

Leadership Development Training



*“Clinical empathy can be seen as a form of professional interaction (a set of skills or competencies), rather than a subjective emotional experience, or a personality trait that you either have or don’t have. The **cognitive focus of empathy entails an intellectual ‘entering into’ of the patient’s perspective, beliefs, and experiences but does not call for a need to ‘feel the other’s suffering’ on an emotional level.** The term emotional intelligence has been used to describe this type of empathetic understanding.”*

- Stewart Mercer and William Reynolds

Empathy and Quality of Care, British Journal of General Practice, 10/2002

“A physician’s attitude and approach affect every aspect of medical care for patients and their families. An empathic bedside manner is no quaint relic of the past. To restore and ensure public trust in the medical profession, new generations of physicians must understand the emotional, physiological, and practical consequences of discarding empathy.”

- Helen Riess, MD, Empathy in Medicine – A Neurobiological Perspective, JAMA 2010

Elevate Emotional and Spiritual Intelligence

Research shows that highly effective leaders have a higher level of Emotional Intelligence. Spiritual Intelligence takes it a step further to a heightened deeper understanding. Enhance Emotional and Spiritual Intelligence development through social competence tools and spiritual practices modeled after Christ’s spiritual disciplines of communion with His Father and community with His disciples.

We are all leaders in our circles of influence from our personal lives to our professional roles. It does not take a title of authority to be a leader. Participants will study the five components of Emotional Intelligence (self-awareness, empathy, social skills, self-regulation, and motivation) with a deeper understanding through the integration of Christian spiritual formation & disciplines, social competence exercises and leadership tools supported by biblical scripture and spiritual practices of Christ.

Potential participants: Professionals and lay people of all levels! From corporate leaders and front-line staff, teachers, nurses, therapists and pastors to parents, families and church members.

This one-day professional workshop can be tailored according to your needs and extended to two days if desired.

Presenter: Lori Ciccarelli is certified in Spiritual Formation, Direction and Leadership and is earning a Master’s Degree of Professional Studies in Leadership and Organization. She has been employed with Mammoth Hospital as the Community Relations Director, Patient Advocate, and Hospital Chaplain since 1998. She was honored as Walla Walla University Alumnae of the Year 2011 for her dedication to community, church, and professional service; and awarded Mammoth Hospital Excellence in Management 2010-2013. Lori was the keynote speaker in 2013 for Loma Linda University Medical Center Oasis Leadership Conference, a presenter for Autism Conferences of America in 2010, and has presented to many organizations which includes San Diego State University in 2011. Lori has taught classes on leadership and customer service since 1999. She is the founder of Transitions – Moving Forward and Transforming Lives Ministries.

Lori released a documentary film about her son in 2008, *JJ’s Journey, A Journey about Autism* which is receiving international recognition, featured on NBC and touted by Oprah as an Ambassador of Hope. Lori holds an appointed seat on the Board of Directors, California State Council on Developmental Disabilities. Visit autismjourney.net

For more information, contact Lori Ciccarelli at lori.cicc@gmail.com