

A Journey Through Complaints Using Empathy

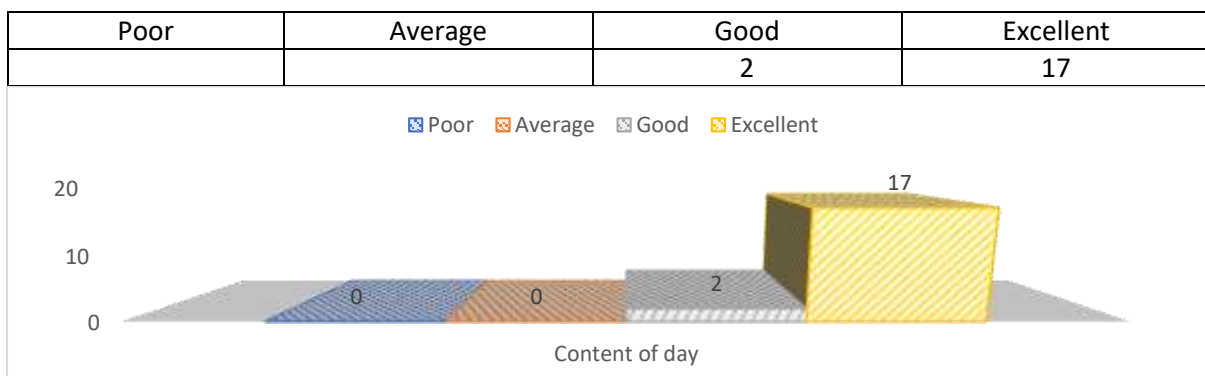
15th October, Kingston

(The course started at 9.30 and concluded at 1. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- Excellent
- Very thought provoking
- Very informative – personal, but concepts discussed can still be applied to working environment
- A very relevant, informative and inspiring training
- Very good morning and very relevant
- Very thought provoking session, using emotions
- Excellent – totally not what I expected but a great learning experience
- Excellent
- Thought provoking and moving and reflective
- Extremely good – well presented
- Very thought provoking
- Very informative, a true life coach to managing emotions, by showing empathy
- Very emotional! And thought provoking
- Very good
- Very clear, useful training to support me
- Very interesting and eye opening
- Interesting, thought provoking
- It put a stark light on the difference empathy vs lack of empathy can have on a situation
- I enjoyed the day/session

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

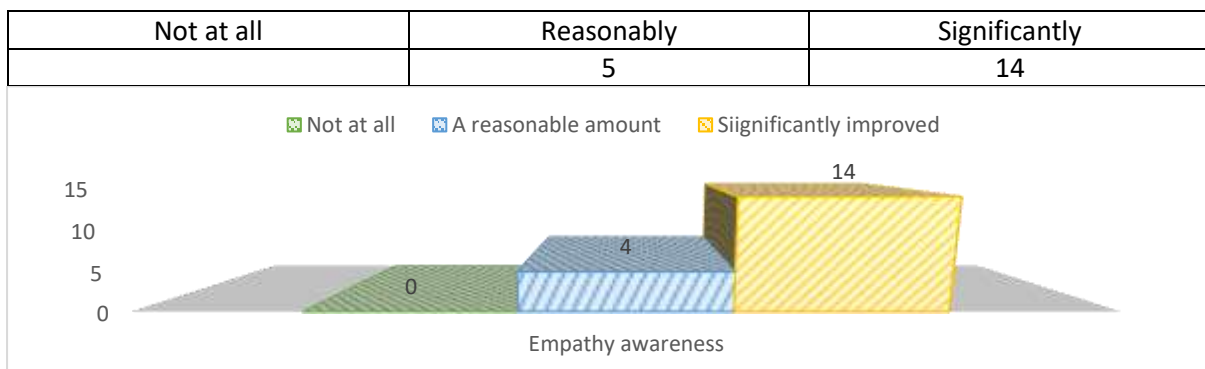


3. What will be your take away point from today's session?

- All of it made me really think and reflect.
- Listen. Plan meetings. Consider timings
- Thinking further about other people's journeys

- To be more mindful of showing empathy when dealing with complaints; being open to perspectives from others involved
- Breaking down the elements of compassion and how my lack of compassion and empathy can affect you.
- Using empathy when dealing with managing staff wellbeing
- To focus more on empathy and understanding rather than the process
- Listen and pay attention to other's emotions
- 'People hear your words, but they feel your attitude'. Acknowledging feelings impacts on outcomes
- Some key messages for staff during tricky parent meetings. E.g. 'people hear your words, but they feel your attitude'
- Try and see things differently rather than assuming. Empathy can help build trust.
- Resolution is so important. Don't ever assume anything!
- Definitions – empathy, sympathy, apathy
- Consider both sides of people's view. Difference between empathy and sympathy and how to use
- Lots of positive things to use
- Listening skills not trying to fix things
- It was a reminder of how critical and important empathy is in all relationships – suffering and anguish are acutely lessened, often with simple caring and kindness demonstrated by listening, looking and gut instincts
- I liked the take-away toolkit. Also, the fact that time lags can really exacerbate damage

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



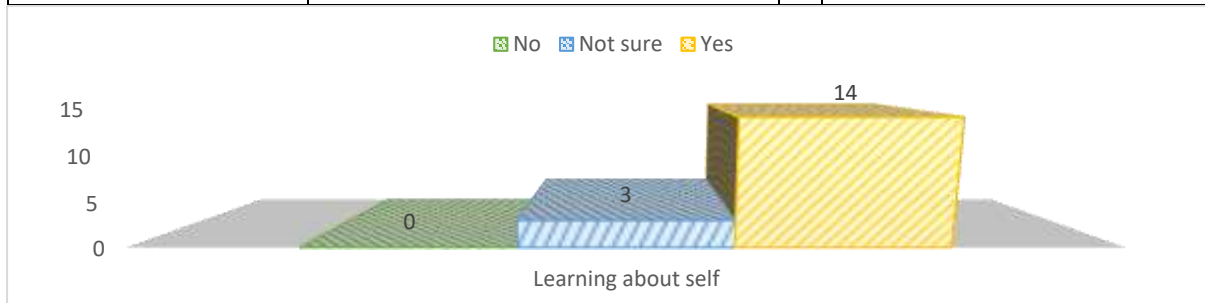
5. Are you more aware of the influence of emotions on behaviours and communication?

| Not at all | Reasonably | Significantly |
|------------|------------|---------------|
| | 7 | 12 |



6. Have you learnt something new about yourself either professionally or personally?

| No | Not sure | Yes |
|----|----------|-----|
| | 3 | 14 |

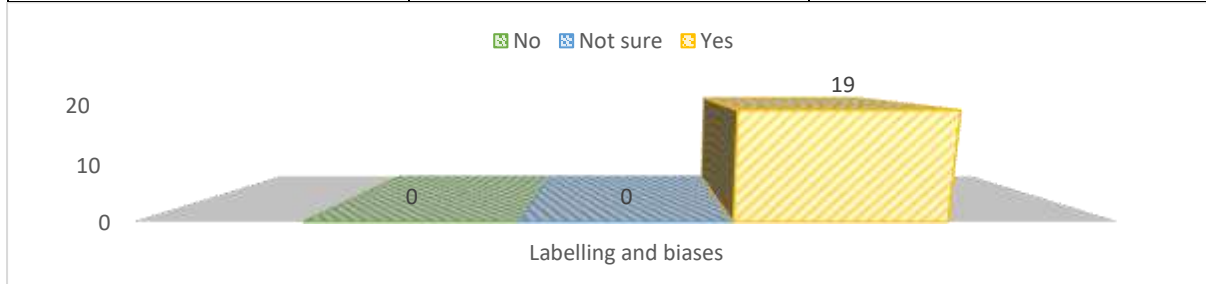


If yes, name one thing you are more aware of about yourself:

- To reflect before reacting to get an overall on the situation
- My pace – I need to make more time
- How my own experiences and behaviour can influence others or situations
- Have an acute awareness of empathy
- Using my natural empathy skills in a more channelled and professional manner
- I am aware of this subject area and the importance of wellbeing. However, this was a great reminder and reflection time. Biggest learning it to be mindful of our actions 😊
- My judgements and beliefs about certain situations will negatively impact on a meeting if I don't question/think about them
- Think about my response in meetings – is it empathetic or sympathetic?
- A person's instant behaviour could be a build up of different varying emotions and beliefs and sometimes the attribute of not achieving negative freedom; the latter being more pertinent to formal relationships – e.g. work
- Looking after myself
- That you need to be sympathetic and empathetic and consider what's also going on for that person
- Not alone in going against a huge organisation. Not going mad – harm (psychological)
- Wanting to fix things
- The importance of understanding a person's perspective on a given situation – this was always obvious to me but the training reinforced how critical it is if one is to truly understand the reality of the situation

7. Would you view and/or respond to someone raising a concern more empathetically after the training?

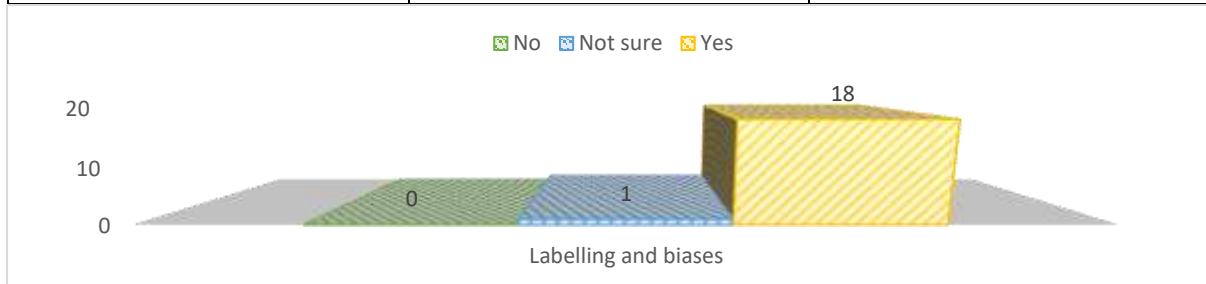
| No | Not sure | Yes |
|----|----------|-----|
| | | 19* |



*Although I feel I am an empathetic person

8. Are you more aware of labelling and your own biases and those of others, having attended the training?

| No | Not sure | Yes |
|----|----------|-----|
| | 1 | 18 |

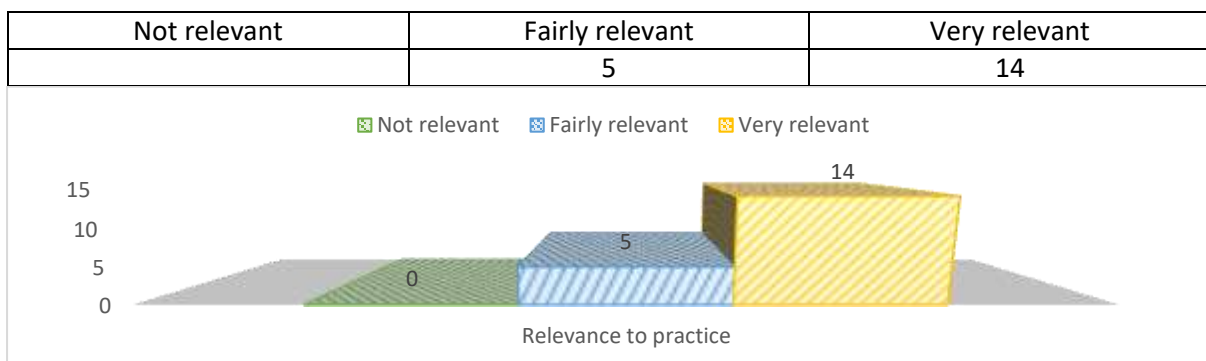


9. Name one thing you will do differently since having the training?

- Use the toolkit for myself
- Discuss tricky meetings with Deputy Services – plan approach
- Be more aware of asking questions and not looking to go into problem solving mode straight away
- To acknowledge other people's feelings in a more open way
- Reflective and feeding back training to the team. Consistency in empathy and continued listening
- Looking at the others' point of view even when your natural internal responses colour your response
- Be more mindful of our actions
- Advice to colleagues re situation that may be difficult (eg conflict/conflicts)
- Think more about parents' feelings ahead of meeting them – actively acknowledging that in meeting
- Be more understanding
- Take more detailed history so I have a better understanding of people's previous experiences
- Unassuming. Listen

- Reminding myself that there may be an underlying bias that I'm not even aware of
- Thinking about parents' emotional baggage and my sympathetic responses. Checking my emotional bias and body language
- Thinking about the bigger picture and what else is going on in people's lives. Their reaction could be a catalyst
- Greater understanding – patience
- Listen more, talk less
- I will try and consciously listen and understand the entire message being communicated and to understand that many reactions are based on a person's experience and prior knowledge
- Resist the temptation to say something and respect the silences. Sympathy vs empathy

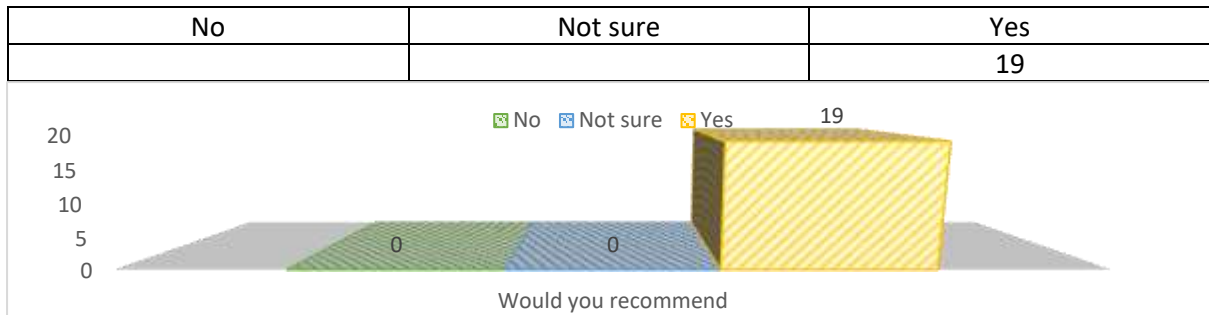
10. Do you feel that this training has been relevant to your professional practice?



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

- Everyone
- Head teachers and deputies
- Teachers
- Probably all my colleagues in the fostering team and wider service
- All staff
- Staff across my school
- Senior managers – I think its important that the very people who are key in managing complaints at a higher level should do this course
- Head teachers and SENCO's
- SENCO network at AFC
- Teachers
- AFC Senior Managers
- Everyone!
- NHS
- AFC in '28 day policy', not prolong, ignore. The fostering team could learn from this course
- Services in AFC who deal with very contentious situations, i.e. SEN
- Managers
- Front facing staff. SENCO teams. A tailored made version for families

12. Would you recommend this training to colleagues and other organisations?



Other comments:

A very brave testimony and one I will never forget – thank you 😊

Thank you for a great course