

A NEW APPROACH TO EMPATHY TRAINING

LEED 1



One day course

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



Course facilitated by Carolyn Cleveland
 Founder and Managing Director

(BSc Hons Open, Cert counselling, PTLLS)

Trained in counselling and humanistic psychology.
 Certificate in psychodynamic training, specialising in Loss and Bereavement and fear.

Carolyn has been public speaking, on emotion and empathy in real life situations since 2006, reaching audiences including government officials, medical and legal professionals, advocates, junior medics, complaints staff and members of the public.



The LEED Communications Programme® developed by Carolyn Cleveland and Vanessa Carter

Vanessa Carter (RGN, BSc, PTLLS, QTS)

Trained in behavioural psychology, an ex Nurse with intensive Care specialism and qualified secondary school teacher of health and social care and psychology provided training and medical expertise to the initial development of the LEED training programmes®.



Why empathy?

Empathy is the ability to see and understand the world of another person. Evidence suggests that showing that you have genuinely listened and honestly understood an individual's concerns can prevent that concern from escalating. This also has the effect of reducing long-term psychological harm for both parties.

Training supports

The Duty of Candour, self awareness, CQC standards, &

Provides evidence for CPD & Revalidation requirements

LEARNING

EMPATHY

EMOTIONAL

DEVELOPMENT

"Empathy...our most valuable resource"

Prof Simon Baron Cohen, University of Cambridge

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; Raket, 2009; Kaptchuck, 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

REGIONAL TRAINING

ONE DAY FOUNDATION COURSE

- Taking place at easy-to-reach locations
- Intensive one-day training including buffet lunch and refreshments (regional days only)
- Supporting training material
- Certificate of attendance with CPD reflective account
- Follow up email support
- 10am start to 4.30pm finish

Cost: £179 + VAT per delegate.
Group discounts available

IN HOUSE TRAINING DAYS

ONE DAY FOUNDATION COURSE

- As regional days but in house at your organisation. Lunch and refreshments provided by the organisation

Cost: £1450 + VAT based on 10 people (works out at **£145+VAT per person**) Travelling and possible accommodation expenses extra

Contact carolyn@cc-et.co.uk for specific requirements for your organisation



Reductions

Contact us for our latest special offers

TO BOOK CONTACT enquiries@cc-et.co.uk
or call 07541798949
www.empathytrainingltd.co.uk

09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00- 11.30 SESSION 1: WHO ARE WE? THE THERAPUTIC 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.

11:45-12:05 BREAK -tea or coffee provided

12.05 - 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 to 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 CPD appraisal/revalidation requirements .



BOOKING FORM

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

Dr Mr Mrs Ms (please circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Course Title: **LEED 1: Communication**

Training Date:

Venue:

This form must be signed by delegate or person authorising booking please

Name

Signature

Payment details:

By Cheque (please tick)

A cheque for is enclosed

Please make cheques payable to C&C Empathy Training Ltd

By Invoice: Invoice to be sent to:

Name:

Organisation:

Address:

Postcode

PURCHASE ORDER NUMBER (IF APPLICABLE)

BY BACS (Please tick)

For payments in £: Sort code: 20-67-40 Account No: 53202550

BACS Reference

BY Credit card: Please debit my Visa/Mastercard/Switch

Cardholder's name:

Card No :

Valid from:

Expire date:

Issue No: (Switch only)

We will call you during the process for address & security code

Terms & Conditions apply, please see below

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

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.