

Evaluation Report for Liverpool University Hospital Foundation Trust

A Journey Through Complaints and Incidents Using Empathy

Linking to compassionate engagement and preventing
psychological harm

2022



Carolyn Cleveland
carolyn@cc-et.co.uk



Testimonial
From

Gregory Hope, Deputy Director of Quality Governance at Liverpool University
Hospitals NHS Foundation Trust

Following careful consideration of the right provider for us, the Trust commissioned Care & Compassion Empathy Training to provide a programme of training looking at compassionate responses to complaints and incidents. 6 sessions were arranged for 'A Journey Through Complaints and Incidents Using Empathy' to support understanding of the emotional component for all involved and the need for psychological safety within communication and processes to avoid prolonged psychological harm (Duty of Candour) and second harm.

CCET and Carolyn were extremely flexible giving the changing picture in relation to Covid restrictions, initially agreeing to deliver face to face, onsite at 2 of our sites and then adapting the training to allow it to be delivered online.

CCET worked with us to establish the exact requirements of the session and target the group of staff with information that was specifically relevant to them. This resulted in CCET providing a tailor-made session to our organisation. This included brochure design and flyers in advance and both digital and hard copies of all supportive training material.

Follow up support was provided to discuss any outstanding or sensitive issues that arose and the feedback from our staff was outstanding. CCET collated that feedback for evaluation but also amended future training based on the commentary provided.

In summary, I would have no hesitation in recommending to any organisation that they consider CCET and Carolyn as a provider of their Compassion and Empathy training.



Feedback from those who attended.

A Journey Through Complaints and Incidents Using Empathy

Liverpool University Hospital Foundation Trust

(9 am-4 pm. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- Excellent, really enjoyed it.
- Very informative, interactive and well prepared.
- Very impressed, it was a good session.
- An incredibly engaging session led by a credible and sincere practitioner.
- The course was very well delivered. Hearing Carolyn's personal story and experiences gave the course an edge unfound in any course I have ever attended. It was a privilege that she shared her story.
- Really interesting and engaging.
- The course was excellent and very well delivered.
- Hi Carolyn. I was honoured to hear your story and shocked and appalled by how you were treated. I think the way you have put the programme together is an excellent way for true learning. I have done a lot of training and heard many family stories as videos and podcasts, but to make it the theme of the day deepens the patients/families voice at the forefront and reminds us of why we do the jobs we do, so thank you for sharing.
- Excellent, thought-provoking course.
- Outstanding.
- I honestly came in thinking I know quite a lot already about empathy, because it is the golden thread that runs through all my training course, but I have honestly learnt so much. The neuroscience and the psychology behind it was so interesting and obviously the emotional component to that was so, so... (I wish I had a word to describe it.) I enjoyed it so much and much like other delegates said, I do not want the word 'enjoyment' to be misconstrued because of the context of the story, but honestly, it made it all so, so real.
- Firstly, this course was not what I was expecting. Carolyn is a wonderful human being (when she is not car park lady) and the difference in this course to some of the other courses I have attended is that Carolyn takes us on her personal journey of her experience, this training is not made up of made up 'what if' scenarios, this is a real live example of what happened to her and her family. This course has given me insight into how important it is to show empathy to others in any given situation, not just when we are dealing with a complaint, it has made me question the impact of my engagement on the other person and what it really means to consider their feelings, to try to understand what they are feeling and to put myself in their shoes. I was engaged in this session from start to finish.
- I was really impressed with the content and delivery of this course, the presentations throughout were thought-provoking and by delivering a session like this is in my opinion the only way to really get the message through to those who can make a change to the way we see

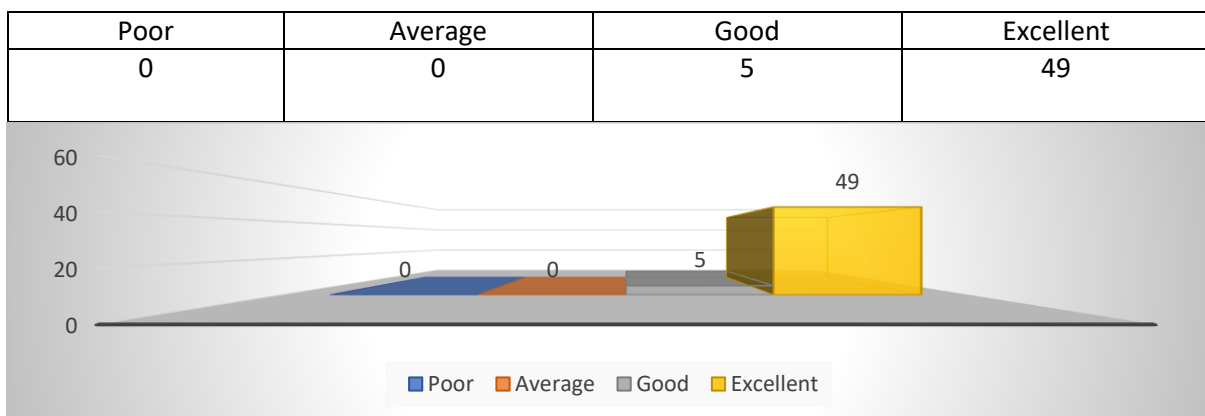


and treat people in a considerate manner. Carolyn is outstanding, and I believe she is making a real difference through the delivery of this course.

- This course was amazing delivered in an empathic manner with a subject that was challenged due to it being from a true-life personal experience from the tutor. It definitely struck a personal cord with me due to the ICU subject matter and how difficult news should be delivered in a caring compassionate manner.
- Excellent very interactive and interesting.
- Brilliant, very emotional, changed my perspective of certain situations.
- Well-presented and organised. Carolyn's personal experience was well incorporated into the material and inspiring.
- Really sad that this happened. Such courage to share. Will stay with me for a long time.
- Very good- think it would have been more even more palpable in person.
- Excellent, we do need to change our approach when dealing with incidents and as you said we will not always get it right but having empathy and compassion will help.
- This course was really informative, I was expecting the story relating to this course, but it gave it real-life meaning.
- Really enjoyed this study day.
- Thought-provoking and worth doing.
- Very thought-provoking.
- Insightful.
- Really helpful and useful. It really helped me to understand how to understand others and how we can all see things very differently.
- Powerful! Very well presented. Difficult on zoom but Carolyn kept the whole group engaged throughout. It did not feel like a whole day as time went very quickly due to good discussions and breakout rooms. Often sensitive conversations but good mix of humour too!
- Very good.
- Wow! Very thought provoking. Really enjoyed the honesty and openness.
- The course was delivered in an excellent way, with the right levels of humanity, humour and academia. The stories and video examples made the topic very real, kept me interested and will be valuable to me.
- Very good – very interesting and informative and emotive, however a lot to take in and felt perhaps rushed at times – would have liked to have spent more time on some aspects but appreciate trying to cover so much in one day and all really relevant.
- Really well put together with a mix of teaching, stories, interactive work, group discussions and breakout sessions.
- Good illustration of empathy and its importance.
- It was very insightful and thought provoking, and incredibly beneficial to my role.
- I absolutely loved this course. I was engaged at all times and felt that every aspect was relevant to the job which I do. The personal story throughout really touched me and I felt quite emotional throughout whilst also reflecting on my own personal life and the struggle I am faced with at the moment.

- Really interesting and was kept engaged throughout despite it being virtual. Would have been better face-to-face as may gain even better engagement.
- Really helpful, found the day very informative.
- Excellent.
- Thought provoking, relatable and fun!
- Good overall session regarding empathy and dealing with complaints.
- Really interesting.
- Excellent, emotional, thought provoking.
- Excellent an engaging.
- Excellent.
- Excellent Emotive and Thought provoking.
- Fabulous, informative, interesting, so well presented, many thanks Carolyn.
- I was not sure what to expect but I thoroughly enjoyed the course and found it really helpful. Gave a different perspective to managing complaints and helped formulate how I can support patients and relatives in the future.
- The course was well run, informative and full of energy.
- Interesting, informal, relaxed and informative.
- Very good, very impressed.
- Excellent.
- I thought the course was very interesting and informative.
- Fantastically written and led course, really kept the groups engagement with all learning styles catered for. Excellent perspective on not only complaints and incidents but something to take into everyday life.
- This was not what I was expecting as the training was deeply thought-provoking and emotional at times with just the right mix of fun and serious content. Absolutely no hesitation in recommending this course – thank you Carolyn!

2. How would you rate the content of the day?





3. What will be your takeaway point from today's session?

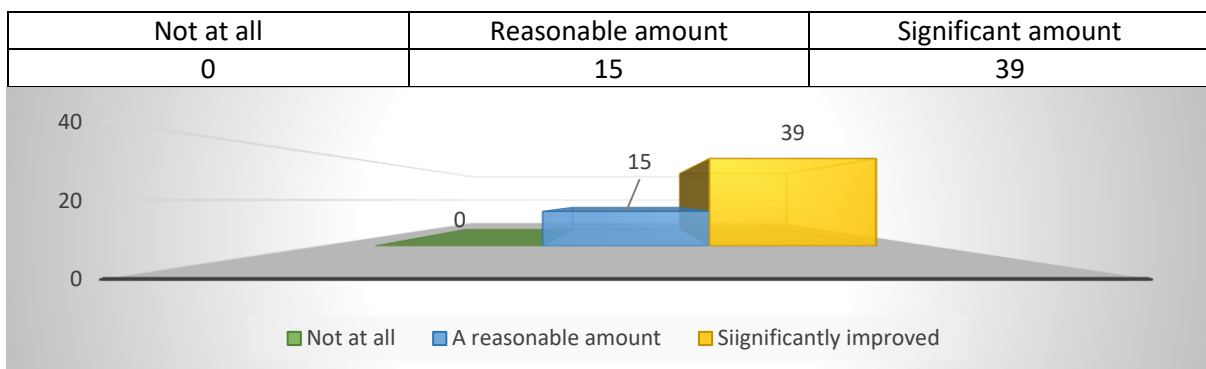
- The importance of listening to people and understanding how they feel.
- A better understanding of empathy and the tools to ensure my future complaints letters show more understanding for the family, patients and people providing their responses.
- Increased knowledge of empathy and how to resolve patient/family complaints/incidents in a sensitive and compassionate manner.
- The importance of recognising empathy over sympathy (and putting it into practice)
- To be more understanding and open.
- Stop and think.
- To be kinder.
- To keep fighting for the families and make improvements in our family liaison services and try to bring the Trust along with me.
- To remember each incident, we deal with is so important to the families and we must try our best to always be caring and compassionate.
- Reinforces impact of no empathy or transparency from organisations. The 'role play' regarding the meeting was very powerful. Had it not been for Carolyn telling us it was her actual experience; I would have thought it was a fictional exaggerated event, certainly, was not!
- To really consider it from other perspectives, as in considering my own at the time and others, I would never consider it like that. I like the puddle analogy – I think I will pinch that.
- I think the ultimate point will be that my engagement has the ability, literally, to change someone's life, to be the person that listens and validates how they feel, that can prevent, sometimes yours of upset and torment by just taking the time to be engaged with them and to acknowledge them, it is exceptionally powerful when put in this context.
- Even when oneself may not have experienced what others are going through, it is important to be mindful of why people may respond in a certain way. I think it is vital to the well-being of others to simply show kindness and empathy – we never know what others are going through.
- How to treat people with care and compassion especially in a clinical and home life setting looking after your well-being and how to deliver difficult feedback also to take accountability for your action's resilience.
- Better understanding.
- To stop and think about peoples' situations before judging, and to listen to people, not just try and look for a positive in their negative situation.
- Look at all sides of the story. It is easy to focus your emotions on the 'victim' – the best way to get a 'positive' outcome is to look at the whole picture and appeal to all members when getting information. In my job in particular, I am drawn to the patient and family's needs (which is of course important) – but it also important to think the impact of the situation on staff.
- Treat others as you wish to be treated.
- Just reflecting that you never really know what a person is going through behind the mask that we all put on and it is important organisations think like that.
- Importance of non- verbal communication and how we judge a person/situation.



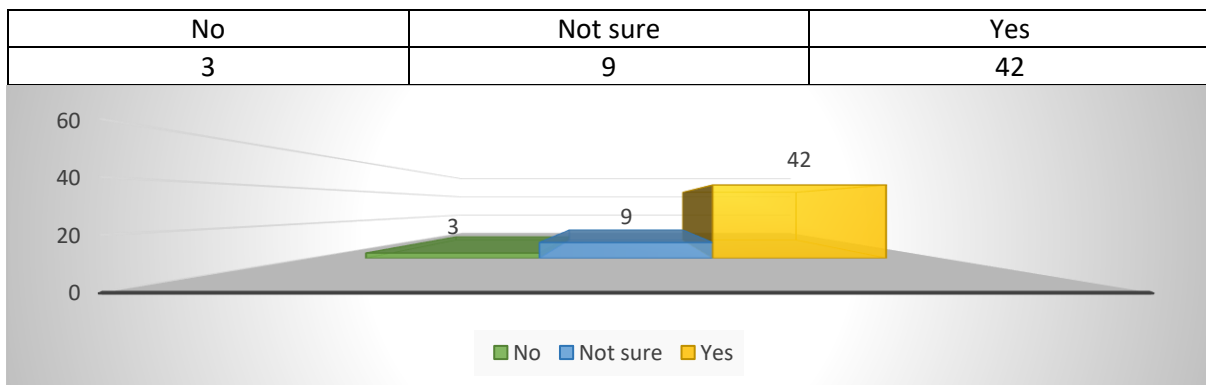
- Ensuring that I am aware of empathy in ways I may not have thought about before.
- To try and be more aware of people's feelings and try and bring sunshine into their day.
- Understanding different types of empathy.
- To always try to put myself in other people's shoes. Always wonder how the other person is feeling.
- That on the whole staff are empathetic but the policies, processes, time constraints including volume of concerns raised are not conducive to allowing empathy to prevail.
- My own emotional awareness and how as a manager I can influence others. How to allow myself to reflect on situations and how to give permission to allow vulnerability. Being aware of my own well-being and burnout with pressures in work and how this may affect my responses.
- How to deal with empathy.
- How to peel back all emotional component when dealing with situations.
- Always thinking of the individual involved and try to imagine how they may be thinking.
- To stop and imagine how the other person is feeling and why they are perhaps behaving the way they are, not only when investigating complaints and incidents but also in everyday interaction with other people (and my kids!)
- For staff to have empathy and implement it with patient care, we need empathetic leadership as a standard in the organisation.
- Importance of addressing personal/emotional impact of incidents as well as 'technical' points.
- To stop and try to identify with what someone else may be feeling, as well as listening to what they are saying, before giving a response. To try to remove some of the policy/procedure "red tape" which can make us appear disconnected for patients/relatives and colleagues.
- To try not to pack my suitcase and move in!!! I feel I am a very empathetic person and at times can take on others' emotions.
- Be honest, listen to persons concern, try to see if there are other issues influencing their concerns, be a person not a professional.
- Put yourself in their shoes, from personal experience you never know what people are going through.
- To listen and have a broader understanding of a person's situation.
- The funnel of life.
- how to improve empathy.
- The understanding of empathy.
- Take time to review the information, prepare, ensure all aspects of concerns can be addressed with empathy and understanding.
- A better understanding of empathy and tools to be a more empathetic person.
- The way we communicate can have a lasting impact on overall experience.
- Do not use the first encounter with someone to form an opinion, you do not know what may be influencing them at the time.
- It has made me think about what else might the complainant be experiencing in their life which might affect how they react.

- That time to listen is a major part of dealing with issues. Simply being willing to listen and validate people's feelings is of massive importance. We do not have to agree with the other person to empathise.
- How empathy can alter outcome.
- The importance of empathy, and how it is important to understand how other people might feel.
- The long-term impact of listening and communicating empathy.
- To be more aware of what people may be going through.
- The importance and difference that empathetic conversations and the feelings of being heard and understood make to people's wellbeing.
- People never forget how you make them feel. Challenge our own thinking and belief systems.

4. Has your understanding/knowledge of empathy and emotional awareness been enhanced following this training?



5. Have you learnt something new about yourself?





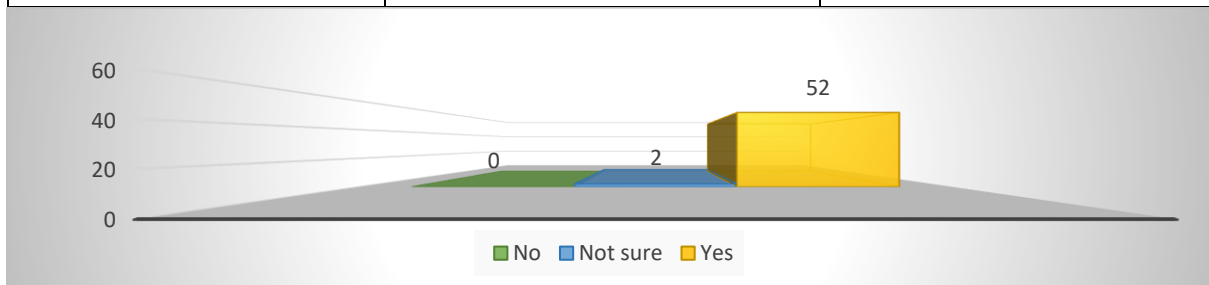
If yes, name one thing you are more aware about yourself?

- I need to be more effective with my time management with some staff. I need to be kind to myself as well as others.
- I am human and to not forget that.
- I particularly enjoyed (I think enjoyed is the right word as it was a bit close to home!) the discussion of personality types and how we can naturally feel more empathetic to people with personality traits in common with yourself.
- Empathy can be provided in many ways.
- You have given me back a bit of myself and why I have not given up in the challenging months we have been through and still going through.
- My own emotional intelligence and to try harder with people who maybe triggering me or have clashing personalities.
- That just because I am busy is not an excuse to not do things right the first-time round. Also, that Carolyn is a real advocate of us all taking care of ourselves as well as trying to help others. To read complaints fully and not glance over them but to fully understand what is going on for the complaint, to pay attention to their choice of words, they speak volumes.
- I have reflected on the fact that we also need to look after ourselves to avoid fatigue/burnout etc. I think it is easy to offer all of oneself when responding to someone's distress but without self-care this is not sustainable and will come at a cost.
- Look after mine and colleagues' well-being in challenging situations.
- Perspective of individuals and that I may not know what they are going though/have been thought.
- When I look at incidents and investigations I am drawn to the patient and family's needs (which is of course important) – but it is also important to think of the impact of the situation on staff.
- Think about the other person with whom I am interacting with. Where are they at.
- Understanding of why at times we do not always practice empathy and compassion.
- The ability to reflect is important never thought about this before it was when we were talking in breakout rooms, I said it a number of times which made me think that this is important to how to deal with concern or when talking to staff.
- How just day to day things can have an impact on your day.
- My own empathy.
- Everything.
- I will be more aware of other people's reactions and realise that it is not them as a person it is how they are feeling.
- I have a good level of emotional awareness, but I struggle when I do not receive the same back.
- How I can sometimes give an automatic response at times without fully listening.
- Perhaps how my well-being affects how I am responding to others.
- How most of my work conversations are task or work focussed but not about well-being etc.
- Potential bias.

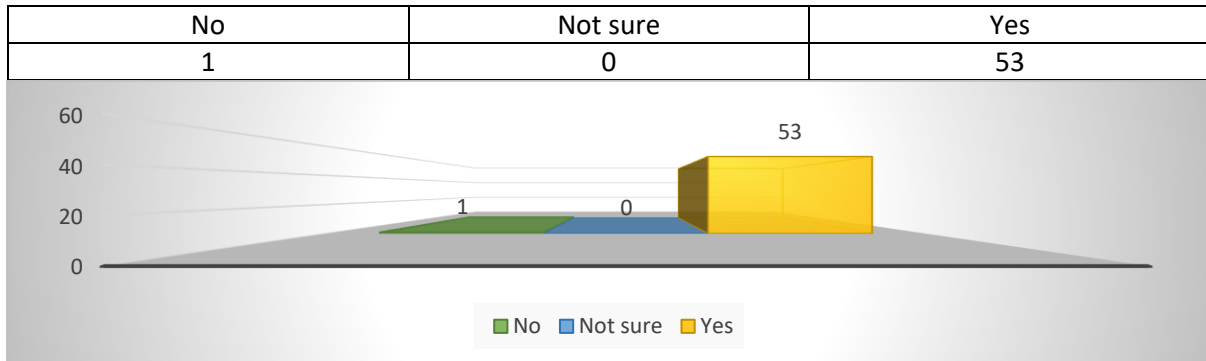
- I take on far too much of other people’s emotions. I try to do everything to please everyone all of the time which is far too much.
- That it is ok not to always be empathetic as we need to look after ourselves as well as others.
- I am more empathetic than I thought.
- To look at the bigger picture.
- Consider others funnel of life.
- I have always considered myself to have a good degree of empathy, but it was good to realise the barriers that may be there and how to overcome these.
- My triggers.
- The way I communicate.
- Things going on in my personal life will impact how I deal with a complainant and my attitude towards them.
- My own power to help others when they are vulnerable.
- Be more ware of empathy.
- The two stages of empathy.
- That I am more tolerant than what I thought I was.
- How I sometimes come across more sympathetic rather than empathetic and the strong distinction between the two.
- Improve awareness of my own biases.

6. Would you view or respond to someone raising a concern more empathically after the training?

No	Not sure	Yes
0	2	52



7. Are you more aware of the influence of emotions and biases can have on outcomes?



8. Name one thing you will do differently since having the training.

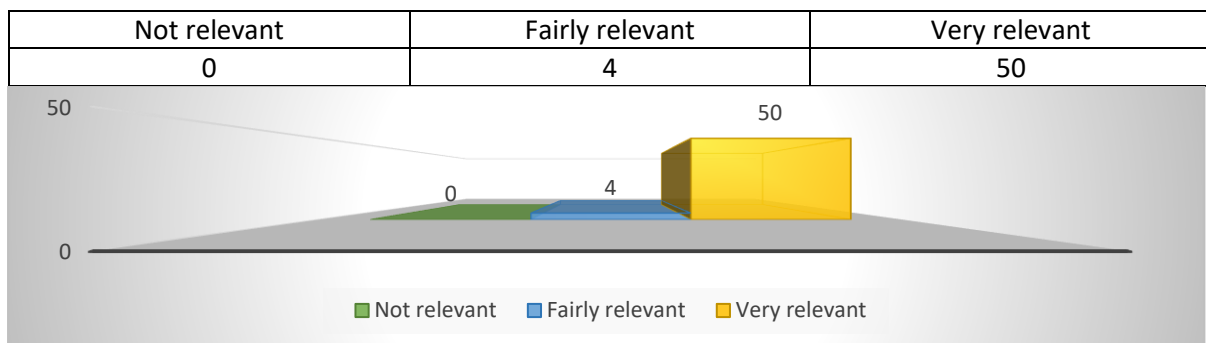
- I will take more time to understand why people may fly off the handle at a minor inconvenience as you do not know what else they may have going on.
- Make more time for myself, to be better at supporting staff with any problem.
- Ask 'have I captured everything you have said correctly?' as a response to patients/family to demonstrate active learning and that you are taking their concerns seriously.
- To understand people how to cater responses to individuals to work around the current processes in place to tailor responses.
- Making sure I'm emotionally present and if I can't be, being up front about that and rearranging rather than going through the motions.
- Listening more.
- Try to gain an understanding of the whole situation not just the complaint issue.
- I always try to find the right time when I can dedicate time to the person who is raising concerns, this is reinforced today to not rush things even if it means I do not respond straight away.
- Always remember to listen to what families want to try to meet this as much as we can.
- Be more aware of people's emotions.
- Listen actively, stand in their puddle – but with wellingtons on. I often wear sandals ha-ha.
- I will be paying more attention of the person behind the complaint, giving them some of my time, being fully present when investigating and considering their perspective, I try not to be judgemental, however, I am human, but will really focus on this moving forward. I am already thinking and reflecting on how I could have done somethings differently but more importantly how I can use the skills I have learnt today from this point onwards.
- I already recognise that I am an empath but equally think I absorb too much of other people's emotions at time and then worry about them excess. I will support others but think at times it would be better if I do not try to resolve everything and maybe signpost people if I am unable to take on any more issues.
- Follow your gut and challenge situations with clinicians.
- Dealing with difficult situations with controlled emotions.



- I will have a better choice of words in order to be empathic when dealing with people who are not in a good place.
- Accept that initial thoughts (subconscious) are often bias and try to act on the subsequent conscious thought.
- As a manager my approach is different to staff than it is to patients.
- Just taking a minute to think about the person's emotions from their written words before assuming I know the answer.
- Checking with myself so I make it psychologically safe for another person.
- I will be calling patients more often to discuss the concerns they have raised so that they know who the person is behind the letter. Humanising.
- Make more time for others and try to understand more.
- Listening to all sides before I make a conclusion.
- Ensure our investigation letters are more family friendly i.e referring to your mum, your farther rather than the patient.
- To smile more.
- Emotional awareness will be at the forefront of my responses, and I will discuss this openly with my team to encourage others to do the same.
- Do not absorb.
- By looking beyond what I see, when it comes to situations. Giving myself time and space to think.
- Have the confidence to challenge others if they are not displaying empathy.
- Stop and think first before responding to people in relation to behaviours and emotions.
- Ensuring staff feel like they are working in an environment where they can share any issues or struggles.
- Trying to ensure there is enough time in discussions to ensure patients centred meeting.
- Having more understanding of the valuing people's fears.
- When reading a letter of concern/complaint look for the emotion within it and not just the wording, try to see where and who it is coming from and what facts and emotions are involved.
- Listen more.
- Ensure I listen to people and staff.
- Reflect before acting.
- I feel I tend to be unbiased in my approach to patients and relatives but will be more aware of how my emotions can affect this.
- Listen more intently and try not to solve the staff members problems for them.
- Ensure not to attend meetings with preconceived ideas.
- Creating time to ensure I can listen to others.
- Thinking and reflecting on the way I communicate with colleagues.
- Take more time to think about responses, both verbal and written.
- Trying to learn more about what the complainant is experiencing within their life as well as their concerns.
- Be more open to face-to-face discussion for complaints.
- Engage with more awareness of empathy.

- I am quite good when discussing concerns with patients face-to-face/over the phone, however sometimes I may draft a response via letter which lacks a personal empathic approach so I will be more aware of that.
- Be more aware.
- Practicing empathy at a distance when required.
- To listen to people more. To talk more openly with patients and their families.
- Asking if I have captured/understood everything, inviting further communication and making sure to mirror words.
- Focus more on people/patients hearing my words but feeling my attitude and the impact this has on their experience and outcome of difficult situations.

9. Has this training been relevant to your professional and/or personal development?



10. In your opinion, who do you think would benefit from this approach of training?

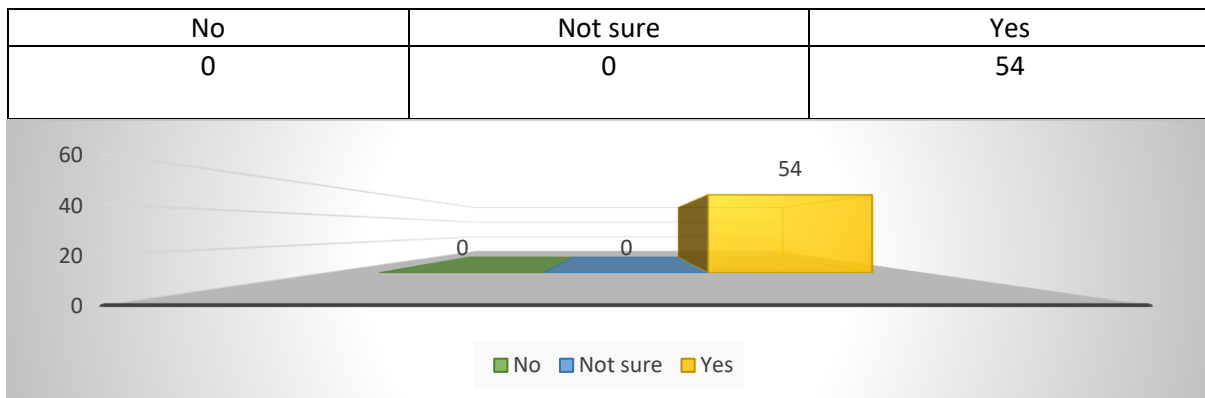
- I think everyone would benefit from Carolyn 's approach, it is very unique way to deliver a course that kept you engaged at all times.
- Matrons, Ward Managers, Doctors.
- All.
- Everyone.
- All staff!
- 90% of NHS staff members.
- Senior Leaders, Doctors, Nurses and all those who will be part of an incident of complaints process.
- All colleagues in NHS.
- Everybody in the Trust.
- Consultants, Doctors, medical staff.



- I think the whole world would benefit from this session – literally!! Because it is so personal, you cannot help but feel involved, I think we could all do with this type of training and guidance in order to, if nothing else, make us consider the other person in all that we do... it would make for a nicer world!!
- From my perspective, I think Carolyn’s training should be mandatory for all health professionals.
- Everyone should do this training in my opinion.
- Senior staff, everyone really.
- Everyone.
- Doctors and operational managers.
- Definitely some of the medical staff, Head of Ops, Matrons and Ward Managers.
- All staff who interact with patients, relatives, and carers.
- Everybody.
- All staff in a clinical role as I often find that the little things that matter to a patient can be trivia to them, but it goes back to the “car lady” and they have no insight at times how people are feeling.
- I think everyone would benefit due to the current and past situations.
- The Board, senior nurses, senior medics. The decision makers who can change policy as a result.
- Senior leaders, managers in the first instance but all staff would benefit.
- Everyone.
- All Doctors who work in the NHS. All newly qualified nurses.
- Wards Managers, complaint managers, and more significantly senior medical staff!
- Everyone involved in dealing with complaints and incidents.
- Band 7 managers are a key audience here in the NHS, they line manage around 70% of our staff, so encouraging empathy from our band 7s will push the culture out to the most people. We also run culture training (Culture Awareness Programme) to new managers, so they are aware and implement correct culture. I think this should be linked to that, or at least advertised there.
- Anyone required to provide statements in relation to patient concerns and anyone compiling responses.
- All NHS and healthcare staff.
- Most staff who have dealings with the public in a health care setting.
- Everybody.
- Junior staff who have less experience with people skills.
- Everybody would benefit from Carolyn’s approach, but realistically all staff who have line management responsibilities.
- Everyone.
- Everyone. Empathy is required at every level of working.
- All NHS staff.
- Everyone at LUFT, all levels.
- Anyone dealing with patients and relatives!
- All NHS staff.

- Ward sisters, managers and anyone directly involved in patient complaints or concerns especially those wards based, or in clinical areas, who will more than likely be asked to discuss issues with the patients/relatives at the start of the process.
- Everyone.
- All managers I found it really insightful and there are so many practical applications in everyday life, so really everyone would benefit from having a better awareness.
- I believe the Trust leadership team and HR department would benefit from this course.
- All roles involved in healthcare.

11. Would you recommend this training to colleagues?



12. What would you say to a colleague, or organisation, who was unsure about attending, or working with C&C Empathy Training and Carolyn Cleveland?

- Definitely attend, you won't regret it.
- Provides real life examples of how people deal with incidents/complaints.
- Stick with it, it is not like other generic wishy-washy courses.
- That they should just attend with an open mind.
- You will not be disappointed the session is valuable and we can all learn or take something away from the training.
- That it's one of the best courses I've ever been on and that it's definitely worth investing the time.
- Be open and honest about what blocks you from doing the right thing at the right time and apply those thoughts to this training to make a difference.
- Definitely attend one of the most insightful courses I have ever been on – a rollercoaster of emotions.
- Give it a try. You will not be disappointed, and it is certainly thought-provoking in relation to your interaction with our service users. Have attended many courses in both public and private sector over the years and this one stood head and shoulders above any previously.
- Trust me, if there was not a word for the feeling empathy – what I felt during the course was it, genuine empathy. I truly understand it now.



- Does it sound corny today that this could be seen as 'life changing' Carolyn had had profound impact on me today, she is a lovely lady, extremely engaging, although there was a serious element to today, she made it fun also, I will remember this session always.
- Just try it! I do not think any of them would be disappointed and there are always new things to learn, even if we think we already know all the answers – we do not.
- Emotive topic but delivered in an empathic manner with learned experience bring some tissues.
- To definitely attend the training as it will without a doubt open your eyes and teach you to be more empathic.
- There is always something to learn (even if you think you are an empathetic person). It is one of the most important awareness's to progress through life and work.
- Just go and listen.
- It really makes you take the organisational specs off and see the person behind the complaint/concern.
- I would say this training is so valuable not only in complaints but in Leadership as often there are staff who can feel under pressure and then they can vent their frustrations, knowing how to show empathy can lead to a quick resolution and maybe bring a change for the better.
- The course is very beneficial and opens your mind to situations and gives you some food for thought and the tools you may need when in particular situations.
- Go to the session.
- Important.
- That it is the most powerful and engaging sessions they will attend, and they will undoubtedly learn things about themselves and the organisations they work for.
- Utilise the opportunity.
- You will gain much needed empathy realisation.
- Helps to re-focus on why we are doing what we are doing.
- The skills or knowledge you can gain from this training will undoubtedly make you staff feel safer in work and more valued, this will in turn lead to overall improvements in productivity.
- Nothing to lose but you might learn something, if only about yourself.
- Definitely attend. It is the best course I have ever been on. I have learnt so much.
- What on earth have they go to lose? I think, at this time especially, we all have the need to show empathy, we expect others to show it to us. We need to identify blocks and learn how best to remove them.
- It was a rewarding course and I gained so much from it.
- Definitely attend, worth it and thought provoking.
- Be open and willing to engage, you will benefit so much away from this session.
- Informative and engaging course.
- That Carolyn is so incredibly passionate about what she teaches that you are engaged and focused from the very start. It has widened my mid and allowed me to understand more clearly about empathy and how to demonstrate it.
- You will learn a lot on this one-day course that will influence and possibly change your approach, delivery and how you receive communication.
- Definitely attend the session.
- You do not know what you do not know. Time to consider alternatives viewpoints is never wasted.
- The takeaway will help them engage with patients and other staff effectively.



- Session is informative, interesting, puts the human element into what we are doing and encourages us to look at the whole picture and not to 'just adhere to policy' which sometimes we tend to do in fear of falling short of trust expectations.
- Attend it, very informative.
- I would definitely recommend they do the training as it is very interesting and makes you think more about how people feel.
- Please go, it is not what you think, and it is truly something to take forward in all conversations.
- Unique insight on empathy and the ability to learn from lived experience.

13. Is there anything Carolyn could do to improve your training experience?

- N/A
- Session was done via Zoom, worked well for most of the team. Face-to-face sessions would work well.
- No.
- No, the course worked excellently despite us moving to Zoom and it was a fantastic learning experience.
- No, she was fantastic,
- No.
- No, it was excellent.
- No, right pitch, right level just sorry more front-line staff not on the course.
- No.
- No.
- No, nothing.
- No.
- No, considering this session was across zoom, I had little expectation as I know it can be hard to engage when not in a classroom. I was wrong. The way that this was delivered still allowed for the feeling of being in a room with others, some of the content is naturally very hard to hear, but I felt that there was still a support network throughout the day.
- Gold standard experience.
- No.
- As I feel Carolyn also; face-to-face would have been a preferred option (under different circumstances).
- As alluded to face-to-face would have been better.
- Face-to-face when this is possible, as I appreciate this is not an option at the present time.
- No, I thought the way the training was conducted was perfect I just wish it was face-to-face as it would have been nice to share the emotions, I was feeling which was: sadness, laughter, anger, surprise.
- Not at all could have listened to Carolyn all day.
- In person.



- Would have loved face-to-face.
- Nothing – she was very helpful and had good knowledge. I think she did so well to share her story with us all.
- No, she was brilliant, inspiring and non-judgemental.
- No.
- No – virtual meeting is regrettable but cannot be helped. However, she kept my interest all day which is difficult for a virtual meeting.
- I think it was brilliantly pitched and as stated, the mix of tasks is perfect.
- Smaller more frequent breaks, break up some of the talking sections.
- Face-to-face would have delivered a different dimension, but as an online course, it was facilitated very well.
- Nothing, she is an amazing lady and very inspiring.
- No.
- Carolyn was fantastic, the way she shared her story was so appreciated.
- No.
- Probably give us some tools on how to be more empathetic but she said that is not what she was there for.
- No, although it was my first experience of Teams and I am a little hesitant at interaction like this, so would have preferred face-to-face meetings but understand that this is difficult at this present time but this was not possible at this time.
- No.
- Nothing, but as I said previously, I have a better understanding of empathy and more tools to help me be more empathetic.
- Not at all.
- No, really enjoyed it.
- No.
- No, she is warm, approachable and friendly.
- No.
- Nothing, it was all really excellent.
- No.

Any additional comments

- N/A
- Well done, Carolyn.
- Thank you for sharing, I assume the worst part of your life, and yet still being positive about working with the NHS
- Thank you very much Carolyn. Lovely to meet you (albeit virtually!) your training session was really informative and interesting, sad and humorous! It will certainly provide an insight about empathy to people who will just not realise the true importance of empathy and the impact it can have.



- Just a quick email to say thanks for yesterday's training session, we all thought it was brilliant. It was very emotional, I wanted to thank you at the end but could not speak! 😊
- So strong. I truly hope I show strength and resilience like that the next time I meet a hard life situation. I will remember this.
- Wow, I am a bit blown away and think I have been through a range of different emotions today, I have thoroughly enjoyed this course and I know it will impact on my thoughts, behaviours and actions from this point onwards.
- Thank you, Carolyn, for such an inspirational session, I do not know how you do it but I am glad that you do. From such a negative experience, you have been able to share such an important message. Of course, this must have been incredibly hard, but you are heard. You really are a credit to Sophie and your friends and family (even if they do not like the photo sharing!)
- Thank you so much, really enjoyed it.
- Thank you, Carolyn, for sharing your story. I lost my father in December 2021 and it was inspiring to see how you can 'come out of the other end' despite the circumstances. I know how difficult I find bereavement to talk about so admire Carolyn's bravery.
- Thank you for being brave and finding the courage. The NHS has lost its way. It is sad that we have to have these lessons. The NHS needs to hold its people to account when the ego gets in the way.
- The written complaint example it would be good to have some more examples and ask the group to identify the emotions and significant key words.
- I would like to applaud Carolyn for her bravery in telling such an emotional story, your compassion to the Doctor was endearing it is people like yourself that will change health care for the good. Thank you for the invite.
- Found the study day to be very enjoyable and informative. Carolyn was very knowledgeable of the topic. Came across very warm and caring. Carolyn made the session very interesting, and I enjoyed being at home as it was more comfortable and less distraction. Thank you so much for sharing your story with us regarding your beautiful daughter Sophie.
- Thank you.
- Well done thoroughly enjoyable course by very effective and engaging trainer.
- Thank you, Carolyn, for a great session. I certainly won't forget how today made me think and feel.
- Excellent course would recommend.
- Thank you. I really enjoyed today's session.
- Thanks so much for the training today. Your delivery style was excellent and refreshing despite the difficulty of zoom.
- I think this course is needed as part of a manager's training in our organisation, brilliant course.
- I feel really privileged to have been able to attend this.
- Thank you so much Carolyn.
- Her personal experience was very well put over. Sophie should be very proud.
- Thank you for sharing.
- Enjoyed the session.



- Thoroughly enjoyed the day, so much information packed in. For a one-day session it was relatable and impactful!
- Carolyn, I think you are an inspiration to take such a devastating loss and develop something to go forward and help others.
- Thank you! Thank you for being brave enough to use your experience to help improve that of others.
- Thank you for sharing your own personal experiences and for your honesty in showing all sides of yourself. It is this that makes the training so valuable.
- Thank you for using your personal experience to help people engage with their own emotions.
- Great session, thank you.
- Thank you, Carolyn, for sharing your experience.
- Hi Carolyn, just a quick e-mail to say how much I enjoyed the course on Friday 13th May. I got so much out of it than what I thought I would. Thank you for sharing your story with us.
- Excellent course, glad I put my name down to do this. I learnt so much more than I was expecting. Really good group chats too. Also thank you to Carolyn for sharing your story with us, she really is an inspirations person.
- Enjoy your holiday, you deserve a lovely one!