IDEAL FOR... COMPLAINTS & PATIENT EXPERIENCE TEAMS, LEAD INVESTIGATORS, PALS, MANAGERS & FRONTLINE STAFF NEEDING TO WORK WITHIN COMPLAINTS

A JOURNEY THROUGH COMPLAINTS USING EMPATHY

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Supported by:

Northamptonshire Healthcare NHS Foundation Trust
Centre for Nursing Innovation
ncore National Centre of Rehabilitation Education
Derby Teaching Hospitals NHS Foundation Trust
The National Quality Board has identified 8 key principles concerning bereaved families and carers in the National Guidance on Learning from Deaths guidelines, which Trust Boards are now accountable for ensuring compliance with alongside the Serious Incident Framework. Part of this compliance is ensuring training for staff to be able to support bereaved parties ‘Providers should review and, if necessary, enhance skills and training to support this agenda’ (National Guidance on Learning from Deaths March ’17)

Complaints and investigation staff must have the ‘skills to apply the Duty of Candour compassionately, and the skills to support individuals at a time of complex bereavement.’
CQC Report Learning, candour and accountability, Dec 2016

Description
This one-day course is for healthcare professionals who wish to gain confidence and insight into handling complaints and serious incidents in an empathetic and compassionate way. They will improve how they approach emotive and difficult conversations with patients loved ones and the bereaved, learning how to recognise and gain vital ‘emotional data’. Through thought provoking and authentic content, delegates will develop understanding of the complex emotions in complaints and when a death has occurred and biases that can create barriers to reaching meaningful resolutions and learning lessons. Delegates will develop confidence and knowledge to work with bereaved families and to positively improve how patients and loved ones experience their organisation.

Learning outcomes
• Understanding a journey through complaints - observing hidden cues, reading and understanding ‘emotional data’; building confidence in working with the bereaved
• Identifying and understanding emotionally focused thinking
• How lack of empathy has the potential to cause psychological harm
• Understanding what gets in the way and developing, managing and optimising empathy in complaints
• How to help achieve meaningful resolutions and reach a ‘Safeguarded Personal Resolution’.
• Understand how to be more self-reflective and use these skills for personal well being, best practice and CPD appraisal

Ideal for... COMPLAINTS, PATIENT EXPERIENCE & LEGAL TEAMS, LEAD INVESTIGATORS, PALS & ANY FRONTLINE STAFF OR MANAGEMENT TEAMS NEEDING TO WORK WITHIN COMPLAINTS

‘We owe it to families, carers, their loved ones, and to ourselves, to stop talking about learning lessons, to move beyond writing action plans, and to actually make change happen.’
Dr George Julian Special Advisor on Family and Carer Experience, CQC Report, Dec 2016

‘Over 80% of malpractice claims are the result of communication failures and the likelihood of an unhappy outcome is correlated to low empathy’
(Hickson, 2002; Levinson, 2004)
Programme:
A Journey Through Complaints Using Empathy

9.00 - 9.15: Registration

9.30 - 9.45: START and WELCOME

9.45 - 11.00: Journey through a complaint, identifying the presence and absence of empathy

Part 1: A Narrative
Description: The founder of C&C Empathy Training and facilitator of the day, Carolyn Cleveland, will present a personal narrative of her journey through a complaints process. This is an insightful, emotional and thought-provoking case study that demonstrates the presence and absence of empathy within a serious incident and complaint. Carolyn’s ‘Funnel of Life’, brings empathy out of the text book and into real life and sets the scene for a truly experiential learning experience.

Part 2: Understanding perspectives and emotions - the science behind our behaviour
Description: By analysis of scenarios, practitioners will learn how to identify how lack of empathy in an interaction could cause harm psychologically. Using real life case scenarios, biases and unconscious thought processes are examined. Delegates will examine the difference between empathy, sympathy and apathy and the role this plays in conflict. Issues of communicating with the bereaved will weave through this session and the day to build confidence in the benefits of empathy and connecting on a human level.

11.20 - 13.00: How lack of empathy in one-on-one encounters has the potential to cause psychological harm

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11.20 - 13.00: How lack of empathy in one-on-one encounters has the potential to cause psychological harm

13.45 - 15.00: Empathy and your role in handling complaints and the emotional experience

Part 1: How to recognise and understand ‘emotional data’ and look at conflict in a different way
Description: The emotional experience and emotional data will be examined and the role that plays in investigating complaints and minimizing conflict. Delegates will examine how a complaint and conflict is viewed from an organisational and personal perspective.

Part 2: Practical strategies to develop and use empathy
Description: By analysis of scenarios, practitioners will learn how to identify how lack of empathy in an interaction could cause harm psychologically. Using real life case scenarios, biases and unconscious thought processes are examined. Delegates will examine the difference between empathy, sympathy and apathy and the role this plays in conflict. Issues of communicating with the bereaved will weave through this session and the day to build confidence in the benefits of empathy and connecting on a human level.

15.00 - 15.15: BREAK

15.15 - 16.30: How to achieve a Safeguarded Personal Resolution (SPR®)

Part 1: How to provide the best experience and most meaningful resolution as part of your complaints process – your toolkit checklist
Description: This session will start off with a humorous look at personalities and then look at what it means to reach C&C Empathy Training’s SPR®. Carolyn will share conclusions from her own story, supporting practitioners to understand much more about why it is so important to put the person making the complaint at the heart of the process.

Part 2: Your empathy levels: Your resilience in complaints work
Description: The last session will focus on the importance of personal wellbeing to help prevent burn out and recognising what can deplete our own personal empathy and resilience levels, to promote well being of all.
BOOKING FORM

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

Course Title: A Journey Through Complaints Using Empathy
Training Date:
Venue:

Delegates
Name
Job Title
Email
Mobile

Name
Job Title
Email
Mobile

Name
Job Title
Email
Mobile

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:

Postcode

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

Name
Signature

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