A JOURNEY IN EMPATHY TRAINING

IDEAL FOR... ALL PROFESSIONALS NEEDING TO MANAGE EMOTIVE AND DIFFICULT SITUATIONS

A JOURNEY THROUGH COMMUNICATION USING EMPATHY

Email: carolyn@cc-et.co.uk

Phone: 07541 798 949

Supported by:

Northamptonshire Healthcare NHS Foundation Trust

Centre for Nursing Innovation Inspire Enable Improve

ncore National Centre of Rehabilitation Education

Derby Teaching Hospitals NHS Foundation Trust
A JOURNEY IN EMPATHY TRAINING

Course facilitated by 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.

In 2014 Carolyn joined forces with a former nurse and teacher to take her vision forward and launched the initial LEED Communications Programme®

Since then Carolyn has further developed the training and her consultancy role and worked with health and non health organisations to provide learning in an honest, thought provoking and inspiring way.

TESTIMONIALS

“I can’t thank you enough for the day, it had so much impact and I really enjoyed it”
OD Advisor

‘Truly one of the best courses I have ever been on’
Complaints manager

‘Fabulous! Emotionally challenging and rewarding. Sensitive and warm delivery.’
Senior healthcare professional

‘Carolyn’s ability to create an environment where we can fully understand the power of empathy and its effects on both us and our service users is both exceptional and important in equal measure.
The perspective, understanding and skills I have gained from this training will be used to enhance our organisational approach to handling difficult conversations and improve how we respond to the emotional needs of our users.’
Senior Manager, Compliance & Improvement, Arts Council England

“A JOURNEY THROUGH COMMUNICATION USING EMPATHY

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

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

Description
A one-day course for any public facing professional aiming to improve how they approach difficult and sensitive conversations and learn more about the importance of empathetic communication.

Using emotive personal narratives, delegates will gain understanding on biases and labelling, listening well, understanding relationships and minimizing complaints. Delegates will explore how they can develop their empathy skills to improve the emotional experience of communication and understand more about themselves and self care.

Learning outcomes

• Observing the presence and absence of empathy, hidden cues and understanding ‘emotional data’
• Identifying and understanding empathetic focused thinking
• How power imbalances and not communicating authentic empathy, can cause short and long term distress and hinder communication
• Understanding the difficulties of listening and what gets in the way personally of feeling empathy
• Achieving ‘Safeguarded Personal Resolution’®
• Understand how to be more self-reflective and manage boundaries for personal well being, best practice and CPD appraisal

Ideal for...
Healthcare professionals, legal teams and coroner teams, social care professionals, managers and all public facing staff

Specific details of the day can be tailored to meet specific professions and job roles.

“Empathy...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

All course content registered to C&C Empathy Training Ltd. Use of material is not permitted without prior arrangement by founder Carolyn Cleveland
A JOURNEY THROUGH EMPATHY TRAINING

PROGRAMME: USING EMPATHY EFFECTIVELY TO PREVENT HARM FROM POOR COMMUNICATION

09:00 - 09:30 ARRIVAL AND REGISTRATION
09:30 START AND WELCOME

10.00 - 11.30 SESSION 1: WHO ARE WE? BUILDING A HUMAN CONNECTION

Part 1: The real side of empathy
Carolyn will present an insightful and thought provoking personal narrative, highlighting the importance of empathy in understanding the whole person. (Focus of narrative will vary depending on the audience and/or organisation)

Part 2: Understand more about perspectives and how we all see differently. It will start to examine the emotions behind the communication and what is going on in the ‘Tunnel of Life’ affecting human factors in communication.

Part 3: Starting to unpack empathy.
What is going on in the brain from a science perspective? Is empathy only natural, or can it be developed? And why is society struggling with empathy in the 21st century?

11:45 -13.00 BREAK

11.50 - 13:15 SESSION 2: IDENTIFYING POWER IMBALANCES AND WHAT CAN HINDER COMMUNICATION AND CAUSE DISTRESS

By analysis of scenarios, delegates will learn how to identify how a lack of empathy in an interaction could cause short and long term distress and hinder communication. Delegates will examine the difference between empathy, sympathy and apathy and understand more about how processes are often set up to erode empathy.

13.00 - 13.45 LUNCH

13.45 - 14:45 SESSION 3: UNDERSTANDING EMOTIONAL DATA

Part 1: How to recognise and understand ‘emotional data’ and how lack of empathy can exacerbate conflict: By focusing in on the ‘emotional data’ and reality of emotions and unconscious processes delegates will examine the emotional experience.

Part 2: The importance and difficulties of authentic listening
Empathy and communicating listening can be developed consciously. But, it is not always easy! Delegates will explore their own way of communicating, and what gets in the way of empathetic communication.

14:45-15:05 BREAK

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

Part 1: And those irritating people!: This session starts with fun look at personalities and how we see ourselves and others sometimes. Also examining some of the unconscious biases that affect our conscious thinking.

Part 2: What is an SPC®
Delegates will gain a toolkit to focus on the importance of safeguarding communication with C&C Empathy Trainings SPC® empowering them to use empathy effectively

Part 3: The importance of YOU and your own empathy levels
This session will look at the management of empathy, and how self care is an intrinsic part of modelling empathic communication.

Cost: £179 per delegate. Group discounts available

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

Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD & nurse revalidation requirements.
# BOOKING FORM

**Course Title:**

A Journey Through Communication Using Empathy

**Training Date:**

Venue:

**Delegates**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Email</th>
<th>Mobile</th>
</tr>
</thead>
</table>

**Invoice to be sent to:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Email</th>
<th>Mobile</th>
</tr>
</thead>
</table>

**Organisation**

**Payment details:**

**By Cheque** (please tick)

Please make cheques payable to C&C Empathy Training Ltd

**By BACS** (Please tick)

For payments in £:

Sort code: 20-67-40  
Account No: 83570851

**Invoice to be sent to:**

Name: 

Organisation: 

Address:

**Term & 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. C&C Empathy Training reserves the right to alter venue, should they need to.

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
</tr>
</thead>
</table>

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