



# Empathy Navigation Pathway<sup>®</sup> 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<sup>®</sup>, for meaningful and lasting impact.



# Overview of Training Programmes

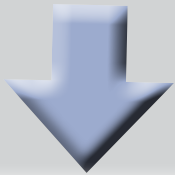
## Principal Foundation Course

### **The Empathy Navigation Pathway® course**

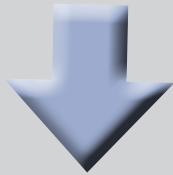
Delivered as a **full** or **half** day, **virtually**, or as an **E-learning** session.

With a flexible focus, tailored to key development areas.

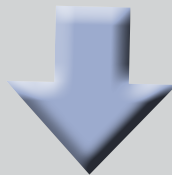
Your session can focus on the following:



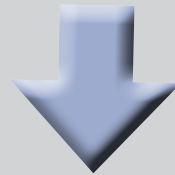
Complaints



Leadership



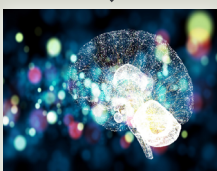
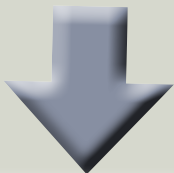
Civility



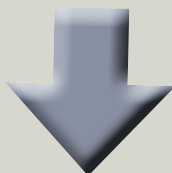
Communication

## Customise your Day - with additional focus areas

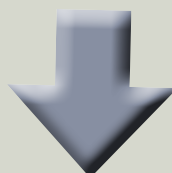
Possible modules to add additional focus or further sessions



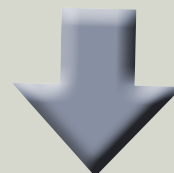
Resilience



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 thoughtout."*

**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