

Sessions to bring empathy and the human aspect to your conference or training day



2020
Programme

CONFERENCE SPEAKING AND KEYNOTE ADDRESS FROM CAROLYN CLEVELAND



Email:
carolyn@cc-et.co.uk

Phone:
07541798949

www.empathytrainingltd.co.uk

Some of the organisations C&C Empathy Training Ltd has worked with

Ministry of Justice, Tui Travel, Environment Agency, Multiple Healthcare NHS Trusts, BMI Healthcare, Achieving for Children, Racing Welfare, National Coroner's Officer Training Programme, Swanton Care, NHS Resolution, The Arts Council

"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



Carolyn Cleveland

Carolyn and her LEED Communications Programme® motivates, educates and empowers professionals to understand emotionally focused communication, behaviour and outcomes.

With honesty, transparency and candour embedded throughout her conference speaking, training and advisory roles, Carolyn engages staff and works with organisations, including the Judicial Collage and Chief Coroner, Healthcare and public and commercial sectors, to think outside the box and better understand emotional experiences.

From a background of counselling and psychology, and following the loss of a child and her experience of an NHS Complaints System, Carolyn has been public speaking since 2006. She has reached audiences including government officials, medical and legal professionals, advocates, junior medics, complaints staff and members of the public.

Recognising that organisations struggle over and over at demonstrating empathy, compassion and integrity, for both the people in their processes and their own staff, Carolyn committed to developing thought-provoking and honest sessions, that reflects real human emotions. She prides herself on taking people on an experiential learning journey of empathy, emotional awareness, candour, and resilience, for use in leadership, complaints and general communication, to make all our lives a little better."

"Carolyn presented at the Health Education England: East Midlands Nurse Leadership summit in February 2015 and was an inspiration for all nurses present and reminded us of our unique role and responsibilities to our patients and their significant others."

Ruth Auton, Health Education England

"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.

IDEAL FOR:

- Leadership teams
- Public Sector
- Corporate organisations
- Complaints/customer service teams
- Nursing/doctor training
- Coroners, Officers and legal teams

INCORPORATING EMPATHY IN:

- Ethical/compassionate leadership
- Humanising procedures/policies
- Staff well-being and motivation
- Compassion and resilience
- Patient Safety/Experience
- Communication development

"..Really thankful for Carolyn sharing such a powerful and personal story."

Complaints Handling Delegate

"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 otherwise a very sad story – and the impact of the message was extremely powerful."

Manager, NHS England

EXAMPLE CONFERENCE TOPICS

Carolyn presents regularly on the below topics but is very happy to work with your organisations to create a tailored made session and support your onference



HEALTHCARE COMPLAINTS AND - THE LINK BETWEEN EMPATHY AND THE DUTY OF CANDOUR

- The human reality of the complaints procedure
- Emotional data – What is this? And do you really need it?
- What are the hidden benefits?
- Apologise – For what? The link between empathy, honesty, openness and transparency

COMPLAINTS/CUSTOMER SERVICE HANDLING: PREVENTING PSYCHOLOGICAL HARM

- The human reality of the complaints procedure
- What does a complaint really mean?
- The emotional motivation.
- Preventing psychological harm and acting with integrity



INFORMATION GOVERNANCE – Human Vs Policy

- Policy driven systems and emotionally driven systema
- When data protection is used inappropriately and uncompassionately.
- The impact on conflict
- How to find the balance between working legally and ethically?

A JOURNEY THROUGH INQUESTS USING EMPATHY

- The human side of an inquest
- Understanding the emotional experience and why this is important
- Importance of language what we are communicating
- Identifying interested persons and vulnerability
- Listening and understanding all the data
- Adding empathy and emotional development to the mix



DO I NOTICE YOUR EMPATHY AND COMPASSION - PATIENT EXPERIENCE AND SAFETY

- Who is the patient - the presence and absence of empathy
- Perspectives and catching emotions
- The 6 C's, empathy and emotional awareness
- A beautiful compassionate gift in the middle of a storm
- Understanding ourselves and self care.

THE IMPORTANCE OF EMPATHY IN LEADERSHIP

- The presence and absence of empathy in leadership and culture
- Recognising the emotional experience
- The Funnel of Life of your workforce
- Recognising vulnerability and the importance of nurturing

FOR MORE DETAILS AND TO BOOK CONTACT: Carolyn directly on:
carolyn@cc-et.co.uk
or call **07541798949**
www.empathytrainingltd.co.uk