ECRS

Empathy Construct Rating Scale

Perceptions by Self and Others

by

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Empathy Construct Rating Scale

Perceptions by Self and Others

Name of person being rated: _____

- ❑ I am rating myself
- ❑ I am rating another person (Please enter your name or identification code, if requested): _____

INSTRUCTIONS

The instrument contains 84 items that describe a way that a person may feel about another or act toward someone. Read each statement and decide the degree to which you perceive *yourself* as like or unlike the statement when applied in a particular relationship, profession, or other personal circumstance or *another person** as like or unlike the statement when applied to your current relationship. Please give an honest opinion on *every* statement according to the following scale:

Extremely Unlike	A
Moderately Unlike	B
Unlike	C
Like	D
Moderately Like	E
Extremely Like	F

Please read each statement carefully and completely. **Circle one response for each item.** After you have completed every item, use "Scoring the Empathy Construct Rating Scale" to analyze your results.

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*For example, a supervisor, a physician, a nurse, an associate, a helper/caregiver, a lawyer, or a counselor, depending on the purpose for which the instrument is used.

Item	Empathy Construct Rating Scale	Extremely Unlike	Moderately Unlike	Unlike	Like	Moderately Like	Extremely Like
1.	Places herself/himself in another person's shoes in order to understand more deeply.	A	B	C	D	E	F
2.	Is able to feel some of the emotions that another person is experiencing.	A	B	C	D	E	F
3.	Encourages situations in which people can be open with their feelings.	A	B	C	D	E	F
4.	Lacks understanding of another person's feelings.	A	B	C	D	E	F
5.	Seems to understand even when people do not talk.	A	B	C	D	E	F
6.	Attempts to communicate with each person on an individual basis.	A	B	C	D	E	F
7.	Feels that only her/his ideas are right.	A	B	C	D	E	F
8.	Feels that the opinions and values of others should not be heard, much less respected.	A	B	C	D	E	F
9.	Cannot accept individual differences.	A	B	C	D	E	F
10.	Never helps another freely.	A	B	C	D	E	F
11.	Does not wait for a person to ask for help, but anticipates needs and offers assistance.	A	B	C	D	E	F
12.	Soothes people during stressful situations.	A	B	C	D	E	F
13.	Is cruel to another because she/he seems unable to understand the other person's frame of reference or general state of being.	A	B	C	D	E	F
14.	Does not believe feelings are important; people should just "do what is right or necessary."	A	B	C	D	E	F
15.	Is tactless and curt.	A	B	C	D	E	F
16.	Does not respect individual differences.	A	B	C	D	E	F
17.	Never seems to be listening.	A	B	C	D	E	F

Item	Empathy Construct Rating Scale	Extremely Unlike	Moderately Unlike	Unlike	Like	Moderately Like	Extremely Like
18.	Shows an inability to be honest when interacting with others.	A	B	C	D	E	F
19.	Allows people to cry and offers support.	A	B	C	D	E	F
20.	Helps a person realize that options are available.	A	B	C	D	E	F
21.	Is comforting during periods of stress and uncertainty.	A	B	C	D	E	F
22.	Protects the self-esteem and privacy of others.	A	B	C	D	E	F
23.	Is not concerned with the feelings of others.	A	B	C	D	E	F
24.	Has firm harsh techniques.	A	B	C	D	E	F
25.	Does not appreciate individual differences.	A	B	C	D	E	F
26.	Is negative, cold, and rejecting—all of which seem to be communicated to another.	A	B	C	D	E	F
27.	Is responsive to the needs of the whole person.	A	B	C	D	E	F
28.	Offers no support to others.	A	B	C	D	E	F
29.	Accepts the strengths and weaknesses of others.	A	B	C	D	E	F
30.	Counsels others without imposing personal feelings or values.	A	B	C	D	E	F
31.	Emotionally understands others as they seek to understand themselves.	A	B	C	D	E	F
32.	Treats other people as if they were objects.	A	B	C	D	E	F
33.	Is verbally abusive.	A	B	C	D	E	F
34.	Can perceive a person's condition or reaction to situations.	A	B	C	D	E	F
35.	Seems inconsiderate of other people's feelings.	A	B	C	D	E	F
36.	Shows an inability to comprehend another individual's feelings.	A	B	C	D	E	F

Item	Empathy Construct Rating Scale	Extremely Unlike	Moderately Unlike	Unlike	Like	Moderately Like	Extremely Like
37.	Has no respect for the opinions of others.	A	B	C	D	E	F
38.	Shows no sympathy for others during a crisis or stressful situation.	A	B	C	D	E	F
39.	Respects the values of others.	A	B	C	D	E	F
40.	Casts off important feelings of others with indifference.	A	B	C	D	E	F
41.	Is impatient and seems abrupt.	A	B	C	D	E	F
42.	Looks at a situation in light of another person's goals, strengths, and resources.	A	B	C	D	E	F
43.	Never even tries to comprehend another person's situation.	A	B	C	D	E	F
44.	Listens and hears what the other person is saying.	A	B	C	D	E	F
45.	Communicates concern and warmth.	A	B	C	D	E	F
46.	Uses a tone of voice that reflects warm feelings and understanding.	A	B	C	D	E	F
47.	Seems hostile rather than sympathetic when another person is in a trying situation.	A	B	C	D	E	F
48.	Remains in touch with another person's mood by being sensitive to nonverbal cues.	A	B	C	D	E	F
49.	Feels that the opinions and values of others should be respected.	A	B	C	D	E	F
50.	Is uncooperative.	A	B	C	D	E	F
51.	Makes time in a busy work schedule to talk with someone who is upset.	A	B	C	D	E	F
52.	Does not listen to what the other person is saying.	A	B	C	D	E	F
53.	Is arrogant and consumed with feelings of pride and self-importance.	A	B	C	D	E	F

Item	Empathy Construct Rating Scale	Extremely Unlike	Moderately Unlike	Unlike	Like	Moderately Like	Extremely Like
54.	Is rude to others.	A	B	C	D	E	F
55.	Listens thoughtfully and patiently to another.	A	B	C	D	E	F
56.	Is cruel and heartless during a crisis.	A	B	C	D	E	F
57.	Helps people when they are unable to do something without being asked.	A	B	C	D	E	F
58.	Helps a person explore situations and problems or concerns.	A	B	C	D	E	F
59.	Listens to and remembers what another person is saying, without passing a value judgment.	A	B	C	D	E	F
60.	Shows consideration for a person's feelings and reactions.	A	B	C	D	E	F
61.	Respects others for what they are and not for what she/he feels others should be.	A	B	C	D	E	F
62.	Does not seem to accept responsibility for her/his actions toward others.	A	B	C	D	E	F
63.	Reaches out and touches another person in a soothing manner when it seems right.	A	B	C	D	E	F
64.	Understands the problems of others by putting herself/himself in their shoes in order to understand more deeply.	A	B	C	D	E	F
65.	Shows readiness to listen by sitting down.	A	B	C	D	E	F
66.	Gives genuine consolation, advice, assistance, and support.	A	B	C	D	E	F
67.	Understands the "human" situation.	A	B	C	D	E	F
68.	Mentally places herself/himself in the position of others.	A	B	C	D	E	F
69.	Seems to understand another person's state of being.	A	B	C	D	E	F

Item	Empathy Construct Rating Scale	Extremely Unlike	Moderately Unlike	Unlike	Like	Moderately Like	Extremely Like
70.	Actually seems to feel some of the emotions that another person is experiencing.	A	B	C	D	E	F
71.	Gives freely without concern for what she/he is going to receive in return.	A	B	C	D	E	F
72.	Respects what others say, do, feel and how they act.	A	B	C	D	E	F
73.	Does not respect the identity of others.	A	B	C	D	E	F
74.	Remains uninvolved with others.	A	B	C	D	E	F
75.	Uses different approaches to encourage a person to discuss feelings.	A	B	C	D	E	F
76.	Allows people to act out during periods of stress.	A	B	C	D	E	F
77.	Does not have a ready answer to problems but rather supports a person until she/he reaches a solution.	A	B	C	D	E	F
78.	Is not interested in another person's emotional state of being.	A	B	C	D	E	F
79.	Is kind, positive, warm, and accepting of others.	A	B	C	D	E	F
80.	Never seems rushed when talking with others.	A	B	C	D	E	F
81.	Responds immediately to another person's needs during a crisis.	A	B	C	D	E	F
82.	Is accurate when reflecting the feelings of others.	A	B	C	D	E	F
83.	Checks to see if what she/he is experiencing is valid.	A	B	C	D	E	F
84.	Accepts each facet of another person as the other presents these dimensions.	A	B	C	D	E	F

Scoring the Empathy Construct Rating Scale

Scoring the *Empathy Construct Rating Scale*

PURPOSE

The *Empathy Construct Rating Scale (ECRS)* is a self-scored survey consisting of 84 items that describe the way a person may feel about, or act toward, someone else. Please complete and score according to the directions that follow.

DIRECTIONS FOR SCORING

1. Detach scoring pages A, B, C, and D (pages 9–12). Referring to pages 2 through 6, circle the letter that you have chosen for each item of the questionnaire on the same line to the right of each corresponding item on the scoring sheet.

2. After circling your 84 choices, count the number of circled choices in each of the six vertical columns. Enter the totals in the boxes marked "Column Subtotals" that are provided beneath each column.

3. Transfer the six column subtotals from each page of the scoring sheet to the spaces provided on page 13. Add these six numbers vertically to be sure that they total 84. If you do not get 84, then check to see that all items are answered, transferred to the scoring sheet, and counted accurately.

4. Multiply the totals entered for each of the six vertical columns by the positive or negative factors to the right of each column total. Enter the products in the blank spaces that are provided alongside of the equal sign. **Be sure to carry the plus and minus signs.**

5. Add the six column figures vertically and record the sum in the box that is marked TOTAL. Again, be sure to add the totals correctly by subtracting the negative numbers from the positive numbers to yield an overall plus or minus number for the TOTAL.

The TOTAL is an overall empathy score. Scores range from -252 (lack of empathy) to +252 (well developed empathy).

Scoring Page A

Item #	Columns 1	2	3	4	5	6
1.	A	B	C	D	E	F
2.	A	B	C	D	E	F
3.	A	B	C	D	E	F
4.	F	E	D	C	B	A
5.	A	B	C	D	E	F
6.	A	B	C	D	E	F
7.	F	E	D	C	B	A
8.	F	E	D	C	B	A
9.	F	E	D	C	B	A
10.	F	E	D	C	B	A
11.	A	B	C	D	E	F
12.	A	B	C	D	E	F
13.	F	E	D	C	B	A
14.	F	E	D	C	B	A
15.	F	E	D	C	B	A
16.	F	E	D	C	B	A
17.	F	E	D	C	B	A
18.	F	E	D	C	B	A
19.	A	B	C	D	E	F
20.	A	B	C	D	E	F
21.	A	B	C	D	E	F
22.	A	B	C	D	E	F
23.	F	E	D	C	B	A
Column Subtotals:						

Scoring Page B

Item #	Columns 1	2	3	4	5	6
24.	F	E	D	C	B	A
25.	F	E	D	C	B	A
26.	F	E	D	C	B	A
27.	A	B	C	D	E	F
28.	F	E	D	C	B	A
29.	A	B	C	D	E	F
30.	A	B	C	D	E	F
31.	A	B	C	D	E	F
32.	F	E	D	C	B	A
33.	F	E	D	C	B	A
34.	A	B	C	D	E	F
35.	F	E	D	C	B	A
36.	F	E	D	C	B	A
37.	F	E	D	C	B	A
38.	F	E	D	C	B	A
39.	A	B	C	D	E	F
40.	F	E	D	C	B	A
41.	F	E	D	C	B	A
42.	A	B	C	D	E	F
43.	F	E	D	C	B	A
44.	A	B	C	D	E	F
Column Subtotals:						

Scoring Page C

Item #	Columns 1	2	3	4	5	6
45.	A	B	C	D	E	F
46.	A	B	C	D	E	F
47.	F	E	D	C	B	A
48.	A	B	C	D	E	F
49.	A	B	C	D	E	F
50.	F	E	D	C	B	A
51.	A	B	C	D	E	F
52.	F	E	D	C	B	A
53.	F	E	D	C	B	A
54.	F	E	D	C	B	A
55.	A	B	C	D	E	F
56.	F	E	D	C	B	A
57.	A	B	C	D	E	F
58.	A	B	C	D	E	F
59.	A	B	C	D	E	F
60.	A	B	C	D	E	F
61.	A	B	C	D	E	F
62.	F	E	D	C	B	A
63.	A	B	C	D	E	F
64.	A	B	C	D	E	F
65.	A	B	C	D	E	F
Column Subtotals:						

Scoring Page D

Item #	Columns 1	2	3	4	5	6
66.	A	B	C	D	E	F
67.	A	B	C	D	E	F
68.	A	B	C	D	E	F
69.	A	B	C	D	E	F
70.	A	B	C	D	E	F
71.	A	B	C	D	E	F
72.	A	B	C	D	E	F
73.	F	E	D	C	B	A
74.	F	E	D	C	B	A
75.	A	B	C	D	E	F
76.	A	B	C	D	E	F
77.	A	B	C	D	E	F
78.	F	E	D	C	B	A
79.	A	B	C	D	E	F
80.	A	B	C	D	E	F
81.	A	B	C	D	E	F
82.	A	B	C	D	E	F
83.	A	B	C	D	E	F
84.	A	B	C	D	E	F
Column Subtotals:						

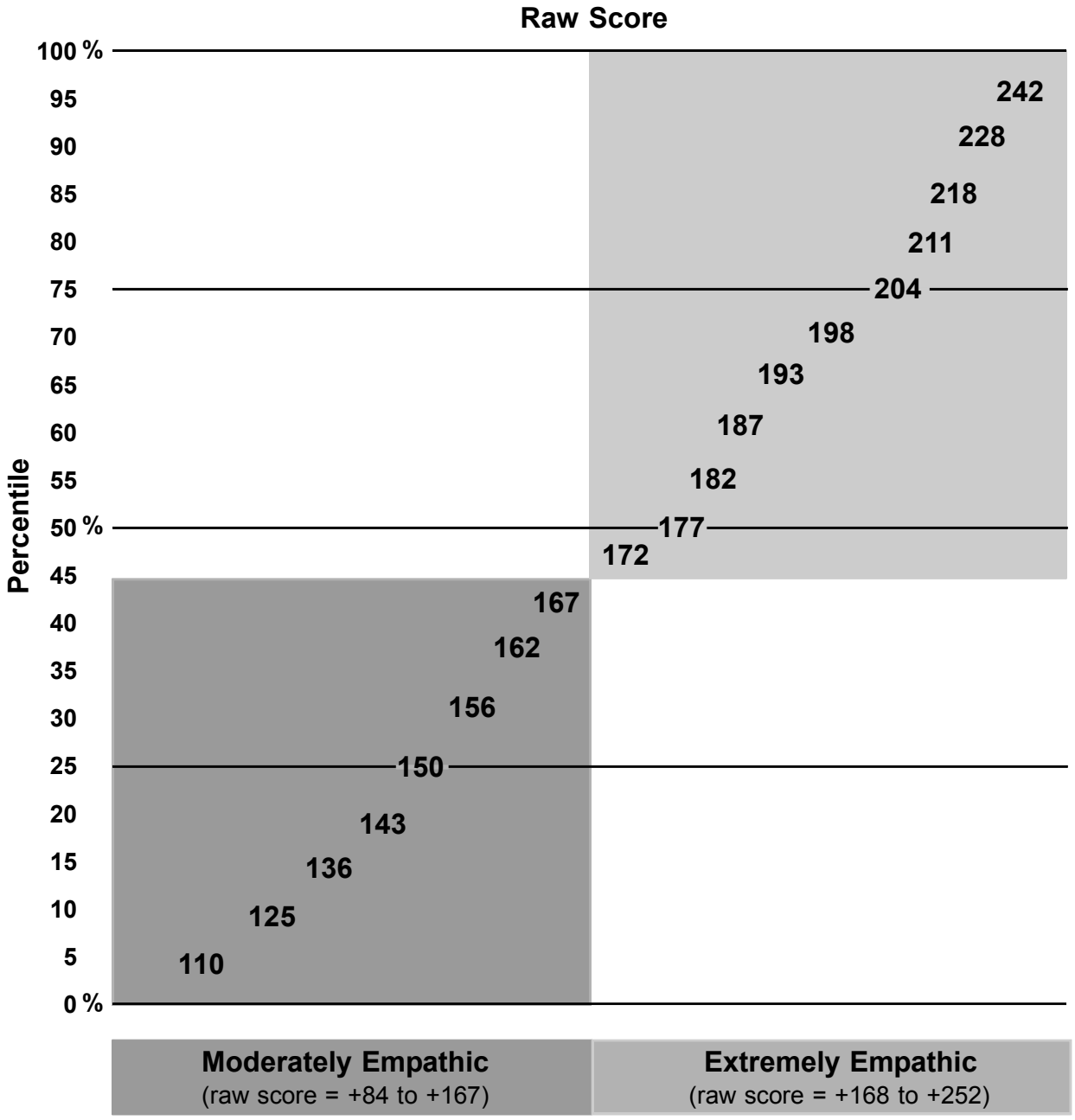
SCORING THE EMPATHY CONSTRUCT RATING SCALE

Please transfer your column subtotals from scoring pages A, B, C, and D to the corresponding boxes below. You may want to refer to page 8, "Directions for Scoring," for more information about calculating your total empathy score.

Column	Scoring Page A		B		C		D		Total			
1		+		+		+		=		x (-3)	=	
2		+		+		+		=		x (-2)	=	
3		+		+		+		=		x (-1)	=	
4		+		+		+		=		x (+1)	=	
5		+		+		+		=		x (+2)	=	
6		+		+		+		=		x (+3)	=	
		+		+		+		=	Total Score			

Interpreting Your Scores

For nurses and other caregiver groups who are expected to be high in empathy, the following table of percentile equivalents of raw scores on the *Empathy Construct Rating Scale* will be useful. It is based on a composite sample of 351 nurses (M = 1772., SD = 39.94).



Additional Occupational Groups

Given the normative data available, scores for additional occupational groups expected to be lower in empathy than caregiver groups should be interpreted as follows:

Interpretation	Raw Score		
Extremely empathic	+ 168	to	+ 252
Moderately empathic	+ 84	to	+ 167
Slightly empathic	+ 1	to	+ 83
Slightly nonempathic	– 83	to	0
Moderately nonempathic	– 167	to	– 84
Extremely nonempathic	– 252	to	– 168

Perceptions from Others: Survey Results

If you ask others (for example, colleagues, associates, clients, followers, or superiors) to rate you on the *Empathy Construct Rating Scale,* the results may be recorded here.

Directions

1. Enter the **Scores of Others** in the spaces provided. Print the **Name or Identification Code** of the rater to the left of the score.
2. Total the **Scores of Others** by adding the column figures vertically and recording the sum in the box that is designated **Total: Scores of Others.** Be sure to add the totals correctly by subtracting the negative numbers from the positive numbers to yield an overall plus or minus number for the total.
3. Divide the **Total: Scores of Others** by the number of raters to yield an **Average: Scores of Others.** Enter this result in the space provided.
4. Enter your **Self-Rating Score** in the space beneath the **Average: Scores of others** and compute the **Discrepancy Between Self and Others** (if any).

Empathy Construct Rating Scale Scores		
Name or Identification Code		**Scores of Others (+ or –)**
_____		
_____		
_____		
_____		
_____		
_____		
Total: Scores of Others		
Divided by number of raters	÷	
Average: Scores of Others	=	
Self-Rating Score	–	
Discrepancy Between Self & Others	=	

Understanding the Results

Your **Self-Rating** indicates the perceptions that you have about your own level of empathy during interpersonal communications. It is only a valid indicator of your self-perceptions. However, self-perception of behavior tends to be biased since behavior is also interpreted as that perceived by others. Therefore, the **Average Score of Others** considered with the **Self-Rating Score** provides a more valid picture of the empathy that is perceived in your interactions with others.

The discrepancy between or among ratings by self and others indicates the difference in the ways that others perceive your empathic behavior in contrast to your own perceptions. The greater the discrepancy between ratings by self and others, the greater are the perceptual differences occurring between or among one's own self-perceptions and those perceptions held by others.

Ideally, the **Self-Rating Score** and the **Average Score** should be the same or close. It is desirable that others feel the empathy that one wishes to communicate. Therefore, if a wide discrepancy is found, one should seek feedback from others during interactions in order to examine whether communications are being perceived as intended. This process involves validating messages sent and received. It means checking to see that others understand what you have wished to verbally and nonverbally communicate.

About the Author

Elaine La Monica Rigolosi is a Professor of Education at Teachers College, Columbia University in New York, as well as a practicing attorney admitted to the Bars of New York, New Jersey, and the District of Columbia. She holds a Juris Doctor degree from the Benjamin N. Cardozo School of Law, Yeshiva University, New York, New York; a Doctor of Education degree in human relations and counseling from the School of Education, University of Massachusetts, Amherst; a Masters of Nursing in medical and surgical nursing administration from the College of Nursing, University of Florida, Gainesville; and a Bachelor of Science in nursing from Columbia Union College, Takoma Park, Maryland. She is a Fellow of the American Academy of Nursing.

In addition to administrative and academic responsibilities at Teachers College, Columbia University, Dr. Rigolosi maintains a private consulting practice in management for healthcare organizations and other public and private industries throughout the United States and Canada. She conducts training programs on organizational behavior and legal issues in healthcare both nationally and internationally. Also, she serves as a member of the Board of Directors of a public corporation listed on the American Stock Exchange.

Scholarly activities include serving as the Management Briefs Editor for *The Journal of Nursing Administration* and as a frequent author on management, empathy, research, and related topics in professional journals. Dr. Rigolosi's most recent book is *Management and Leadership in Nursing and Health Care: An Experiential Approach* (2nd ed.), 2005, Springer Publishing Company, New York, NY. She also authored *Management in Health Care: A Theoretical and Experiential Approach,* 1994, Macmillan Press Limited, London, and *Management in Nursing: An Experiential Approach That Makes Theory Work for You,* 1990, Springer Publishing Company, New York, New York. This last book was translated into a Spanish edition in 1994. Dr. Rigolosi authored two other books for Jones and Bartlett, Boston—one on leadership and management and one on the nursing process. In addition to developing the *La Monica Empathy Profile,* Dr. Rigolosi also developed the *Empathy Construct Rating Scale,* both currently published by Human Resource Development Press, Amherst, Massachusetts. Two other instruments have also been published by Dr. Rigolosi: the *La Monica Patient Satisfaction Scale,* 1986, and the *Pharmaceutical Care Questionnaire* (with D. Gourley and G. Gourley), 2001.

Dr. Rigolosi maintains membership in the following professional organizations: American Bar Association, American Nurses Association, American Psychological Association, National Association of Corporate Directors, National League for Nursing, New York State Bar Association, New York State Nurses Association, Phi Alpha Delta Law Fraternity, and The American Association of Nurse Attorneys. She is an elected Associate-in-Law of The American College of Legal Medicine.