

A NEW APPROACH TO EMPATHY TRAINING

LEED 1



One day
course

SPECIALST EMPATHY COURSES TO
REDUCE HARM FROM POOR COMMUNICATION

USING EMPATHY IN LEADERSHIP

**EMPATHY TRAINING
IDEAL FOR LEADERS AND MANAGERS**



TO BOOK CONTACT

enquiries@cc-et.co.uk or call 07541 798 949

www.empathytrainingltd.co.uk

Supported by:

Northamptonshire Healthcare **NHS**
NHS Foundation Trust



Winner of the Open University New Business Award 2015 and short-listed in Santander Universities New Business Award



"Empathy...our most valuable resource"

Prof Simon Baron Cohen, University of Cambridge

Course facilitated Carolyn Cleveland
 Founder and Managing Director

(BSc Hons Open, Cert counselling, PTTLS)

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, PTTLS, 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 programme®.



Today's workers "want a sense of connection," which empathetic managers offer, says Adam Waytz, an empathy researcher and associate professor at Northwestern University's Kellogg School of Management

LEED 1: USING EMPATHY IN LEADERSHIP

Being a skillful leader or manager is much more than being a boss. Developing the human connection to increase staff well being, alongside productivity and retention is crucial. A multitude of skills are required and one of the most important skills is empathy. The 2015 Global Empathy Index identified that the top 10 businesses (among 160), that had effectively empathic leaders and managers generated 50% more net income per employee, than the bottom 10 businesses.

Description This one-day course examines, in a unique, thought provoking and human way, the important role empathy plays in good leadership. Delegates will develop understanding of the psychology of emotionally focused thinking and outcomes and learn essential skills to understand and implement effective relationship focused work, underpinned with empathy and emotional development.

Learning outcomes:

- Who are we? Understanding & developing the human connection
- How to identify and understand emotionally focused thinking and practice and staff focused leadership
- 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 cultivate empathy - communicate at a deeper level
- How to use your new skills to enhance the human connection and handle difficult conversations
- How to manage empathy to prevent burn out and improve retention
- Understand reflexive leadership and how to use these skills for staff well being and productivity

Ideal for: All those in leadership or management roles and want to improve their interactions skills and human connection skills with their workforce

"tuning in to another person using empathy, 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

Why empathy?

Empathy is the ability to see and understand the world of another person. Evidence suggests that leaders that can show they have genuinely listened and honestly understood an individual process a skill that outranks all others. Using empathy to develop the human connection, staff long-term psychological well being is increased, along with productivity and retention.

Training supports

Psychological well being, self awareness & CPD

LEARNING
EMPATHY
EMOTIONAL
DEVELOPMENT

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PROGRAMME: USING EMPATHY IN LEADERSHIP

REGIONAL TRAINING DAYS

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

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or call 07541 798 949

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09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00 - 10:30 SESSION 1 WHO ARE WE REALLY? THE HUMAN CONNECTION

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 orientated vs relationship orientated leadership and what the real bottom line is.

10:30 - 11:30 : LEARNING TO CHALLENGE THINKING NOT WHAT, BUT HOW TO THINK.

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 and how we remember things. 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.

11:30-11:50 BREAK - tea or coffee provided

11:50 - 13:00 SESSION 2: IDENTIFY POTENTIAL PSYCHOLOGICAL HARM, BARRIERS TO COMMUNICATION - EMPATHY, SYMPATHY OR APATHY?

How lack of empathy in one -on-one encounters has the potential to cause psychological harm

Description By discursive analysis of real life video case studies, biases and unconscious thought processes will be examined. Delegates will learn how to identify how a lack of empathy in interactions can cause psychological harm that goes on long after the initial interaction and negatively affect professional relationships.

13:00 -13:45 LUNCH

13:45 - 14:45 SESSION 3: YOUR ROLE IN UNDERSTANDING EMOTIONAL MOTIVATIONS

Part 1: How to use empathy skills to understand the motivations behind conflict and personalities

Description Various scenarios of conflict and difficult conversations will be explored in an open and honest way, with the focus on the reality of emotions and unconscious processes and well-being. 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 consciously. This session will empower individuals to take the theory they have learnt, develop their new skills and use them in the workplace.

14:45-15:00 BREAK

15:00 - 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 own resilience

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 stressful roles and 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 & nurse revalidation requirements .



BOOKING FORM

To book your place call 07541798 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:Leadership**
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.