LEED 1

SPECIALIST EMPATHY COURSES TO REDUCE HARM FROM POOR COMMUNICATION

IDEAL FOR... ALL HEALTH & SOCIAL CARE PROFESSIONALS IN FRONT LINE POSITIONS

USING EMPATHY EFFECTIVELY TO AID COMMUNICATION

TO BOOK CONTACT:
enquiries@cc-et.co.uk or call 07541 798 949
www.empathytrainingltd.co.uk

Supported by:

Northamptonshire Healthcare NHS Foundation Trust

Winner of the Open University New Business Award 2015 and short-listed in Santander Universities New Business Award
LEED 1: USING EMPATHY EFFECTIVELY TO AID COMMUNICATION

“Communicating empathically increases clinician job satisfaction and reduces burnout.” (Krasner, 2009; Shanafelt, 2009; West, 2011)

“Patients who experience empathic care have better medical outcomes”. (Hojat, 2011; Rakel, 2009; Kapchuck, 2008)

Description A one-day course for any healthcare and social care professionals aiming to improve how they approach difficult and sensitive conversations with patients, families and other members of staff. The course is ideal for induction training, student nurses or all frontline staff. Using emotive personal narratives, delegates will gain understanding on biases and labelling, patient safety, understanding relationships and minimizing complaints. Delegates will develop essential empathy skills to improve the experience of care tools to manage empathy and well being. The training includes self awareness and reflection skills in line with the latest NMC revalidation requirements.

Learning outcomes

- Who are we? Understanding therapeutic relationships in care
- How to identify and understand emotionally focused thinking and practice
- How lack of empathy in one-on-one encounters has the potential to cause psychological harm, how to respond to others using empathy
- How to develop empathy - communicate at a deeper level
- How to manage empathy to prevent burn out
- Understand reflexive working and how to be use these skills for CPD & revalidation and measurement

Ideal for... clinical staff, nurses, student nurses and doctors, social workers and all healthcare professionals in front line positions in the health and social care sector.

"That natural curiosity about other people's reality, technically speaking, signifies 'cognitive empathy,' the ability to see the world through others' eyes. Cognitive empathy is mind-to-mind, giving us a mental sense of how another person's thinking works........"

“.....This way of tuning in to another person does more than give us an understanding of their view – it tells us how best to communicate with that person: what matters most to them, their models of the world, and even what words to use – or avoid – in talking with them. Daniel Goleman
PROGRAMME: USING EMPATHY EFFECTIVELY TO AID COMMUNICATION

09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00 - 11:30 SESSION 1: WHO ARE WE? THE THERAPEUTIC RELATIONSHIP IN CARE FOLLOWED BY: LEARNING TO CHALLENGE THINKING - NOT WHAT, BUT HOW TO THINK

Part 1: A Narrative
Description: Carolyn will present an insightful and thought-provoking personal narrative, highlighting the importance of empathy in understanding the whole person. The scene will be set to start to examine task

Part 1: Understanding emotions & reactions - the science behind our behaviour
Description: Understand more about empathy and its affect on emotions and reactions. This session will cover how to identify and understand emotionally focused thinking. What is the emotion behind the action? Learn to step back from a situation and look at events objectively by understanding your own emotions and those of others.

Part 2: The BIG Question! Is empathy natural or can it be learnt?
Description: This session looks at the neuroscience of empathy; research states we are hard wired to be empathic, so why is society struggling in the 21st century? We offer some explanations based on latest research theories that make more sense of modern behaviour and how this relates to issues concerning staff working in health and social care settings.

11:00 - 11:20 BREAK - tea or coffee provided

11:20 - 13:15 SESSION 2: IDENTIFY POTENTIAL PSYCHOLOGICAL HARM, BIASES & BARRIERS TO COMMUNICATION

How lack of empathy in one-on-one encounters has the potential to cause psychological harm
Description: By analysis of scenarios practitioners will learn how to identify how lack of empathy in an interaction could cause harm psychologically. Carolyn’s personal narrative will be used as a discussion point along with exemplar case studies, as biases and unconscious thought processes are examined.

13:15 - 14:00 LUNCH

14:00 - 15:00 SESSION 3: DEALING WITH GRIEF, LOSS, DEMENTIA & PERSONALITIES

Part 1: How to use empathy skills to understand grief, loss and dementia
Description: Grief in all its variations will be explored here. Models of counselling will be used to help empower staff to communicate with patients and significant people in their life. Dementia and ageing is a constant form of loss and empathic understanding benefits physical, mental and social health. Delegates will gain insight into their personalities and on how to effectively use empathy to gain important insight into others.

Part 2: Practical strategies to develop and use empathy - Take time to listen
Description: Empathy can be developed by consciously. This session will empower individuals to take the theory they have learnt, develop their new skills and use them in the workplace.

15:00 - 15:15 BREAK

15:15 - 16.15 SESSION 4: HOW TO ACHIEVE SAFEGUARDED PERSONAL COMMUNICATION (SPC®)

Part 1: Understanding and implementing communication with care - your toolkit checklist
Description: This session helps practitioners to understand when they have communicated with care, and achieved C&C Empathy Trainings SPC® empowering them to use empathy effectively

Part 2: Your empathy levels: Your resilience in care work
Description: This session will look at the management of empathy, looking more closely at what can deplete our own personal empathy levels. It will provide understanding and skills based in psychological therapy training to look after yourself in caring work to prevent emotional burn out.

Part 3: How to work in a reflexive way to help practice and practice for CPD
Description: This session will offer hands-on skills for professionals enabling them to ask questions and reflect on their own practice, analyse their own actions and their implications, promoting a conscious self-awareness of behaviour, strengths, limitations and an understanding of how others may perceive them.

16:15 - 16:30 EMPATHY ENVOY, FOLLOW UP SUPPORT, Q & A FOLLOWED BY CLOSE

Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPDwww appraisal/revalidation requirements .

All course content is registered to C&C Empathy Training Ltd and use of our material is not permitted without prior arrangement

Winner of the Open University New Business Award 2015 and short-listed in Santander Universities New Business Award
Dr  Mr  Mrs  Ms  (please circle)

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**Terms & Conditions**

A refund, less a 20% administration fee, will be made if cancellations are received in writing, at least 4 weeks before the training date. We will also offer a place on a substitute training date, if available. We regret that any cancellation within 4 weeks of the training date cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

For more information contact C&C Empathy Training Ltd at enquiries@empathytrainingltd.co.uk

To book your place call 07541 798 949 or email form to carolyn@cc-et.co.uk