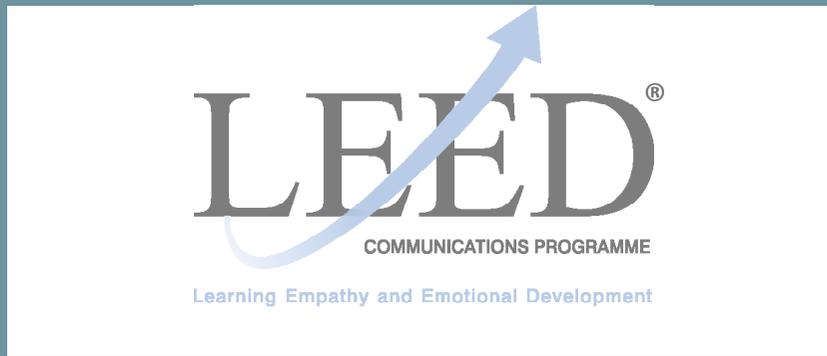


A JOURNEY IN EMPATHY AWARENESS

LEED 1



One day course

SPECIALIST EMPATHY AWARENESS COURSES

A JOURNEY THROUGH CARE HOMES USING EMPATHY

EMPATHY & SELF AWARENESS WORKSHOP
IDEAL FOR CARE HOME MANAGERS AND FRONTLINE STAFF



TO BOOK CONTACT

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

www.empathytrainingltd.co.uk



Supported by:

Northamptonshire Healthcare 
NHS Foundation Trust



Centre for Nursing Innovation
Inspire Enable Improve

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



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.



FEEDBACK

100% Rated very relevant to practice

- "Friendly, informative and open to questions. Put you at your ease. Slides straight forward. Made you question yourself."
- "Amazing delivery and good use of personal experiences."
- "Informative, knowledgeable and interesting."
- "Not what I expected, but exceeded my expectations"

"These courses should be compulsory to all those in the caring profession" 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

A JOURNEY THROUGH CARE HOMES USING EMPATHY - IMPROVING THE EXPERIENCE OF CARE

"Patient satisfaction is critical to determining healthcare provider and institutional reputations. Medical professionals who communicate with empathy have higher patient satisfaction ratings." (Riess, 2012)

Description: A one-day workshop ideal for care home managers and frontline staff to improve how they approach and deliver the experience of care for patients, families, staff and colleagues.

Delegates will develop essential skills to understand & implement effective relationship focussed work. They will gain deeper understanding of loss within life, and the role empathy plays in this. Developing understanding of unconscious biases and behaviour to improve outcomes and deliver evident compassionate care.

The workshop will explore human nature on an individual and larger scale and what we universally need and struggle with, developing skills to communicate existing empathic abilities and understanding what gets in the way. The course is ideal for induction training, as well as culturally embedding excellent practice in line with CQC inspections.

Learning outcomes:

- Who are we? Understanding therapeutic relationships in care
- How to identify and understand emotionally focused thinking and practice
- 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 develop empathy - communicate at a deeper level
- How to use your new skills to develop the human connection and empower yourself to understand loss
- How to manage empathy to prevent burn out
- Understand reflexive working and how to be use these skills for CPD & revalidation and measurement

Ideal for: CARE HOME MANAGERS & LEADERS AND FRONTLINE STAFF IN HEALTH AND SOCIAL CARE.

"That natural curiosity about other people's reality, technically speaking, signifies "cognitive empathy," the ability to see the world through others' eyes. Cognitive empathy is mind-to-mind, giving us a mental sense of how another person's thinking works....."

"....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

A JOURNEY IN EMPATHY AWARENESS



PROGRAMME: USING EMPATHY TO IMPROVE THE EXPERIENCE OF CARE IN CARE HOMES

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 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 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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09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00 - 11:30 SESSION 1: WHO ARE WE? THE THERAPEUTIC RELATIONSHIP IN CARE
FOLLOWED BY: LEARNING TO CHALLENGE THINKING - NOT WHAT, BUT HOW TO THINK

Part 1: A Narrative

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

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. 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 and how this relates to issues concerning staff working in health and social care settings.

11:45 - 12:05 BREAK - tea or coffee provided

12:05 - 13:15 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. Carolyn's personal narrative will be used as a discussion point along with exemplar case studies, as biases and unconscious thought processes are examined

13:15 - 14:00 LUNCH

14:00 - 15:00 SESSION 3: DEALING WITH GRIEF, LOSS, DEMENTIA & PERSONALITIES

Part 1: How to use empathy skills to understand grief, loss and dementia

Description Grief in all its variations will be explored here. Models of counselling will be used to help empower staff to communicate with patients and significant people in their life. Dementia and ageing is a constant form of loss and empathic understanding benefits physical, mental and social health. 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 by consciously. This session will empower individuals to take the theory they have learnt, develop their new skills and use them in the workplace.

15:00 - 15:15 BREAK

15:15 - 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 resilience in care work

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 caring work 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 .

All course content is registered to C&C Empathy Training Ltd and use of our material is not permitted without prior arrangement

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



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.

PURCHAS