



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:





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.



Training supports

The National Guidance for Learning from Deaths, The Duty of Candour, CQC Learning candour and accountability report and recommendations

Training is fully reflective for CPD

TESTIMONIALS

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

'This course should be compulsory to all NHS staff' Complaints Manager NHS England

'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

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

"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)

'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

PROGRAMME: A JOURNEY THROUGH COMPLAINTS USING EMPATHY

REGIONAL TRAINING

- 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
- 9.30am start to 4.30pm finish

Cost: £179 per delegate. (Group discounts available 4 +)

IN HOUSE TRAINING

- Full or half day workshops inhouse at your organisation. Lunch and refreshments provided by the organisation.

Problems with releasing large groups of staff? Don't worry, Carolyn can deliver a morning and afternoon session for 2 smaller groups to help with cover.

Contact carolyn@cc-et.co.uk to discuss your specific requirements for your organisation and get a quote.



TO BOOK

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

09:00 - 09:30 ARRIVAL AND REGISTRATION

09:30 START AND WELCOME

10:00- 11.30 SESSION 1: CLOSE YOUR EYES AND IMAGINE

FOLLOWED BY: LEARNING TO CHALLENGE THINKING - NOT WHAT, BUT HOW TO THINK

Part 1: A Narrative

Description Carolyn Cleveland will present a personal narrative of her experience as a service user. This is an insightful, emotional and thought-provoking case study that demonstrates the presence and absence of empathy within a serious incident and complaint and learning real lessons.

Part 2: 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 and empathic focused thinking and perceptions. What is the emotion behind the action? What is everyone really seeing?

Part 3: The BIG Question! Is empathy natural or can it be learnt?

Description This session looks at the neuroscience of empathy; what is happening in the brain. How static are we?

11:30-11:50 BREAK

11.50 - 13:00 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. Using real 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.

13:00-13:45 LUNCH

13:45 - 15:00 SESSION 3: EMPATHY AND YOUR ROLE IN HANDLING COMPLAINTS.

Part 1 How to recognise and understand 'emotional data' and how lack of empathy can exacerbate conflict

Description The emotional data and the role that plays in investigating complaints and minimizing conflict will be examined here. Delegates will examine how a complaint is viewed from an organisational and personal perspective

Part 2: Practical strategies to develop and use empathy

Description This session will further empower individuals to tap into their empathy and develop these skills in a workplace situation, examining the value of listening, and understanding complex emotions

1Carolyn3:00-15:15 BREAK

15: 15 - 16.30 SESSION 4: HOW TO ACHIEVE 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 complaint, supporting practitioners to understand when they have put the person making the complaint at the heart of the process.

PART 2: Your empathy levels: Your resilience in complaints work

Description This session will touch upon the importance of personal wellbeing to help prevent burn out and recognising what can deplete our own personal empathy levels.



Follow up support email and a certificate of attendance plus self reflection documents for CPD appraisal/revalidation requirements will be issues within 2 weeks after the session. *Being a course focused on healthcare and complaints, the case study used contains emotive issues that could come up in any complaint. Please email Carolyn confidentially for any advice on attending prior the day, or to make her aware of any sensitive personal issues.



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.