



Care & Compassion Empathy Training

NHS  
FRAMEWORK  
APPROVED  
TRAINING

A one day training session 9.00 am - 4.15 pm

THE BE HUMAN MODEL - FULL DAY SESSION  
**DEVELOPING EMPATHY,  
EMOTIONAL RESILIENCE AND  
GUARDING AGAINST COMPASSION  
FATIGUE**



**EMPATHY, WELL-BEING AND RESILIENCE GO HAND IN HAND**

Training to support professionals to feel, recognise and understand the importance of authentic empathy, but how self compassion, positive psychology and emotional awareness are key to long term empathically focused work, their own personal resilience, self care, and guarding against compassion fatigue.

# About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides training, consultancy and keynote speaking, through it's unique Empathy Navigation Pathway<sup>®</sup>, brought to life in the context of sessions delivered. The aim - to motivate and empower organisations and individuals to develop reasoned empathy, emotional awareness and personal resilience in order to promote personal well being and a compassionate and ethical organisational culture.

Covering subject matters such as leadership, complaints, incidents, inquests, staff well-being, resilience, managing adversity and communication, CCET prides itself on humanising policies, processes and practices for staff and those that use their services. CCET's philosophy is simple, support individuals to understand vulnerability in themselves and others to help prevent psychological harm, and do this in a thought provoking, humorous, supportive and motivational way for long term learning.



## Introduction

Working in any organisation or profession communicating with and impacting on others, often in vulnerable positions, requires an empathetic approach, and true understanding of why empathy is so important. Working with vulnerable people and managing often traumatic situations however, can create secondary trauma, on top of other work pressures and personal life challenges, impacting on empathic ability, as well as personal well-being and resilience.

CCET has developed this training programme, drawing on the BE HUMAN Model. CCET's approach is one of the view that if resilience was just a set of skills, we would all be doing these, all the time. Resilience is not about never struggling, but being able to recognise when we are and the ability to support ourselves and recover as quickly as possible. The facilitator, Carolyn Cleveland, shares with candour and honesty how adversity and traumatic life events can impact on our coping abilities, and how we view ourselves, to set the scene for exploring empathy long term and avoid compassion fatigue. Using CCET's Funnel of Life Model and Optimum Self Model, and Empathy Navigation Pathway<sup>®</sup> realistic knowledge, self acceptance, and skills are explored to support people with fostering their empathy and compassion whilst managing adversity, and self compassionate practices. Building understanding in why sometimes we find managing our own emotional well-being and empathy for others hard, and how we can help ourselves.

*"This is person centred training and much better than what I could have expected. A really good reminder of the big picture. It isn't a passive training module where you sit at your screen, muted, with your camera off, thinking about what's for dinner. It's an opportunity to reflect on yourself and your attitudes in a safe, contained environment."*

**Joyce Meloni, Policy Officer, Ministry of Justice**

# Who you will be working with

## Carolyn Cleveland

Founder of C&C Empathy Training (BSc Hons Open, Cert counselling, PTTL5)



Carolyn, has a background in psychology and counselling, specialising in loss, fear and vulnerability, and conceived C&C Empathy Training from her study and personal experiences of adversity within life, trauma, healthcare incidents, and vulnerability.

Carolyn experienced the loss of a child in a healthcare incident and found many individuals and organisations struggled to understand her lived emotional experience, motivations, needs, and vulnerabilities. This affected well-being and resilience creating a situation where her own training became invaluable in realising the need for building resilience and recognise that she had two hands, and she must use both - one to support others, and one to anchoring hold on. Carolyn is passionate about promoting long term change through training and development of empathy whilst empowering staff to support themselves, colleagues, as well as those using their services. Importantly all done in a friendly and supportive learning environment, with the focus on their own well being as much as other people's.

Carolyn has been public speaking on emotions in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in vulnerable positions, as well as staff personal well being and resilience. Those who have worked with Carolyn include multiple NHS and private organisations, NHS England, NHS Resolution, legal firms, private organisations, Ministry of Justice, British Consular and she worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, told with honesty and candour. This is joined together with her academic study, analysis and personality, and belief that understanding 'why' something needs doing, rather than just 'what' needs doing, is vital for energised empathy and personal well-being and resilience.

**What was your overall impression of the session?** - *I thought the session was really good. It was the perfect mix of guidance and interaction. Very thought provoking.*

**What will be your takeaway point:** *That I have the skills I need to manage difficult situations; I just need to give myself the space to find the right ones and use them.*

**If yes, name one thing you are more aware of?** - *That we are all dealing with the same or similar emotions.*

**What would you say to a colleague, who was unsure about attending?** *Carolyn is a great coach, she doesn't try to tell you what you should do or feel, but guides you through how to recognise and deal with your own and others responses.*

**Team member from the inquest team, Ministry Of Justice**

**Overall impression Comments:** *Extremely informative and engaging day. Took on every emotion of day-to-day life / Very good. Very impressive and thought provoking. / Very impressed with knowledge and I will be implementing it into my work. / Unsure of how this training would have been beneficial prior to attending. I found it very interesting though and will utilise the training into work life.*

**What would you say to a colleague unsure about attending:** *'GO' it is very pertinent to our roles within our Housing Association / It is really useful and exceptionally relevant. / You will enjoy it and can apply a number of areas in all aspects of life. / Very informative and good to use at workplace and at home.*

**Stockport Homes - Anti social Behaviour Team**



# The BE HUMAN Model - Developing Empathy, Emotional Resilience and Guarding Against Compassion Fatigue

**Description:** This one day session of experiential learning starts by focusing on role that empathy has within work and life, but how personal well-being and resilience is linked to it. It will enable those to understand the **'www'**; **'what'** needs doing, but also **'why'** and recognising **'where'** the barriers are. Using the Empathy Navigation Pathway® the session will take things out of the text book and into real life context, as delegates go on a journey of understanding their own emotions and perceptions, and those of others.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine the 'Funnel of Life', and how we often do not show empathy and compassion to ourselves. Enabling recognition of our optimum selves and what resilience really is, especially in differing states of well-being. Delegates will explore the vital importance of personal development as well as practical skills and to support long term re-framing empathic thinking, recognise second trauma and guard against compassion fatigue.

Using emotive and honest thought provoking material from Carolyn Cleveland, yet balanced with the neuroscience of positive psychology and all important humour, the real impact of managing secondary trauma, stress and burn out, will be explored. Supporting staff to nurture their own existing abilities, and build confidence in developing more personal support mechanisms.

## Key learning outcomes:

- Understand, feel, analyse and explore the presence and absence of emotional awareness, secondary trauma, and learning the importance of being able to understand different emotional experiences/trauma, managing adversity and recognising vulnerability. What resilience really is and the link with empathically focused work.
- The foundations of resilience, digging a little deeper than just tools. Develop knowledge of how intertwined long term empathic energy and well-being really are, to understand not only the benefit of resilience for ourselves, but for others too.
- Learn how the 'Funnel of Life' can impact on our resilience, and how our emotions influence us, and impact on others.
- Seeing perspectives, the fuller picture, and understanding emotional motivations within behaviour and how easily we all see things differently and have our own narrative about life and our optimum self.
- Analyse how biases, judgements, body language within communication can create a lack of psychological safety and civility and how important this can be to us all when we are vulnerable.
- Recognise and identify secondary trauma and understand the difference between secondary traumatic stress and burnout.
- Develop your positive psychology and self care, to manage adversity and recognise successes and the importance of how identifying our emotions and thoughts and expressing them, supports us. Along with the vital importance of laughter!

# TRAINING EVENT: The BE HUMAN Model - Developing Empathy, Emotional Resilience and Guarding Against Compassion Fatigue

Other than start and end time, timings may vary, but are aimed to be as approximate as possible

ARRIVAL TIME AND INTRODUCTIONS 9.00 - 9.30 AM

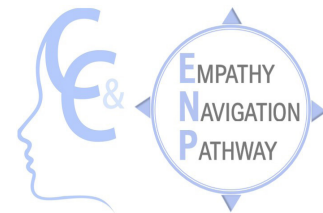
## Welcome to the session and introductions

### 9.30 AM: Feeling emotional resilience and recognising vulnerability

**Part 1: Setting the scene:** Founder of C&C Empathy training, Carolyn Cleveland, will present a personal narrative, highlighting a traumatic event, adversity, vulnerability and resilience, introducing the Empathy Navigation Pathway<sup>®</sup> and 'Funnel of Life' model. Combining the importance of being able to engage empathy with self compassion and resilience in challenging situations.

**Part 2: Understanding emotions & perspectives - some science behind our behaviour.** Delegates will start exploring the world from the 'inside out' and understand emotional motivations. What might be the emotion behind the fact? What are we all seeing about others and ourselves? How are we all interpreting things in our own way? And how this is all links in with empathy and resilience.

**Part 3: Catching emotions:** Through humour and video, delegates will further understand how we catch other's emotions and the importance of positive psychology and humour in resilience and well-being.



COMFORT BREAK - 15 MINUTES

### 11.00 AM: What matters to us, matters to others; creating psychological safety and civility

**Part 1: Identify the foundation of resilience and start looking at how we build on this.** Delegates will start to dig a little deeper than tools, but how some exposure to challenging situations can support resilience and the importance connection. What is the implication of empathy, sympathy or apathy of communication and why this is important to well-being.

**Part 2: Understand how we all need empathy, honesty, psychological safety and civility:** By analysing unique, real life video case studies, our natural biases and unconscious thought processes will be examined. Delegates will learn how to identify psychological safety and civility on a deeper level and the support needed. Do we always get it right? What might we need? How does it make us feel? What can happen when well-being is low?

LUNCH BREAK - 45 MINUTES (APPROXIMATELY 13.00)

### 1.45 PM: What about YOU? Facing adversity, secondary trauma and resilience

**Part 1: Accepting things can be hard and re-framing:** Drawing further on the BE HUMAN model delegates will explore how our optimum self can look and feel very different and how re-framing our thoughts about situations can be one of the most powerful supportive skills. Delegates will start to recognise their optimum self and outcomes, in a less than optimum situations. What narrative do we tell ourselves.

**Part 2: Oh and then there are personalities!** Delegates will take a humorous look at personalities and realistically examine what irritates us personally and can impact on our connectivity - we are all human after all and people will be people!

**Part 3: Secondary trauma, your own resilience and well-being:** How do we recognise it? And how does it relate to burnout?

COMFORT BREAK - 10 MINUTES

**Part 1: That pesky negative bias and nurturing your positive psychology:** Explore how to bring more focus onto our successes to nurture ourselves and create good habits and positives narratives. Learn the importance creating 'negative noise cancelling' narratives.

**Part 2: The importance of laughter :** The session finishes on the importance of laughter both on mental well being and physical well-being, being mindful of what we absorb. Bringing together the connectivity, re-framing and creating the realistic view of reaching happiness in the face of adversity.

CLOSE 4.15 PM

The day will be a mixture of presentations, full group discussions, small group discussions, imagery, videos and analysis.

The day will be very relaxed, with no one put on the spot. But discussion is encouraged and the main learning tool.

The day contains emotive material used as an evaluation tool to help explore some of the concepts and models.

All delegates will get a follow up email from Carolyn as part of her duty of care, so if there is anything that is wished to be discussed in a more private forum following this training, there will be the opportunity to do so.