



Sessions to bring empathy and the human element to your conference

# CONFERENCE SPEAKING AND KEYNOTE ADDRESS FROM CAROLYN CLEVELAND

**NHS  
FRAMEWORK  
APPROVED  
TRAINER**

"For me it was by far the best session of the day. The way the session was delivered was excellent - including some humour in what was thought provoking story - The impact of the message was very powerful"

Manager. NHS England

Carolyn has presented and chaired for multiple organisations including: National Coroners Officer's Training, Ministry of Justice, NHS Trusts, NHS Resolution, HM Courts and Tribunal Services, TUI, Environment Agency, NHS Resolution, multiple law firms, BAPM, NAPICU

Email:  
carolyn@cc-et.co.uk

[www.empathytrainingltd.co.uk](http://www.empathytrainingltd.co.uk)

Phone:  
07541798949

# About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides training, consultancy and keynote speaking, through it's unique LEED Communications Programme, to motivate and empower organisations and individuals to develop reasoned empathy, emotional awareness and personal resilience in order to promote well being and a compassionate and ethical organisational culture.



## A few words from Carolyn Cleveland



"Step into the world of conference speaking with me, where my passion for empathy, civility, and emotional awareness will shine through every word. With infectious enthusiasm, a genuine openness to share real, honest vulnerability, and through personal stories interwoven with humour, I create an immersive experience with every audience engagement."

"Together, let's embark on a journey of learning, laughter, and profound, authentic connection "

**Carolyn Cleveland**

From a background of counselling and psychology, and following the loss of a child and experience of Complaints and inquest system, Carolyn has been public speaking since 2006. She has reached audiences including government officials, medical and legal professionals, corners and many other professionals.

Through thought provoking and insightful material, Carolyn takes you and your organisation on a journey, evoking, analysing and exploring empathy and emotional development to empower individuals and promote positive culture change.

*"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.

# CONFERENCE PRESENTATIONS

Motivational and human focused presentations on:

- empathy
- emotional awareness
- civility and communication
- well-being
- compassion

Tailored to fit into multiple conferences and topics.

Example conferences themes that can be delivered in person or live stream, include.



- Patient safety and patient experience
- Complaints and incidents
- PSIRF and the Duty of Candour
- Compassionate Leadership - creating an ethical culture
- Civility
- Inquests - non-adversarial communication
- Staff well-being and resilience
- Customer experience and recognising vulnerability



## **Need a chair for your conference?**

As well as providing an engaging presentation, Carolyn can chair the day, drawing themes together and creating an energised conference for participants.

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