



Press Release

Piloting Empathy Skills Training on a cohort of service providers

‘Serving from the heart: Building an empathy based public service’

As part of RCSC’s Public Service Delivery (PSD) initiative, a three-day pilot empathy skills training to develop traits and skills to inculcate empathy in service providers began on July 26, 2021.

A total of 60 participants, in keeping with COVID-19 protocols, will be trained in three cohorts. The training will end on 6th August, 2021. The participants are from the Department of Civil Registration and Census, National Land Commission Secretariat and their line sectors in selected Dzongkhag and Thromde administrations.

As part of the Public Service Delivery initiative which began earlier this year, the task force consisting of members from RCSC, GNHC, PSDD of Cabinet Secretariat and UNDP Bhutan carried out consultations with citizens at various stages in the service delivery process. Empathy came out as a recurrent attribute that service users looked for and valued most in service providers to determine positive user experiences. Therefore, imparting the empathy training to the service providers was identified as one of the immediate interventions.

Based on the insights gathered from relevant institutions and international experts, a group of local trainers co-designed a training module which was successfully pre-tested on Health Help Centre personnel of the Department of Medical Services, Ministry of Health.

The empathy training has three broad modules of Empathetic Communication, Self-governance, and Experiential Learning. The training is expected to help service providers recognise importance of empathy, make service centres a safe space for open communications, and learn to listen and speak empathetically, among others.

The efficacy of the training will be evaluated by an independent evaluator, the results of which will be out by the end of October 2021.

Addressing the participants during the opening ceremony, RCSC Commissioner Dr. Ugyen Tshewang and UNDP’s Deputy Resident Representative (ai) Dao Xuan Lai accentuated on the

importance of service providers exhibiting empathy in their day-to-day work, for better service user experience, increasing profile of the institution or office they represented and for personal growth and satisfaction.



RCSC Commissioner (Dr) Ugyen Tshewang with participants of the first cohort

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