



A JOURNEY IN LEADERSHIP USING EMPATHY



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Supported
by:



(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 didn't know what to expect and was totally
 sceptical, but thought it was excellent.'*

Non executive Board Member - Chartered
 Management Accountant

*'Very relevant to help me support my teams
 & organisation to adopt an empathic approach'*
 Manager

*'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

*'Very thought provoking and could see it in
 practical application'*
 CEO

'Today's workers "want a sense of connection," which empathetic managers offer,'

Adam Waytz, an empathy researcher and associate professor at Northwestern University's Kellogg School of Management

LEED 1: A JOURNEY IN LEADERSHIP USING EMPATHY

Being a skilful leader or manager is much more than being a boss. Developing the human connection to increase staff well being, retention and patient care is crucial and empathy is recognised as the No1 skill. A study by Development Dimensions International found that of more than 15,000 leaders in 18 countries, workers who master empathy make the most successful leaders.

Description: This one day course examines, in a unique, thought provoking and human way, the important and beneficial role empathy and emotional awareness plays in inclusive leadership, staff well being and productivity, and what erodes it.

The day is an empathy journey that will help develop understanding of the psychology and neuroscience of empathic and emotionally focused thinking and challenging unconscious processes.

It will examine, in an authentic and honest way how our own emotions and biases influence us and our outcomes. Essential knowledge and skills, through interactive learning will be developed to understand and cultivate personal empathy for others, balanced with personal awareness and self care

Learning outcomes:

1. Who are we? Evoking & developing the human connection
 - o Recognising the practical presence and absence of empathy
2. How to identify and understand empathic and emotionally focused thinking and linking to inclusive leadership
 - o Understanding the impact of our perceptions, emotions and belief systems on outcomes
3. Recognise 'emotional data'
 - o Observing hidden cues and perspective taking
4. Identifying the benefits of empathy and what gets in the way
 - o Why is empathy on the decrease in the 21st century?
5. How lack of empathy in one-on-one encounters has the potential to cause psychological harm. Challenging our thinking and perceptions
 - o Recognising the difference between empathy, sympathy and apathy - Demystifying empathy
6. How to cultivate empathy. Personal leadership responsibility and embedding into the culture
 - o How empathy underpins business ethics and achieving an SPC® (Safeguarded Personal Communication)

"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

REGIONAL TRAINING DAYS

- 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

IN HOUSE TRAINING DAYS

- 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.



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

9.30 - 10:00 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, both individually and organisationally. The scene will be set to start to examine seeing the whole person and the 'Funnel of Life'

10:00- 11:30 : LEARNING TO CHALLENGE THINKING NOT WHAT, BUT HOW TO THINK.

Part 1: Understanding emotions & perspectives -the science behind our behaviour

Description Delegates will start exploring the world from the 'inside out' and understand emotionally and empathetic focused thinking. What is the emotion behind the action? What is everyone really seeing?

Part 2: 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, BARRIERS TO COMMUNICATION - EMPATHY, SYMPATHY OR APATHY?

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

Description Analysing real life video case studies, natural 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. Do we always get it right? What might we need? Exactly what is the difference between empathy, sympathy and apathy? And what about different kinds of empathy?

13:00-13:45 BREAK LUNCH

13:45 - 14:45 SESSION 3: UNDERSTANDING EMOTIONAL MOTIVATIONS

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

Description By focusing in on the 'emotional data' and reality of emotions and unconscious processes delegates will examine the emotional experience. Delegates will gain insight to their own way of working and what attributes they look for in leadership.

Part 2: Practical strategies to develop and use empathy - Take time to listen

Description Empathy can be developed consciously. This session will help to empower individuals to support their communication needs, understanding the importance of authenticity.

14:45-15:00 BREAK

15:00 - 16.15 SESSION 4 : HOW TO ACHIEVE SAFEGUARDED PERSONAL COMMUNICATION (SPC[®])

Part 1: Looking at personalities

Description This session takes a fun look at personalities and what gets in the way of empathy, and examining negative freedom

Part 2: Understanding and implementing Safeguarded Personal Communication[®]

Description This session helps practitioners to understand when they have communicated with care, and achieved C&C Empathy Trainings SPC[®] empowering them to embed empathy effectively

Part 3: Your own resilience and using the importance of affective reasoned empathy

Description This session will look at the importance of self care to not deplete our empathy levels.



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

TO BOOK CONTACT

carolyn@cc-et.co.uk

or call 07541 798 949

www.empathytrainingltd.co.uk



BOOKING FORM FOR REGIONAL DAYS

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

Course Title: **A Journey Through Leadership 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.