means responding to others’ challenges with caring, understanding, and a desire to help, and in turn receiving the compassion of others.

Compassion at Work

Research shows that we are more productive when we have the support of our supervisor and co-workers—when they are considerate, caring, and even compassionate.

Sometimes you face challenges as a work group, crew, or team. As a group, you can pull together and communicate to meet those challenges. Everyone benefits when there is mutual respect, and when they feel their opinions will be heard. It also helps when you know that you’re not alone, and that others understand what you are feeling.

You probably know someone who has lost his or her job, has fallen on hard times, or is going through a difficult personal experience. What is your best response?

The best response likely involves compassion. Compassion reminds us that we are not alone, and that others may be going through similar problems. Reaching out is a natural and healthy response. Your genuine concern for another (family, friend, or co-worker) can make a positive difference in his or her life, as well as your own.

Prevention & Privacy: The Practicality of Compassion

If someone close to you suffers alone, he or she may take actions that hurt themselves and ultimately the whole group. Here, compassion is practical. Helping a friend, family member, or co-worker can make it easier on you in the long run by preventing new problems.

Compassion isn’t always easy. A simple way to start is to make a small gesture. Just asking sincerely “How have you been doing lately?” can show that you care and may lead to a helpful discussion.

You may wonder about things like: What do I say? How do I bring up the topic? What if it takes too much time? What if they require professional help? These questions are valid. Here are some important things to remember:

- Respect privacy. If a co-worker tells you something in confidence, keep it private. Gossip or sharing with a third party can make matters much worse.
- Ask for help for yourself. Ask a friend, family member, or clergy for help if you need someone to talk to. Look at the Employee Assistance Program (EAP) in the event that a professional coach or counselor will help.
- Know your limits. If the person has a serious concern then get professional support. Caterpillar’s EAP Program will guide you. Call: 1-866-CAT-0565

Most people can benefit from a caring ear: someone to listen to our worries and concerns. People's needs usually do not involve serious problems. You can help through small acts of kindness, showing concern, and being there to listen at the right time.
Practice Exercises

There are many ways to show compassion. These range from doing volunteer work for a charity to having a heart-to-heart conversation with someone you care about. The latter is especially important if you have not done it in a while. We recommend using the following guidelines for a good conversation:

- Maintain eye contact and orient your body to them if possible.
- Pay full attention (remove distractions like cell-phones and television).
- Listen for the other’s feelings (sad, happy, worried).
- Don’t interrupt or show signs of distraction.
- To help deepen your understanding, ask them to clarify points.
- When done, ask if they feel that you listened well.
- If possible, ask the other person to provide the same listening for you.

Employee Assistance Program

For individual personal assistance or for a variety of information and resources to help build resilience, please call Caterpillar’s Employee Assistance Program, at 1-866-CAT-0565 or visit us online at cathealthbenefits.cat.com.

Compassion Mini-Survey

Please indicate how much you agree with the statements below by using the 5-point scale.

- Add the 4 items to get your total score. This will range from a low of 4 points to a high of 20 points.
- Higher scores mean you are more likely to have the “C” in your life.
- If you score 15 or greater, you are practicing this “C” of resilience. Great!
- If you score between 10 and 14, please complete the practice exercises above.
- If you score less than 10, please complete the practice exercises, and review suggestions in the Work.Life.Solutions. sections above.

<table>
<thead>
<tr>
<th>Statement</th>
<th>1 = Strongly Disagree</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 = Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I recall a time recently where I helped someone as they were going through a hardship or life problem.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2. It is easy for me to feel pain or upset when someone I care about has similar feelings.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3. People at work show concern when problems happen in our families or wider community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4. People I know would consider me a kind, generous, or sympathetic person.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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