

# 015: Wendy Adlerstein – Empathy and Communication at Work

🕒 July 14, 2019   👤 [Stacey Shipman](#)   📁 [Podcast](#)   💬 [No Comments](#)



Communication is the glue that holds a company together. That along with purpose and empathy are what Wendy Adlerstein, co-owner and Executive Director of First Light Homecare West Suburban Boston, talks about on this episode of Engaging Voices.

**Subscribe:** [iTunes](#) | [Google Play Music](#) | [Google Podcasts](#) | [Stitcher](#) | [Spotify](#).

---

## This Weeks Engaging Voice:



Wendy Adlerstein  
Executive Director, FirstLight Home Care West Suburban  
Boston

[FirstLight Home Care](#)

Show Notes:

Wendy Adlerstein serves as Executive Director and an owner of [FirstLight Home Care](#) of West Suburban Boston.

With over 20 years of experience in working with seniors, Wendy holds a B.A. from Clark University in Psychology with a concentration in Sociology and Human Services.

In addition to her Massachusetts License in Social Work, Wendy holds a Certificate in Gerontology from the Worcester Consortium Gerontology Program.

She is a member of the Aging Life Care Association (ALCA), formerly the National Association of Professional Geriatric Care Managers.

Finally, Wendy is a Certified Dementia Practitioner® in good standing from the National Council of Certified Dementia Practitioners.

## On this episode Stacey and Wendy talk about...

- What Wendy wanted to be when she grew up (1:00)
- How Wendy became interested in Gerontology (3:50)
- What FirstLight Home care does and how Wendy differentiates the company in a sea of home care agencies (7:05)
- The importance of communication to run business smoothly (11:20)
- Challenges Wendy has faced growing FirstLight Home Care (18:20)
- How Wendy finds purpose and meaning at work (20:05)
- Empathy, not taking things personally and figuring out how to connect with a stressed out person (26:25)
- What's next for Wendy (30:20)

