

**Title:** Building Trust and Empathy: Enabling Healthcare Workers to Prepare, Respond, and Recover from Emerging Pandemic Threats and Infectious Diseases Outbreaks.

**Theme:** COVID-19, Building Trust and Empathy, Healthcare Worker Development

**Product Type:** Videos (Playlist)

**Audience:** USAID, Technical Partners, Government Partners, COVID-19 Communication Network (CCN), General Public on Social Media

**Objectives:**

- **Showcase the BTE approach and key learnings from Ebonyi, FCT, and Oyo**

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**Playlist Description:**

### **Building Trust and Empathy for Healthcare Workers: Lessons Learned**

Breakthrough ACTION-Nigeria built the capacity of healthcare service providers in Nigeria using the “Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach”, which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

We share some of the lessons they learned from this training here!

#### **1. Building Trust and Empathy for Healthcare Workers: Lessons Learned by Chinyere Christiana Eneje**

Breakthrough ACTION-Nigeria built the capacity of Chinyere Christiana Eneje, a Nurse in Ebonyi State, using the “Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach”, which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

She shares some of the lessons she learned from this training. Watch more [here](#)!

#### **2. Building Trust and Empathy for Healthcare Workers: Lessons Learned by Rebecca Gabriel**

Breakthrough ACTION-Nigeria built the capacity of Rebecca Gabriel, a Nursing Officer in Nigeria's Federal Capital Territory, using the "Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach", which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

She shares some of the lessons she learned from this training. Watch more [here!](#)

**3. Building Trust and Empathy for Healthcare Workers: Lessons Learned by Professor Thecla Ezeonu**

Breakthrough ACTION-Nigeria built the capacity of Professor Thecla Ezeonu, a Hospital Director in Ebonyi State, using the "Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach", which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

She shares some of the lessons she learned from this training. Watch more [here!](#)

**4. Building Trust and Empathy for Healthcare Workers: Lessons Learned by Dr. Wilfred Sanni**

Breakthrough ACTION-Nigeria built the capacity of Dr. Wilfred Sanni, a Medical Director in Nigeria's Federal Capital Territory, using the "Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach", which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

He shares some of the lessons he learned from this training. Watch more [here!](#)

**5. Building Trust and Empathy for Healthcare Workers: Lessons Learned by Dr. Oke Emmanuel Oluleke**

Breakthrough ACTION-Nigeria built the capacity of Dr. Oke Emmanuel Oluleke, a Head of Clinical Services in Nigeria's Federal Capital Territory, using the "Building Trust and Empathy Around COVID-19: A Client-Centred Communication Approach", which promotes positive client-provider interactions that ensure healthcare workers have the tools and capacity to address vaccine hesitancy (among themselves and with their

clients) and encourage COVID-19 prevention, testing, and vaccination, and take care of themselves in high-stress situations such as the one COVID-19 presented.

He shares some of the lessons he learned from this training. Watch more [here!](#)