

## Overview of C&C Empathy Training

Carolyn and her company, C&C Empathy Training, provide specialised training to empower professionals to safeguard well-being and prevent prolonged psychological harm to those raising concerns and complaints and for staff involved within health and social care, leadership and communication settings.

With a strong psychological influence from Carolyn’s counselling background and use of real life narratives, staff are supported to understand others and themselves better and develop, optimise and apply an empathic approach to communication. Therefore, supporting individuals, management and teams to recognise, analyse and work with emotional data from patients, families and those using and working within their services. Thus, creating the best environment to meet the emotional needs of all involved, minimize conflict and improve overall experience and outcomes.

Carolyn, takes you on a thought provoking and honest journey, which reaches professionals on a real level and challenges thinking in a safe, supportive environment to communicate with care. Organisations can work to promote psychological well-being and long term cultural change in line with government, CQC, Parliamentary and Health Service Ombudsman and Healthwatch England’s directives.

### Measurement of feedback from A Journey Through **Complaints** Using Empathy,

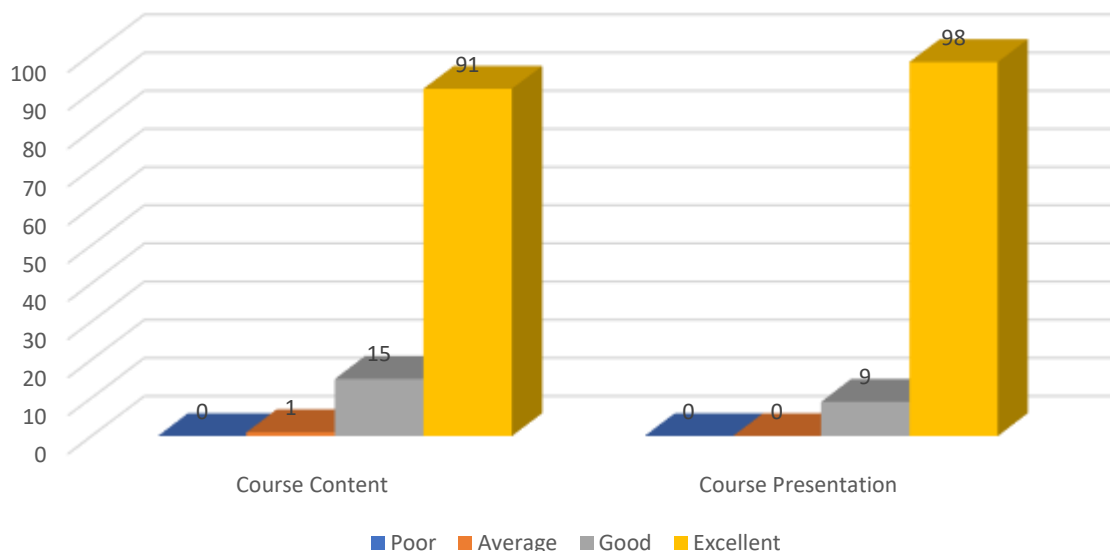
#### 1 day course

Ratings are from 107 delegates over 10 sessions

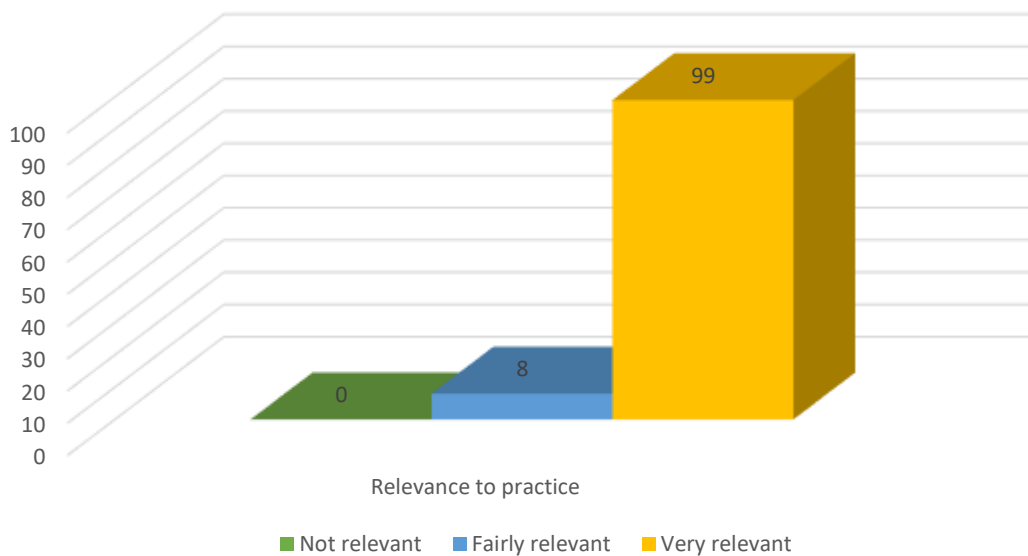
Delegates were asked to rate:

- Course content
- Course presentation/delivery
- How relevant they felt the day was for their professional practice
- Would they recommend C&C Empathy Training and this course?
  - Overall impression of the course
  - In their opinion, who would benefit from this training?

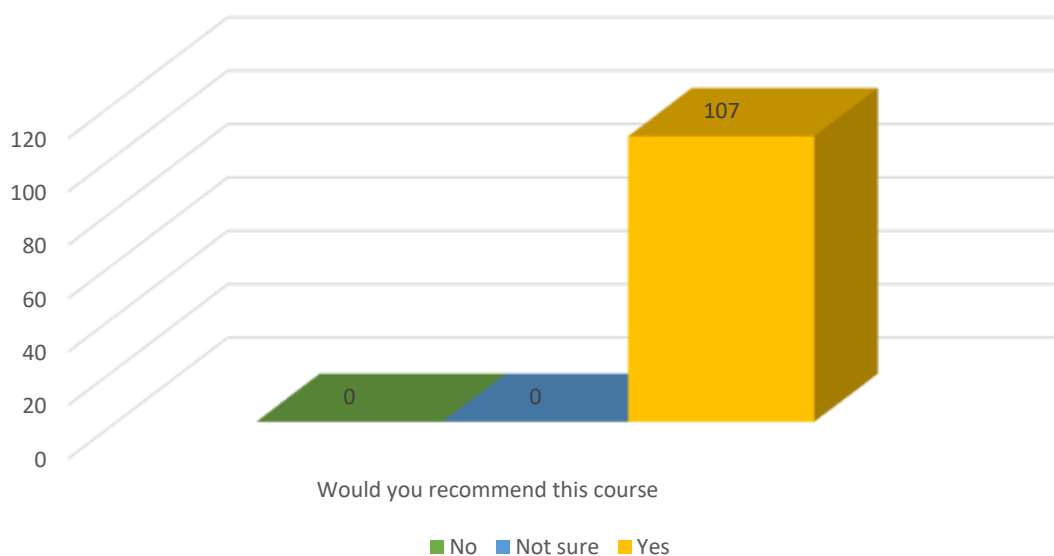
#### 1 & 2 Course content and presentation ratings



### 3 Relevance to practice ratings



### 4 Would you recommend C&C Empathy Training



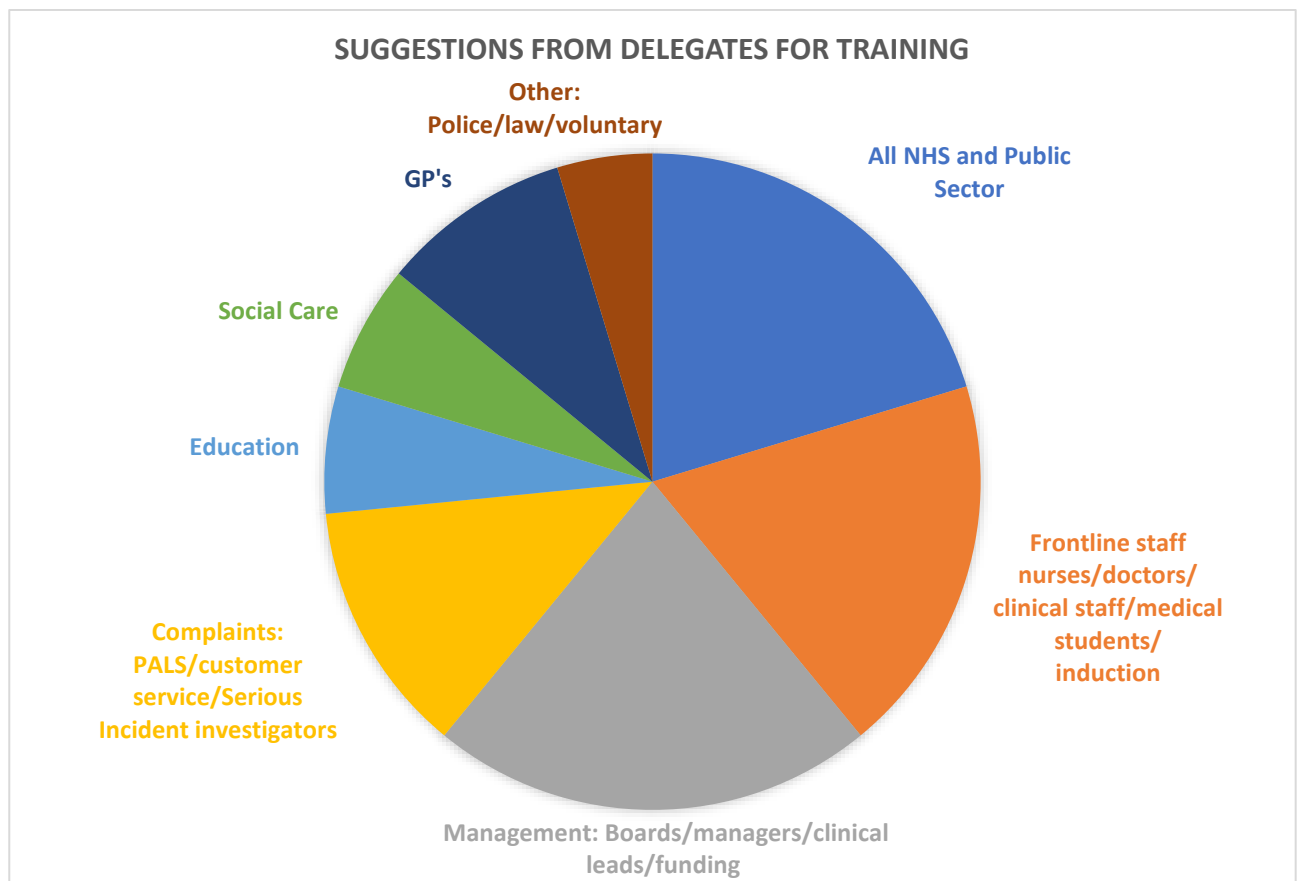
#### A selection of comments from the feedback forms:

- Amazing, Loved it, A fascinating insight. Would highly recommend
- Very informative and thought provoking. Very relevant as well
- I found it a really powerful session, which made me reflect on how processes and systems can block empathy and also how we sometimes think we are listening to someone but we really are not
- Very powerful message – will always remember
- I hung onto every word as it was relevant, important and well presented. The points touched upon will help me as I support individuals and families to obtain answers to questions regarding care and treatment of their loved ones.
- Very different with real impact
- Thoughtful personal experiences delivered sensitively
- Very powerful, emotive day. Very well presented and delivered professionally

- Content was meaningful as it was real
- Truly one of the best training days I have ever attended that has had a deep impact on me and how I view things
- The most insightful, engaging and inspirational communications course I have ever attended
- Very thought provoking with strong links to my own work. The use of such moving and unique experience was enhanced by uplifting and humorous content
- Excellent and very relevant. Supportive to me in my role
- Well-paced course that holds attention and involves everyone in the room. Very relevant to my role
- Authentic, professional and extremely useful
- Made me think and want to act differently
- An amazing day – There are so many uses for this type of training in customer services and communication.
- Very enjoyable – I have gained a lot of skills and knowledge
- Best training day I have ever been on
- Fantastic – very impressed and detailed. Well structured. Very supportive and empowering to my job role
- Very impressed – I feel empowered
- I will always think of where I am personally and what impact this may have when dealing with complaints
- I am a PALS lead, so will help me all day, every day
- I will make every effort to be aware of the content of this course in my day to day life – thank you Carolyn for sharing your emotional experience that has enabled you to help us

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Delegates are asked who, in their opinion, they feel would benefit from this approach empathy and emotional development training



## Measurement of feedback from A Journey Through Leadership Using Empathy:

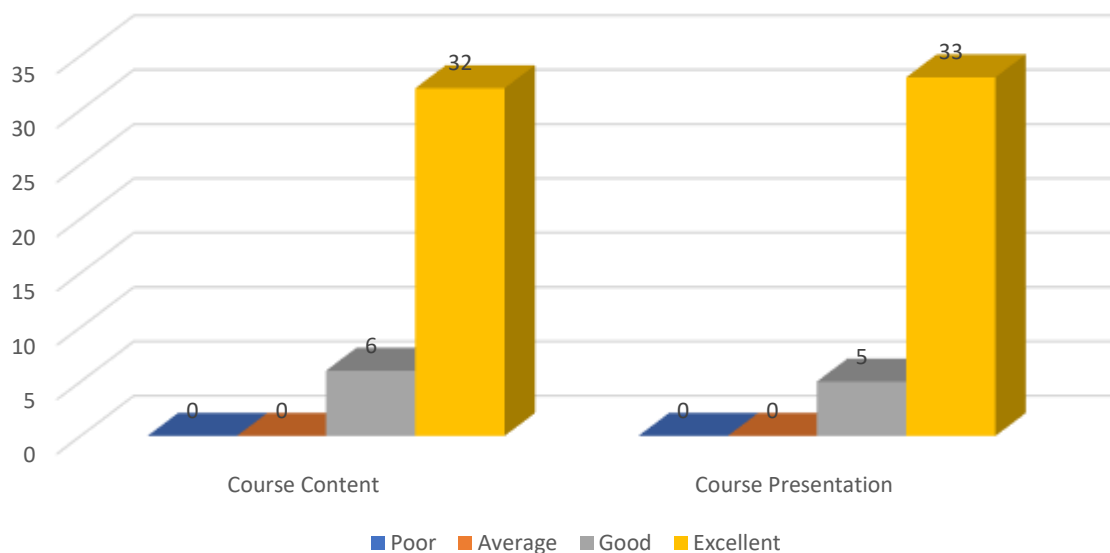
### 1-day course

Ratings are from 38 delegates over 3 sessions

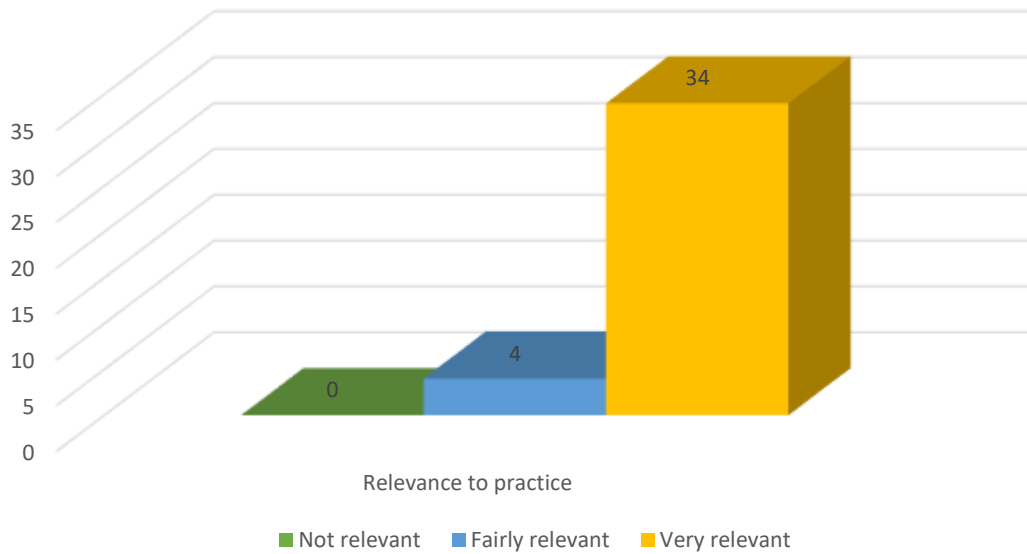
Delegates were asked to rate:

- Course content
  - Course presentation/delivery
- How relevant they felt the day was for their professional practice
- Would they recommend C&C Empathy Training and this course?
  - Overall impression of the course
- What is one take away point from the day (New addition to evaluation)
  - In their opinion, who would benefit from this training?

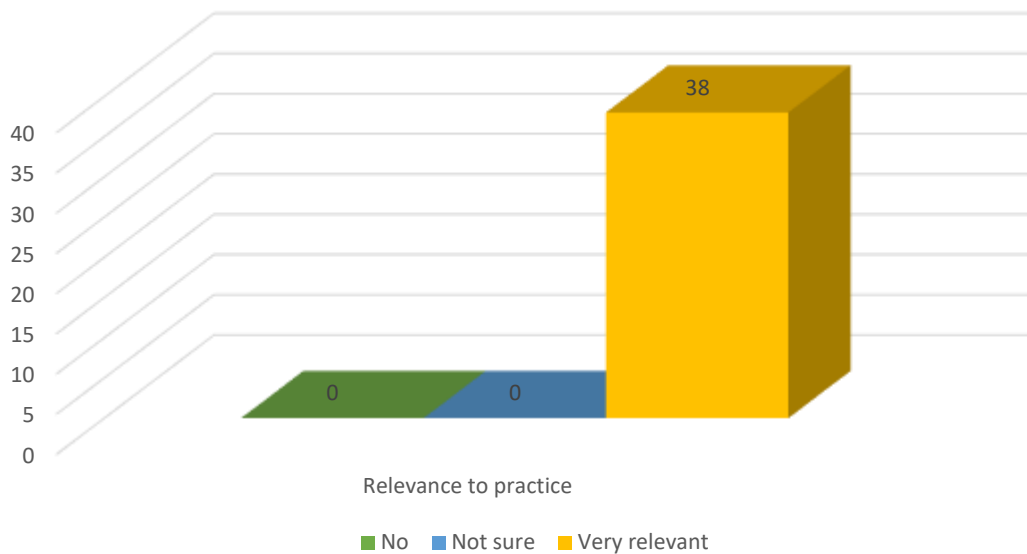
**1 & 2 Course content and presentation ratings**



### 3 Relevance to practice ratings



### 4 Would you recommend C&C Empathy Training



#### A selection of comments from the feedback forms:

- Excellent, thought provoking with helpful information
- Excellent and easy to listen to
- Very thought provoking. Lots of good content with mixture of interactive sessions
- Unique, deeply moving, but also practical, well delivered and balanced
- Loved it!
- Very emotive and brave to share personal story
- Excellent! Emotional, thought provoking, educational and powerful
- Emotive, it got me thinking about how I practice empathy in my job
- Excellent, very informative
- Very informative and interactive
- Very comprehensive and interesting
- Very good and plenty of food for thought

- Engaging, well paced, interesting and very thought provoking. Very personable
  - Very good and encourages self awareness of empathy
  - Refreshing change of subject and style of delivery – loved it. Facilitated reflection – very valuable
  - Roller coaster! So personal – made it all real.
  - Great. Appreciate Carolyn’s honesty and openness re sharing her personal experience
  - Really useful using examples to make it real
  - Very interesting and worth attending
  - Very good – good opportunity to think
  - Very good. Well delivered. Good content that is shared honestly
  - A very informative, interactive and interesting course
  - Thought provoking and interesting – emotional!
  - Structured very well with good power point use, however lots of information covered
  - Very informative
  - This course was so informative
  - Excellent
  - Very good and inspiring
  - Very good content and deliverance
  - I was unsure what to expect – but actually found it extremely interesting
  - It was engaging, interesting and thought provoking
  - One of the best courses I have attended
  - Amazing having your narrative running through the day. Gave the whole course added meaning and poignancy
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**‘Take away points’ from the feedback forms:**

- How to use empathy in difficult situations to understand the point of view of others and that is ok to protect yourself.
- Using empathy in my work with colleagues and patients and recognising the impact this has on outcomes
- The SPC and acknowledging my bias and when I am low on empathy and why
- Being mindful of your trigger points in order that you can step back to be able to refill your empathy levels
- I work with lots of people with certain diagnosis that make empathy difficult for them. I now feel more able to understand why
- Understanding the importance of empathy within society
- Empathy provokes productivity
- About being human and that no one is perfect
- Use learnt empathy skills in dealing with complaints and concerns
- To reflect on communications not just with patients but also with staff to ensure and model empathic communication
- Consider the reason behind some staff actions
- When listening, asking myself, what is the important point I need to take from this
- Difference between sympathy and empathy. Acknowledge feelings – keeping connected
- Understanding empathy. Listening and seeing it from other people’s perspectives
- Stop hiding behind ‘the job’ and see the ‘person’
- Understanding of empathy and to be empathetic
- The ‘funnel of life’. Emotions and beliefs systems
- Keep challenging LABELLING in our MTD meetings
- Good understanding of sympathy and empathy

- Be authentic. Understanding that apathy can kick in when someone emotionally drained
- It gave us time to reflect and there are some situations I may handle differently
- To be more empathetic rather than sympathetic, considering my own emotional reservoir
- Content will inform my work as well as personal life – you can't fix other people but can use empathy appropriately
- The need and benefits of remaining mindful of others' feelings and perceptions during the course of my interaction with others
- Really listening and self care
- The barriers to empathy
- Thinking about ways to talk about empathy with team in a safe way that explores challenges. One particular complaint – this course has helped me consider a way forward.
- Much of it was so relevant.
- Consideration of others' feelings and beliefs. How we can further support empathy in training delivery.
- Conscious focusing on empathy more
- Understanding everyone is different
- Brave conversations about gauging other's perceptions of my behaviours (empathy). See if I can affect change

Delegates are asked who, in their opinion, they feel would benefit from this approach of empathy and emotional development training.



Carolyn has now worked with nurses and doctors, boards and leadership, complaints, PALS and serious incident teams

### Testimonials:

*"Carolyn is one of those rare people who has managed to turn the experience of personal tragedy into something truly beneficial to others. She has things to say that we should all be listening to but sometimes find hard to hear. She skilfully engages any audience, from a single individual to a large conference, not just providing inspiration, but with her passion, galvanising it into motivation, enabling and supporting health professionals to improve their practice. As a trained counsellor, she brings a detached rigour to discussions, with an ability to focus on key issues, whilst acknowledging the breadth of all the complications that need to be considered. She is a change maker and challenger but wherever she goes, her infectious smile and positive approach, quite simply help people."*

**Christopher Fincken, Chair, of the UK Council of the Caldicott Guardians**

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*"As a Practice Manager, I am expected to know how to deal with difficult conversations, I have never previously received any 'formal' training in complaints handling. I attended this training day during a difficult time in my own life and it is fair to say I have never felt so many emotions during a training event. Carolyn has managed to turn a personal tragedy into something that is wonderfully beneficial for others. Her calmness when taking you through the day, makes you feel like you are receiving 'one-to-one' training as she takes you through the sequence of events, caring and listening to what each of the attendees have to say. Carolyn genuinely cares about getting this message out to everyone. For me it is, without question, the very best of training days and all staff that have contact with patients (in whatever capacity) should receive it. I now deal with those difficult conversations in a totally different manner to how I did before and have engaged Carolyn's services to train my entire team in house. I am thankful to Carolyn for sharing her story."*

**Cheryl Herbert, Practice Manager, Beech Tree Medical Practice.**

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Non-healthcare client, demonstrating transferability

*"Throughout a twenty-year career in handling difficult conversations I have never felt as inspired as I did hearing Carolyn speak. Her 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. Carolyn's training combines significant professional and academic expertise with a truly delightful personality set against the backdrop of heart breaking tragedy. I feel confident in saying that we can all learn something deeply important from her both professionally and personally. I am incredibly grateful to have crossed her path."*

**Keir Gill, Senior Manager, Compliance and Improvement. Arts Council England.**

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*"Within NHFT we have prioritised the importance of culture and empathy being embedded within it to demonstrably improve patient and carer experiences of care. This has now been endorsed by our regulators, both CQC and NHSI and we are being asked to share our developmental journey with others. Whilst this has*





*been achieved through many actions we also decided to undertake empathy training via Carolyn Cleveland's company which signalled both the priority for the organisation as well as the importance for us to lead. From this we have continued to embed the importance of empathy through our 'leadership matters' programme and our carer's training (Carolyn involved in both), both of which have been significantly successful. As an organisation, we achieved Outstanding for Caring from CQC which is testament to empathy being interwoven and embedded at individual and service/organisational levels too.*

*I personally would endorse the positive outcomes that can be achieved through embarking upon this type of training offered and recognising the importance of empathy to culture development"*

**Angela Hillery, Chief Executive, Northamptonshire Healthcare NHS Foundation Trust**