



IDEAL FOR... All professionals related to health and social care roles, at all levels, both clinical and non clinical roles wanting to more generally dig deeper around empathy and emotional awareness in communication

A JOURNEY THROUGH EMPATHY & EMOTIONAL AWARENESS IN COMMUNICATION

**NHS
FRAMEWORK
APPROVED
TRAINING**



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts, Circle Healthcare, National Coroner's Officer Training Programme, Stockport Homes, Norfolk Council, NHS Resolution, NHS England, GP surgeries/receptionists

A Journey Through Empathy & Emotional Awareness in Communication

Description: This one-day experiential learning session goes beyond identifying what empathy is; it explores how empathy serves as the foundation for effective communication and aligns with various initiatives, guidance, and frameworks in multiple situations. Participants not only 'feel' empathy but also analyse and comprehend it on a profound level. The goal is to understand why empathy holds such significance in healthcare settings, impacting patients, loved ones, colleagues, and personal well-being.

This session transcends textbook definitions, immersing delegates in a real-life journey of empathy and emotional awareness. It emphasises the crucial role these elements play in communication.

Those attending will have the opportunity, in a safe and supportive learning environment, to develop a deeper level of communication to understand someone's story behind difficult conversations. Thus building a more emotionally developed mindset to approach sensitive conversations with patients, families, clients, and colleagues. It will look how we all view things differently, exploring how our own biases and well-being can get in the way.



Using emotive and thought provoking material, yet balanced with the science of empathy along with all important humour, the real impact of empathy, or lack of it, will be explored. Supporting staff to nurture their own existing empathic attributes, and build confidence in developing awareness of how they can enhance this outlook and communicate empathy to enhance patient experience, work relationships and overall emotional intelligence.

Key learning outcomes:

- Experience empathy within the context of a real life event and healthcare incident narrative
- Recognise the impact of the funnel of life and how this impacts on our empathic abilities
- Identify and understand empathically focused thinking, power imbalances and communicating with care - the difference between empathy, sympathy and apathy in communication.
- Evaluate the detrimental effects of a lack of empathy and emotional awareness on patient experience and safety, emphasising the potential for psychological harm and the importance of cultivating empathetic practices.
- Develop empathic thinking to understand the stories behind communication and the systems at play potentially affecting communication along with a fun look at personalities.
- Explore the concept of a Safeguarded Personal Communication and managing empathy to prevent burn out and improve well-being and the importance of this for resilience.

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTLS)



Carolyn has a background in psychology, counselling, and conceived C&C Empathy Training from her direct experience of patient safety issues, and compassionate communication failure, in the inquest system and the NHS complaints process.

Carolyn experienced the loss of a child and found many of these systems did not grasp her emotional experience, motivations or needs, following this tragic loss both. This was apparent individually and culturally, feeding into staff behaviour and negatively impacting on outcomes.

Carolyn is passionate about promoting long term change through training and development by humanising systems and empowering staff to support themselves, colleagues, patients and loved ones in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions and empathy in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in the process and in vulnerable positions, as well as staff personal emotional responses. She works with several NHS and private organisations, legal firms and worked on the National Coroner's Officers Training Programme.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This is joined together with her academic study, analysis, and her personality and the belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital in supportive long term positive change and development, both individually and culturally.

TESTIMONIALS

"Carolyn's education programme is very informative with real learning, but more than that, it deepens that learning through the authentic and real-life application. The most difficult subject matters are explored and analysed in a safe, supportive learning environment. Staff are left having learnt, having challenged their own biases and thinking, but also gained significant value by developing further pride in their existing abilities."

**Margaret Kitching, Chief Nurse, North East, Yorkshire and the Humber Region
NHS England & NHS Improvement**

"I am delighted to recommend Carolyn Cleveland and the work that she is leading to support a greater understanding and integration of empathy across health and social care. Carolyn has significant expertise in humanistic psychology and uses this along with personal experiences, to help those working across care services to reflect on their ways of working and how they can enhance the use of empathy in practice. Such opportunities offer significant benefits to care delivery but also help staff strengthen their relationships, build personal resilience and improve wellbeing."

Dr Theresa Shaw, Former Chief Executive, Foundation of Nursing Studies

PROGRAMME: A JOURNEY THROUGH EMPATHY & EMOTIONAL AWARENESS IN COMMUNICATION

09:00 - 09.30 ARRIVAL AND INTRODUCTIONS

09.30 - 11.00 Session 1 Who are we really? The Human Connection and Presence and Absence of Empathy

Part 1: Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful, thought provoking, personal narrative, highlighting the presence and absence of empathy in a healthcare setting. The scene will be set to start to examine seeing the whole person and the 'Funnel of Life'.

Part 2: Understanding emotions & perspectives -the science behind our behaviour

Delegates will start exploring the world from the 'inside out' and understand emotionally and empathetic focused thinking. What is the emotion behind the words said and behaviour? What is everyone really seeing?

Part 3: The BIG question! Is empathy natural or can it be learnt?

This session starts to unpack empathy and looks at the neuroscience of empathy; what is happening in the brain. How static are we?

BREAK

11.15 - 13:00 Session 2: Identify Potential Psychological Harm, and Barriers to Communication - Empathy, sympathy or Apathy? Linking to a complaints and incident setting

Identify the difference between sympathy, empathy and apathy and how lack of empathy in one -on-one encounters has the potential to cause psychological harm:

Analysing real life video case studies, natural biases and unconscious thought processes will be examined. Delegates will learn how to identify how a lack of empathy in interactions can cause psychological harm that goes on long after the initial interaction and negatively affect professional relationships. Do we always get it right? What might we need? Exactly what is the difference between empathy, sympathy and apathy? And what about different kinds of empathy?

13:00 -143.45 BREAK LUNCH

13:45- 15:15 Session 3: Understanding Emotional Data

Part 1: How to recognise and understand 'emotional data'. Taking time to listen:

By focusing in on the 'emotional data' and reality of emotions and unconscious processes delegates will examine the emotional experience. Empathy can be developed consciously and this session will help to empower individuals to support them in seeing and hearing the emotion and how they can best develop compassionate communication needs, understanding the importance of authenticity.

Part 2: Oh and then there are personalities!

Delegates will take a humorous look at personalities along the way, and what can get in the way of empathy, examining 'Negative Freedom' and the impact this has on conflict and stress.



BREAK

15: 30 - 16.30 Session 4 : How to Achieve a Safeguarded Personal Communication (SPC[®]) and personal well-being

Part 1: Understanding and implementing Safeguarded Personal Communication[®]

Delegates will gain a toolkit to focus on the importance of safeguarding communication with C&C Empathy Trainings SPC[®] empowering them to use empathy effectively

Part 2: The importance of YOU. Your own resilience and using reasoned empathy

This session will draw together the vital importance of self care and its relation to empathy and making sure our empathy levels don't deplete to much.

16.30 Close and and further questions Please note a narrative runs throughout the day and concludes in the last session



Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD and a follow up support email.