

A Journey Through Complaints/SI's Using Empathy

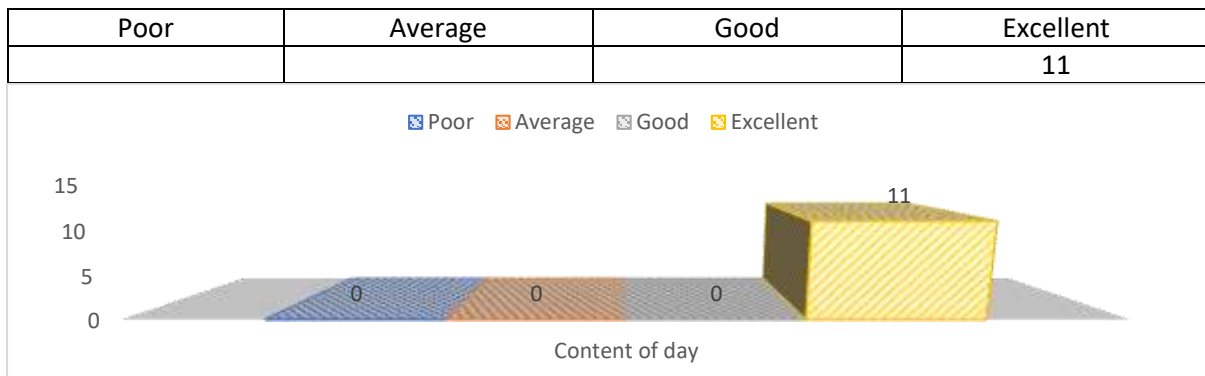
28th November, 2019

(The course started at 9.30 and concluded at 4.00. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- I really enjoyed the whole day and it was presented in a brilliant way. Kept my interest and attention throughout.
- Excellent – emotional – honest. Good to hear the other side of an experience and full impact on a person.
- Excellent – gave real insight
- This training was emotive, thought provoking and very well presented. Very good balance.
- Really great. I hope it will bring about changes which are needed.
- Completely different to what I expected (in a good way) Taught me/reminded me that everyone is human, and everyone has emotions
- Excellent training!
- Awesome 😊 Well covered – reflect on many ideology
- I thoroughly enjoyed the training. It validated my beliefs on being empathetic to my clients and also enhanced knowledge on empathy and how to utilise it effectively.
- Excellent – best part was using the real-life experience to tap into our emotions. It was difficult to listen to but very effective and thought provoking
- Very educative, well put together, interactive and engaging.

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

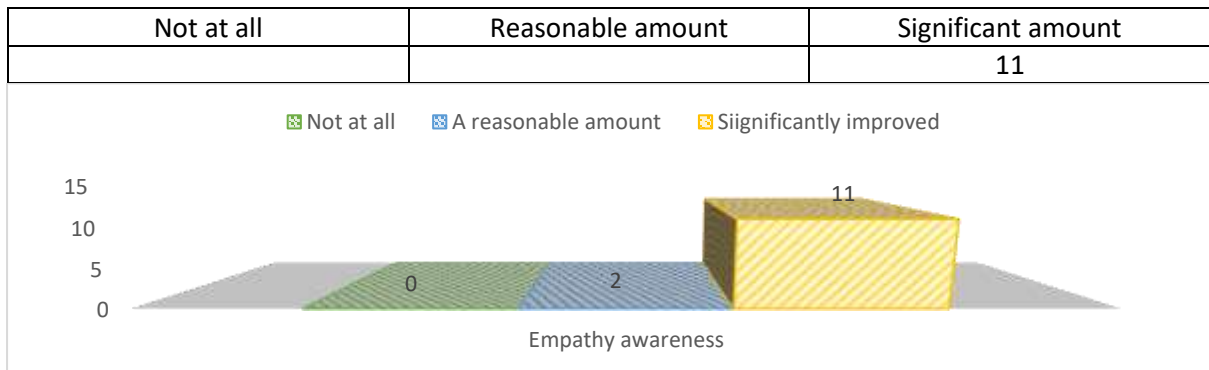


3. What will be your takeaway point from today's session?

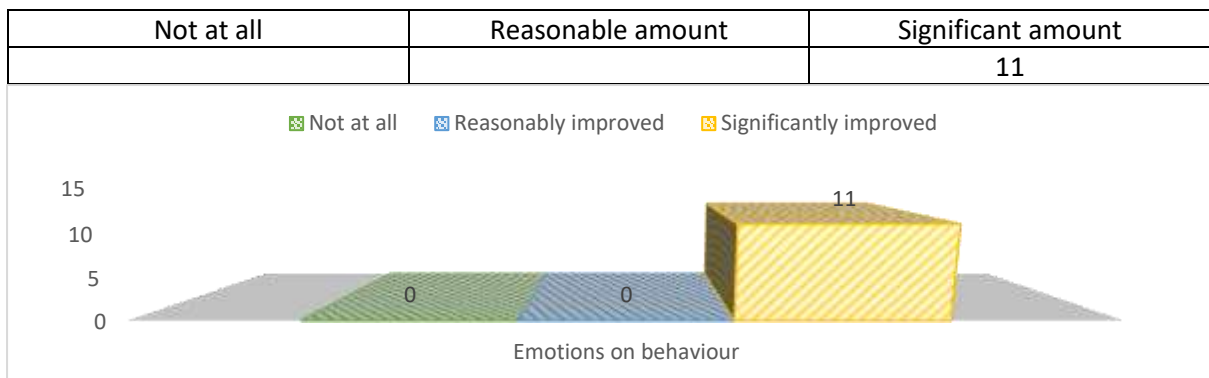
- That at times our empathy is affected by many things.
- The negativity of the term 'complaint/complainer' that should change – understand more the person's feelings and impact on them.
- To think before making assumptions
- The importance of listening, understanding and being honest.
- Take time to empathise with others, even when you do not have answers.
- To think before I speak and respond - "Don't rush".
- To learn how to make peace with yourself and look after your own wellbeing.
- Speak up and listen more (before this training I thought I was doing already!)
- Self-awareness and use of Carolyn's Safeguarded Personal Resolution. How language is emotive, i.e. the use of the term 'the complainant'.

- Better understanding of empathy and understanding other's concerns/what matters to others
- The sheer importance of empathy as a powerful tool to resolve challenging situations.

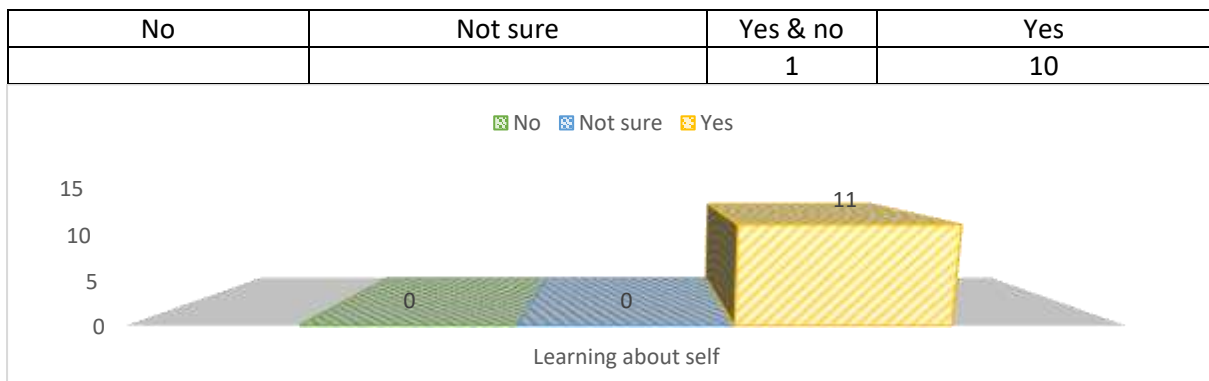
4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



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



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

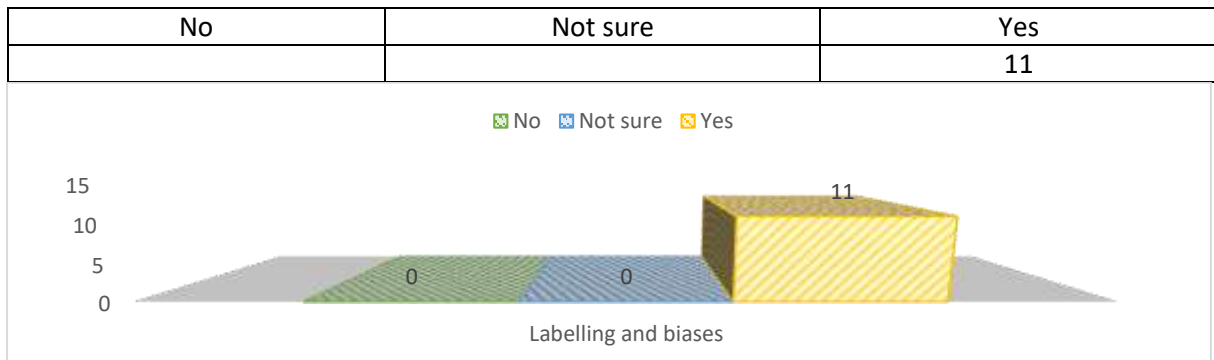


Graph not showing one person stating reaffirmed and learnt new (yes & no answer)

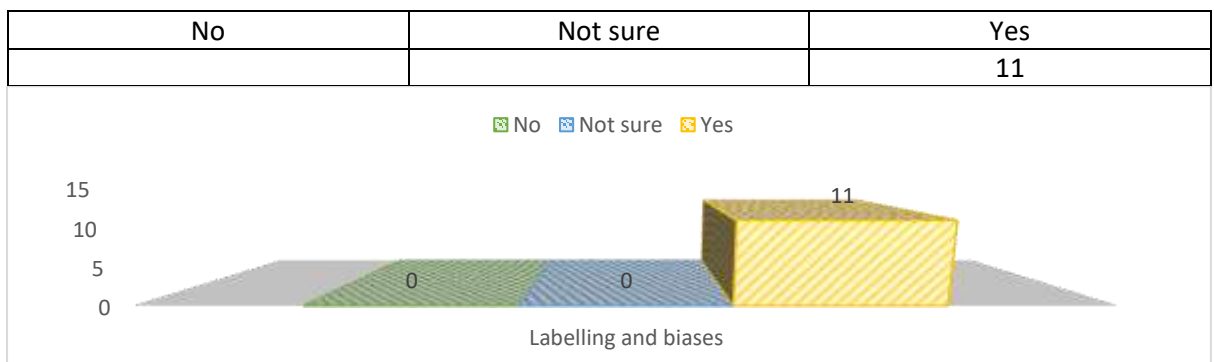
If yes, name one thing you are more aware of about yourself:

- It's made me more aware of the way I deal with things and the feelings of those around me – ALL VERY THOUGHT PROVOKING
- Although I aim to take as much detail of a person's concerns, I am now more aware I do not (up to now) fully consider the impact the concern has or is having
- I am more empathic than I ever thought.
- The things that trigger and result in switching off.
- There are times when I do respond automatically.
- Everyone has a story, not just me. Think before I react.
- The terms used in responses and recognising individuals' perspectives.
- That I need to look after myself and replenish my resources.
- My emotions as I put myself in others perspective
- I have learnt new things about myself professionally and personally(emotionally.) I think I have a good ability to empathise, but could strengthen this and not try and fix the situation all the time

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



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

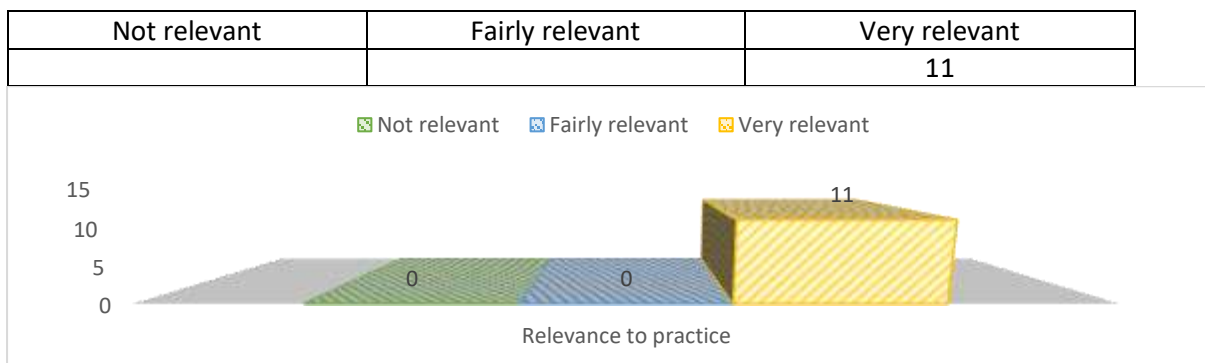


9. Name one thing you will do differently since having the training?

- Not using the word 'complainant' when I next act as investigating officer.

- Not typing the word complainant but the person’s name – after all, all ‘complainants’ are individual people.
- I will be more attuned to any assumptions I am making and thinking more.
- I will be looking at the words used in my service and replace them.
- To be a more active listener.
- Change the stigma around the word ‘complaint’ and think of it as more raising a concern – and explaining this to someone in power to make a change. Recognise vulnerability
- I will aim to start using the right words and line of questioning when dealing with a concern.
- Ask more how they feel. Not suppress – cut short
- Avoid using labels.
- Achieving more understanding of others’ feelings. Listening.
- Apply more active listening.

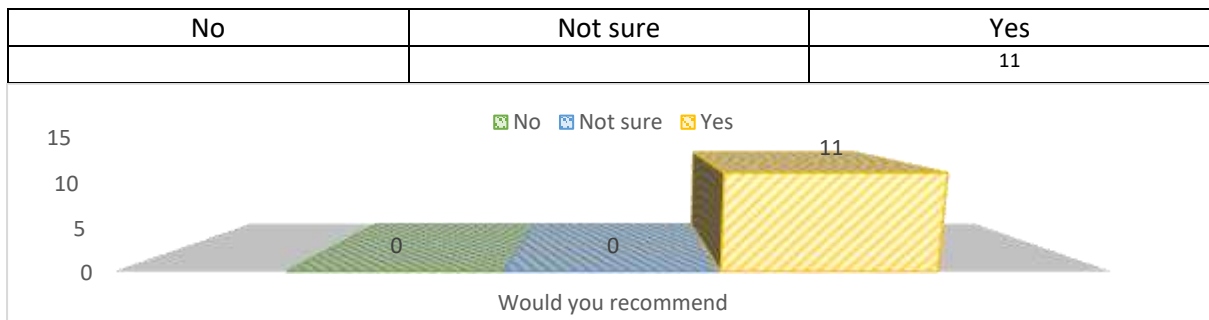
10. Do you feel that this training has been relevant to your professional practice?



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

- Any professional that deals with families, carers, patients on a daily basis.
- I believe all staff should and would benefit from the training but first senior staff that are dealing with complaints.
- All health professionals
- All
- Clinical leads, manages, bosses.
- Nurses and doctors
- Everyone in the Trust – NHS!
- Frontline staff definitely
- All healthcare staff
- I think any healthcare professional not just those carrying out complaints

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



Other comments:

- Already have recommended to associate director during break...word of mouth 😊 Keep up the good work.
- Would definitely recommend