

## A Journey Through Leadership Using Empathy

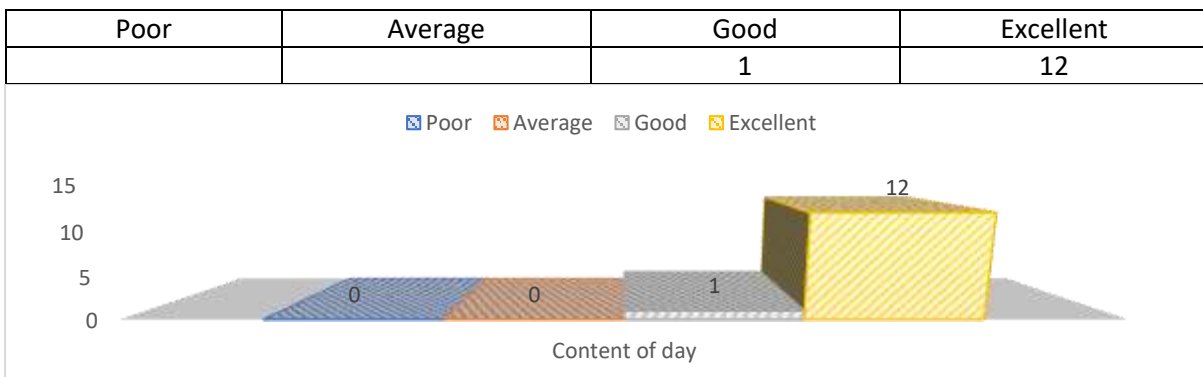
### 23<sup>rd</sup> April 2019, NTW, half day session

The course started at 10.00 and concluded at 1.25. Training carried out by Carolyn Cleveland. Half day sessions do not allow for as much personal reflection as a full day, but these questions have been left in to allow for all relevant comments to be given.

#### 1. What was your overall impression of the course?

- Excellent. Insightful. Powerful
- Interesting and helpful
- Very powerful
- Brilliant – thought provoking and emotional
- Excellent! Thought provoking, educational and will enable me to make improvements personally and professionally (relevant to question 3 & 9 also)
- Very insightful session on the importance of empathy in professional life augmented by some powerful personal experiences of the presenter
- Really thought provoking and provided me with real insight into empathy
- Thought provoking
- Very good and thought provoking
- A rollercoaster – Brilliantly well done
- Very personal experience shared to illustrate the importance of empathy
- Very interesting and thought provoking
- Excellent, a great mixture of personal experience, leading the journey to development of empathic understanding of communication and understanding

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

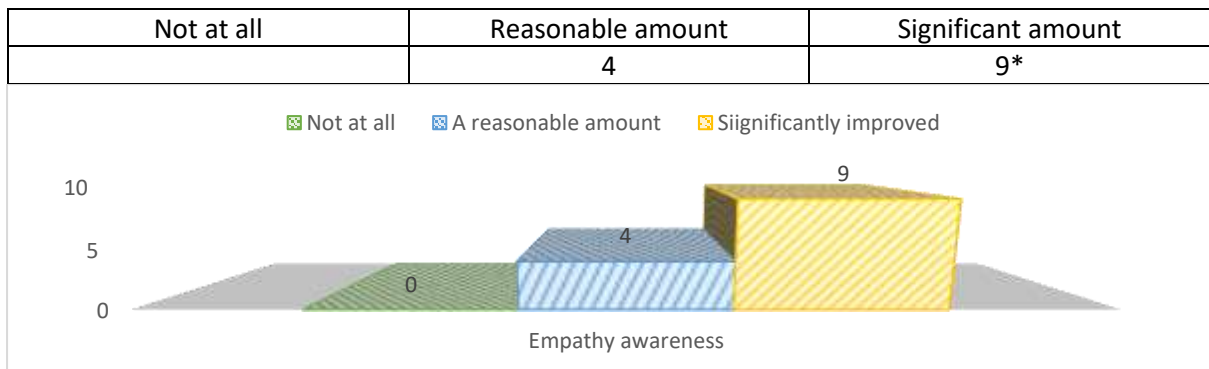


#### 3. What will be your take away point from today's session?

- Empathy needs intelligent management
- Be more conscious of the need to take an empathic approach
- Lots. Reflection of my own approach and what I can share with my team too.
- Everything – Funnel of life – very powerful
- That empathy can be a useful tool in everyday communication
- Remembering the impact of judgement (initial) and the importance of stopping and thinking “who is this person”
- Be more mindful of where people’s emotions are when communicating with them.

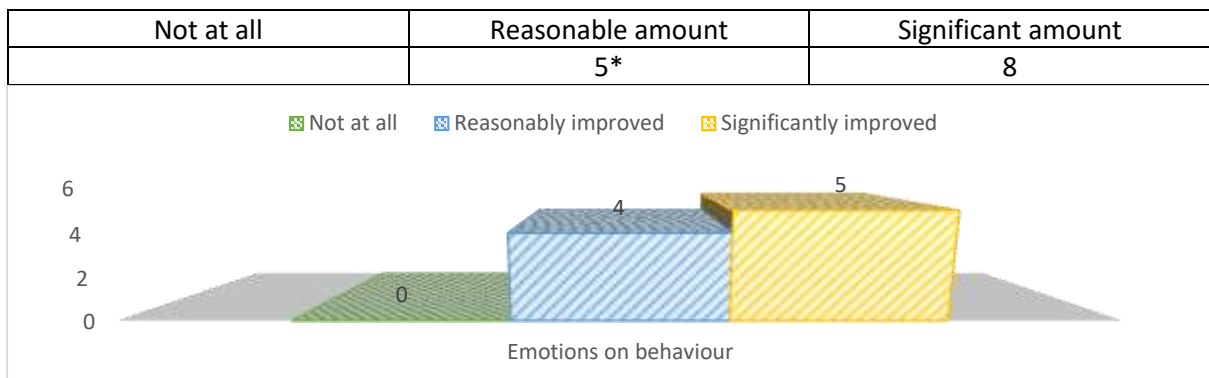
- Must try harder!!
- I will have to have a think
- Enjoyed refresher training – enjoyed learning. Thank you for sharing your story
- Walking in others’ shoes
- Listening, listening, listening!!

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



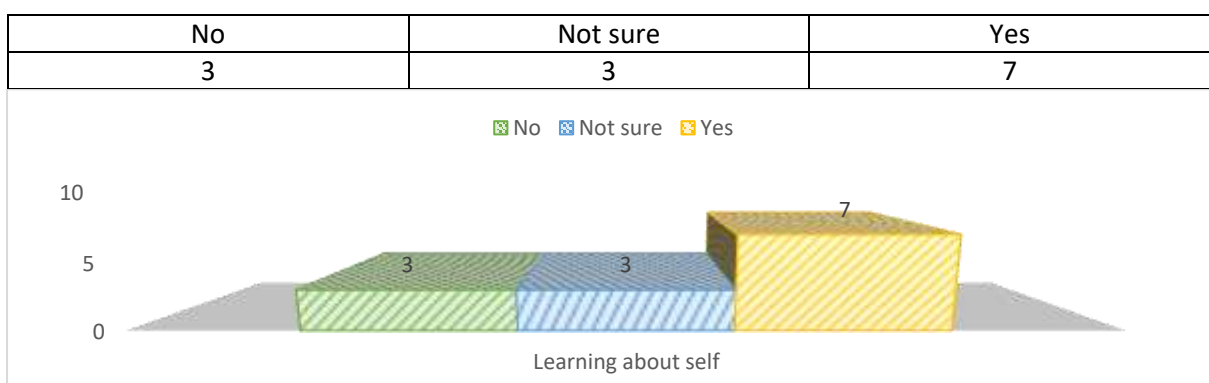
\*1 was midway between reasonable and significant

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



\*1 was midway between reasonable and significant

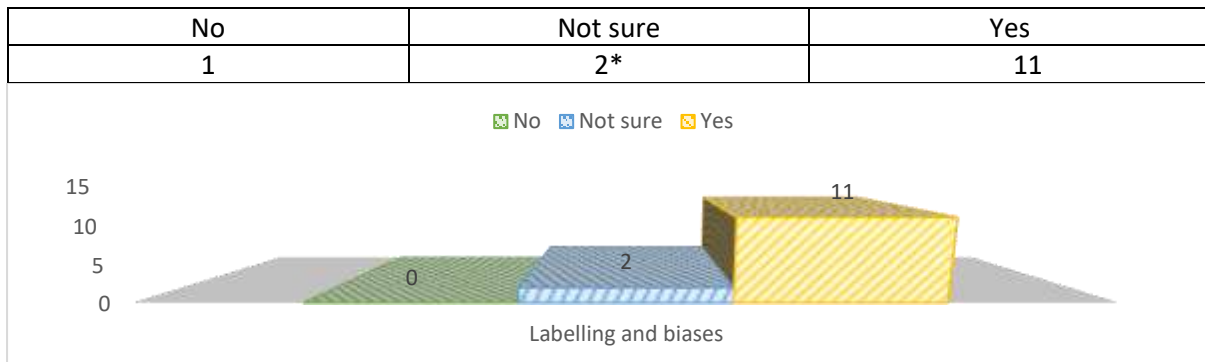
#### 6. Have you learnt something new about yourself either professionally or personally?



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

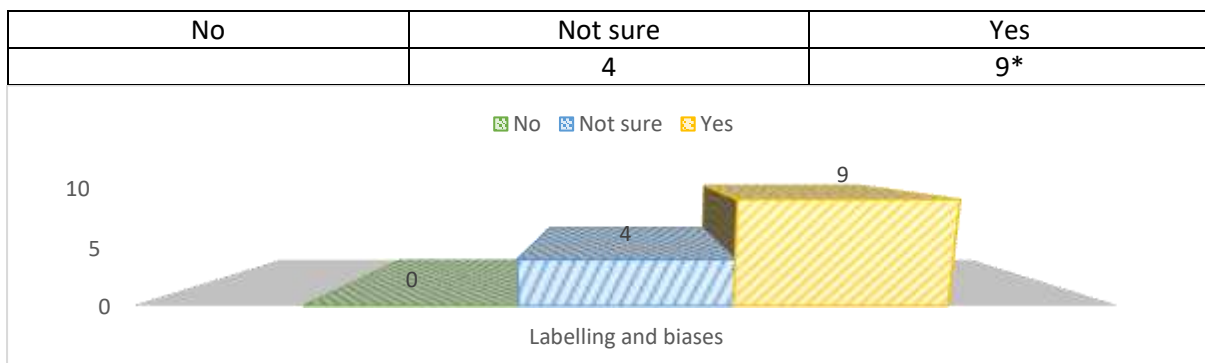
- Need to manage empathy intelligently
- That I feel more comfortable discussing emotion than I thought
- I consider myself to be emotionally aware. This training has confirmed this but also brought it to the fore again
- Greater awareness of some of my previously unconscious biases and risks of being judgemental
- I am not always as good at listening to others when they are speaking or giving advice
- This whole theme is close to my heart – I hope I have been reinforced and challenged
- Some emotional experiences from the past are still very much present
- Probably approach communication differently when empathic understanding of different stakeholders can conflict or clash (relevant to question 9 also)

**7. Would you view or respond to someone raising a concern more empathically after the training?**



\*1 was midway between not sure and yes

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



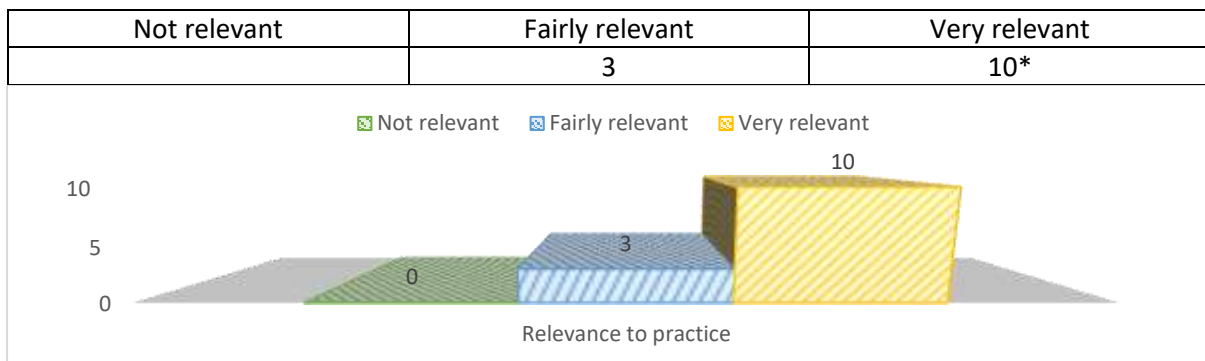
\*1 was midway between not sure and yes

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

- Manage my own empathy
- To take an early assessment of others' views, from an empathic view point

- More reflection before approach
- Thinking more about personal resilience and well being
- Review whether I am personally meeting people early enough when something goes wrong
- Be more obvious that I am listening to someone or that can have a major bearing on how they perceive my empathy to them
- Understanding people’s whole life not just the situation
- Listen more
- Being less judgemental based on initial perceptions
- Listen, listen, listen, starting with my wife tonight
- Using some of the quotes in another sector!
- Assume nothing at face value and prepare more for meetings

### 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?

- Anyone in a management or clinical role
- I am a lawyer so biased, but could see some lawyers benefitting
- Anyone in or out of workplace, it’s of population relevance. I also think it would be helpful in schools.
- Managers at all levels
- National and regional regulatory bodies. Complaints/Serious Incident investigators. Frontline staff who deal with very challenging situations.
- Clinicians. Particular senior medical staff
- Everyone!
- All business leaders
- Anyone in any public or private institution. Newspaper editors
- Academics
- All staff – but particularly managers and investigation staff and senior leaders of organisation
- System leaders within ICS

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

