



Empathy Navigation Pathway® Training Programmes From C&C Empathy Training Ltd

Carolyn Cleveland: Founder and Director

C&C Empathy Training Ltd, works with multiple sectors including healthcare providers, councils and legal teams, on providing immersive and experiential training. Coming from a background of counselling and psychology, Founder Carolyn Cleveland brings a unique blend of emotional intelligence, analytical skills and real life experience to her training.

Drawing from personal experience, including loss and systemic challenges, Carolyn is dedicated to creating training that embodies the essence of empathy, compassionate communication and well-being. Her sessions focus on fostering a deeper understanding of individual interactions within their environment, empowering participants to thrive personally and professionally utilising their Empathy Navigation Pathway®, for meaningful and lasting impact.



CIVILITY SAVES LIVES

Overview of Training Programmes

Principal Foundation Course

The Empathy Navigation Pathway® course

Delivered as a **full** or **half** day, **virtually**, or as an **E-learning** session.

With a flexible focus, tailored to key development areas.

Your session can focus on the following:



Complaints



Leadership



Civility



Communication

Customise your Day - with additional focus areas

Possible modules to add additional focus or further sessions



Resilience



EI
Emotional Intelligence



Restorative
Just and Learning



Duty of Candour
Healthcare specific

** Further bespoke elements, focus points and content can be added, dependent on organisation requirements and desired learning outcomes.*

Choices of Delivery Available

In Person Sessions



Want the energy of in person training brought straight to you?

Carolyn can deliver at your organisation or a venue of your choice. Sessions are typically designed for groups of 20, but larger groups can also be accommodated.

Applicable to all available courses.

Virtual Sessions



Want high impact training without the logistics of travel and venues?

Carolyn can deliver the same immersive learning virtually allowing the convenience of joining remotely. Sessions are typically designed for groups of 20.

Applicable to all available courses.

E-learning Sessions



Want the experience of live training with the benefit of flexible completion over a month, reducing disruption and increasing scalability?

Suitable for 1 person to organisational wide. Includes real time recorded material for the feel of a live session.

Applicable to the below courses.

Principal Foundation Course: Empathy Navigation Pathway® Course

(4 hours CPD with 1 month's access which can be flexible)

Covering: Complaints/Leadership/Communication

Skills Enhancement Workshops

(30 minute bite size sessions with 1 month's access which can be flexible)

Covering: Resilience/Reading and Responding/Resilience

Visit our [E-learning Landing page](#) for more information and a preview video

This overview outlines the available delivery options, all of which can be tailored to align with your organisation's specific requirements. Please [contact Carolyn](#) to discuss a customised approach.

To find out more about courses, visit C&C Empathy Training Ltd's [Home Page](#)

To find out more about Carolyn Cleveland, Founder and facilitator visit [About Page](#)

**What
would you say
to a colleague?**

"Absolutely attend. It's very reflective and has a good balance of emotional reflection throughout."

**West Northamptonshire
Council**

**What was your overall
impression?**

"Very well done and facilitated – one of the best virtual sessions I have attended. Good at keeping interest and focus."

Ministry of Justice

**What was your
overall impression?**

"Very different than expected! Really interesting and positive. An enlightening, up-lifting and thought-provoking day."

**West Northamptonshire
Council**

**What would
you do differently?**

"Knowing when my empathy is draining, and my apathy is increasing and how I can readdress the balance."

Stockport Homes

What was your impression of the E-learning

"Brilliant course! Very real and human."

NHS Trust (Executive Team)

See further feedback

**Invest in
learning, with
multiple sessions
and benefit from
valuable savings!**

C&C Empathy Training Ltd offers tailored solutions to meet your training goals. Our flexible packages balance core learning and enhanced development, to empower your team to develop their own Empathy Navigation Pathway®, emotional awareness and well-being. Get in touch to create your ideal training package