

respond as clients share feelings and concerns. They care about clients as sentient beings like themselves. If clients perceive that nurses care about them and how they feel, both nurses and clients benefit from (Keegan, 1994):

- More trusting relationships with open communication.
- Increased feelings of being connected to another.
- Enhanced client and nurse self-esteem.
- Genuine acceptance of others just as they are.
- Increased self-awareness for both the nurse and the client.
- Increased self-caring and less self-criticism on the part of the client.

To be truly empathic, nurses as helpers must listen carefully so they can act as intended, perceive and accept the inner feelings and experiences of clients as the clients experience them, and paraphrase feelings, ideas, and intentions accurately. Two essential actions are necessary for a nurse to develop empathy.

1. Awareness and acceptance of self as a feeling person open to one's experiences.
2. Ability to listen to each message of the client, to identify the client's feelings associated with it, and to respond to those feelings.

Thus, empathy involves far more than the cognitive or thinking part of the self. It involves the acceptance that we are *feeling* beings, commonly experiencing multiple emotions simultaneously. In effective communication, the nurse and the client know that the nurse perceives and accepts the client's feelings.

is "feeling or showing deferential regard or esteem for another" (Agnes, 2005, p. 1221). It is the nonpossessive caring for and affirmation of another's personhood as a separate individual. Respect builds self-esteem and positive self-image. In the nurse-client relationship, respect is demonstrated by equality, mutuality, and shared thinking.

Certain behaviors convey respect toward others. Nurses act respectfully toward clients when they look directly at them when providing care; give them full, undivided attention; maintain eye contact, if culturally appropriate; smile appropriately; determine how each client wants to be addressed and call clients by their preferred means of address; introduce themselves to clients; and make physical contact such as a handshake or gentle touch. Clients who are members of a cultural group unlike that of the nurse may have special needs for respect, and sometimes the aforementioned actions should be avoided because they conflict with cultural norms and values (Leininger & McFarland, 2006).

According to Bradley and Edinberg (1990, p. 226), clients may view nurses "as being powerful, one-up, and, if from a different racial group, nonempathic. In addition, nurses might view the clients as powerless, one-down, and different." Respecting the client's dignity is critical to therapeutic communication, "even when the client is in dire social, economic, or health circumstances" (Bradley & Edinberg, 1990, p. 226). Respect toward the client facilitates the development of effective helping relationships.

is the state of being real, honest, and sincere. Clients readily detect dishonesty and insincerity when interacting with health care providers. Frequently, genuineness is used synonymously