

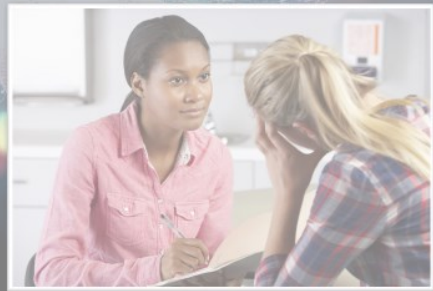


Journey Through Complaints and Incidents Using Empathy and Compassion

Learning about the role that empathy and well-being plays in compassionate engagement, involvement and good complaint and patient safety incident handling. Having a just, fair and learning culture, understanding the complexities of the emotional impact, to prevent second harm.

[BEGIN COURSE](#)

This E-learning journey represents the experiences and opinions of Carolyn Cleveland and the Participation Colleagues who are featured in this session. They do not necessarily represent any other specific person's opinion, or are assumed to be more relevant. They are featured as examples of ways of understanding some of the content, and possible feelings, emotional components, reactions and outcomes that can exist. The full Opinions Disclaimer can be found [here](#)



EVALUATION OF LEARNING

PRINCIPAL FOUNDATION EMPATHY E-LEARNING

A Journey Through Complaints & Incidents Using Empathy & Compassion

E-Learning Principal Foundation Course

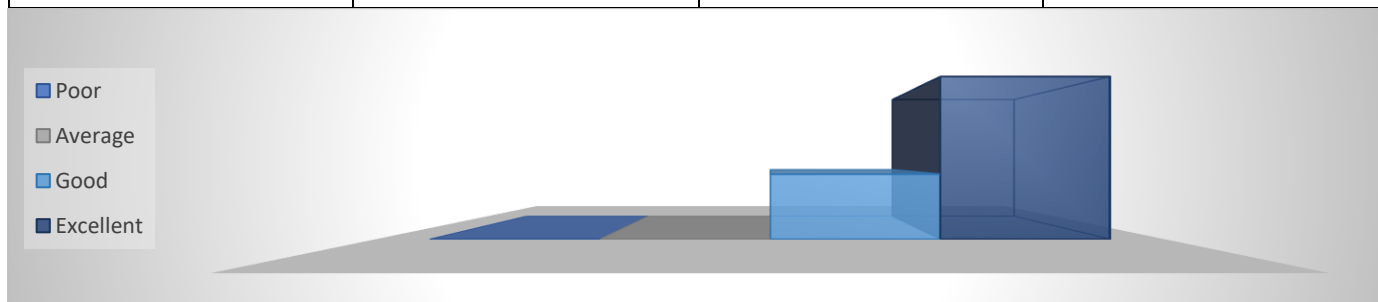
A Journey Through Complaints and Incidents Using Empathy and Compassion

1. What was your overall impression of the course?

- I thought it captured, both how to feel it and show it but also how to receive emotions. I am very empathetic, although I know realise, I struggle to differentiate between sympathy and empathy.
- It made me reflect on what messages we give to our manager and how we could give them time to reflect on their own empathy.
- It was good and informative.
- Excellent
- I thought the course was thought provoking and interesting.
- I enjoyed the course; it has given a lot to think about especially around my own bias and opinions of others. I enjoyed the interaction and listening to other people's views.
- It was very moving, informative and I enjoyed also having my 3 colleagues' interaction and thoughts. I enjoyed awaking my thoughts and my emotions moving through each part of the course, understanding not only my journey but also others with regards to Empathy etc.

2. How would you rate the content of the course?

Poor	Average	Good	Excellent
0	0	2	5

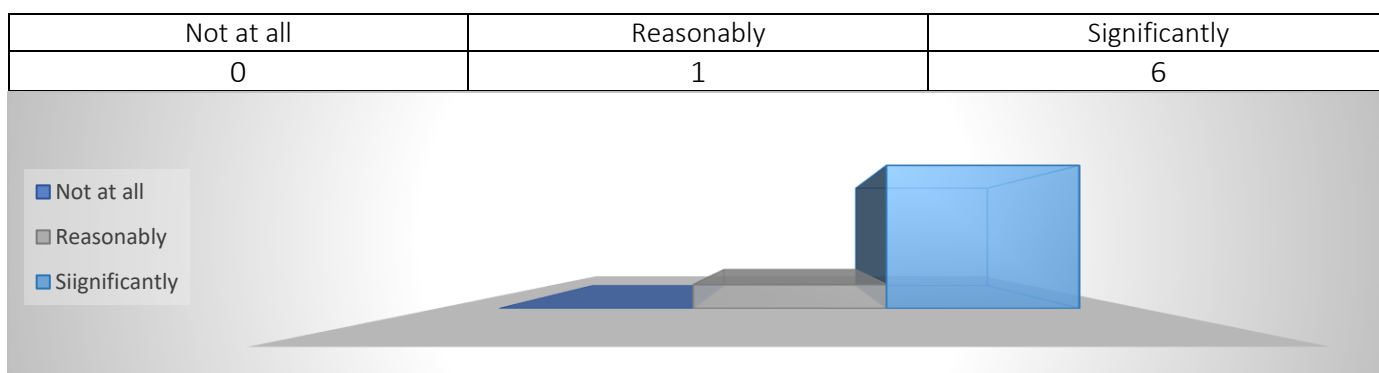


3. What will be your takeaway point from today's session?

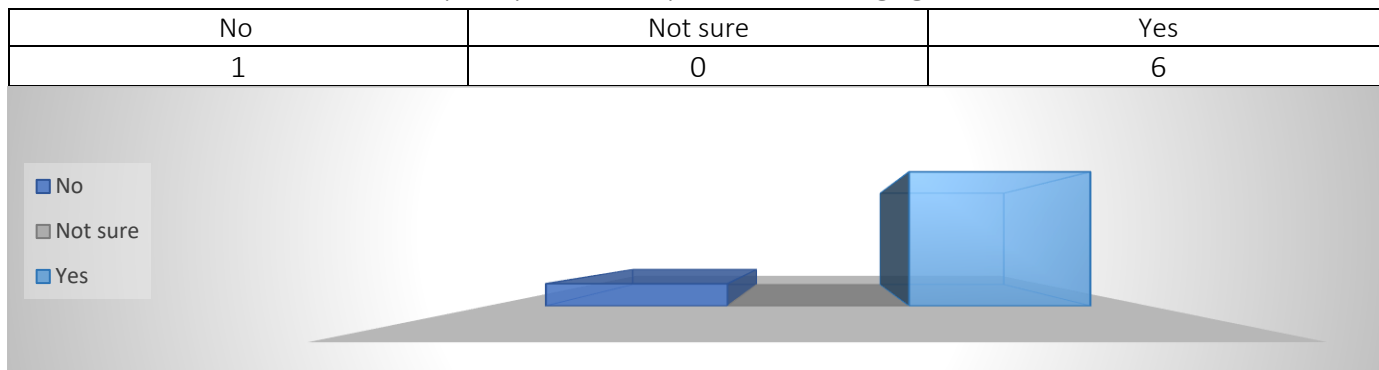
- The difference between empathy and sympathy.

- The balancing scales – something I am not good at and remembering not to move into the house but rather to visit it.
- To walk in someone else’s shoe.
- Better understanding of Empathy
- To try and remember not to take situations at face value, to concentrate on the person’s needs, while remembering that I am just visiting their emotions and knowing that if I feel uncomfortable that this is ok as I am actually growing and learning.
- Being more aware of what other people may be going through.
- How to not take people and situations as face value, there are always reasons behind someone's actions and why they are behaving certain ways, and to understand we all have a bias even though we don't really think about it. Also, if you want something not to give up, keep pushing for answers until you are satisfied for yourself.

4. Has your understanding of the positive impact of compassionate engagement been enhanced following this session?

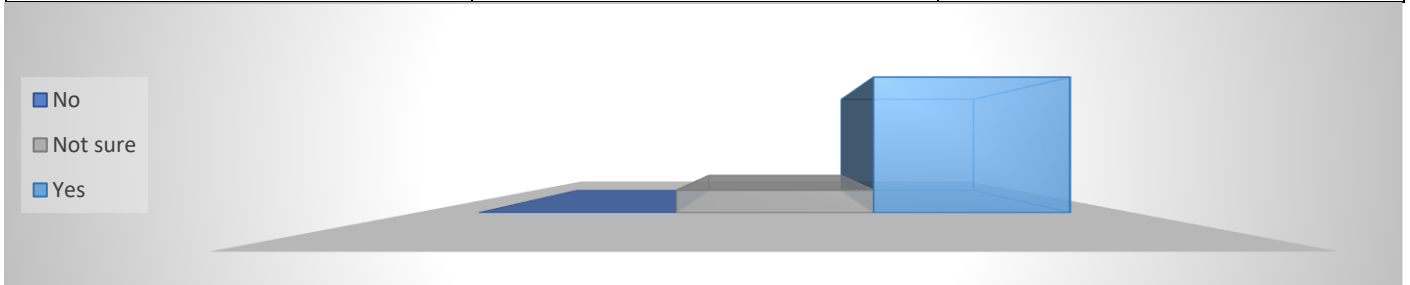


5. Would you view, and/or respond to someone raising a complaint with more confidence around empathy and compassionate engagement?



6. Are you more aware of the influence of emotions and biases can have on communication, behaviours, and outcomes.?

No at all	Reasonably	Significantly
0	1	6

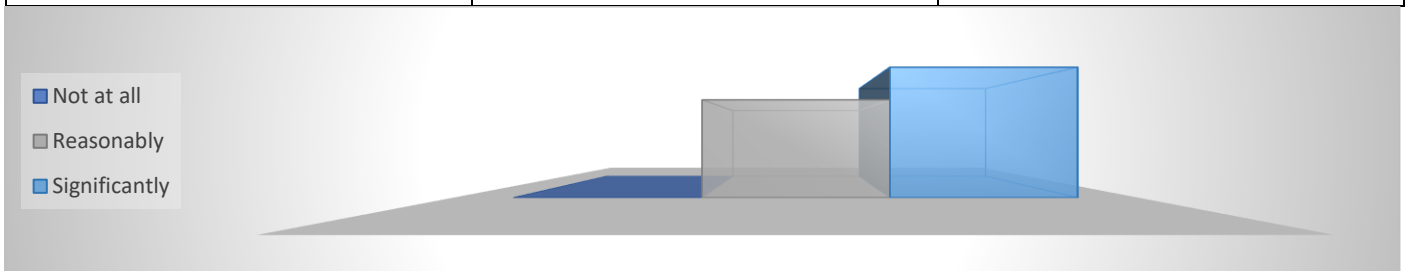


Name one thing you will be aiming to do differently following attending this training.

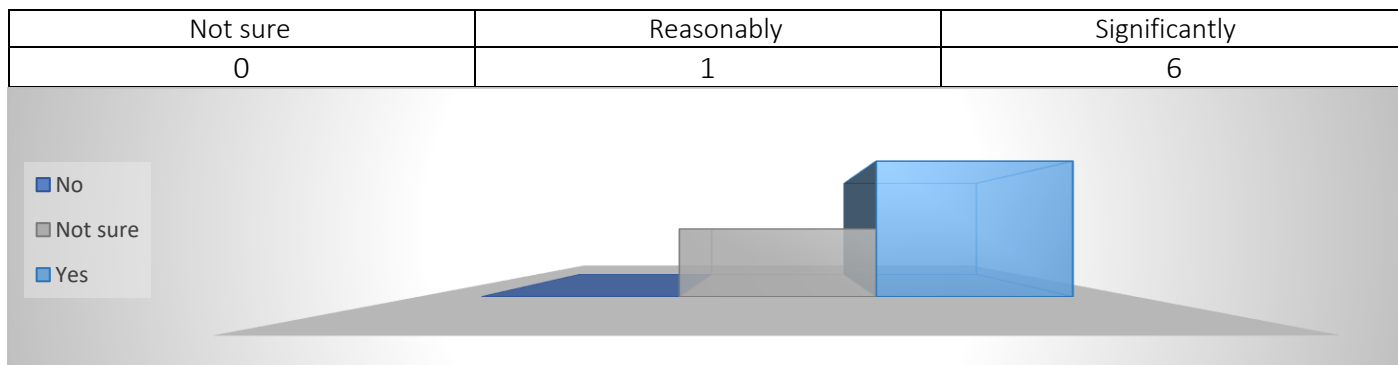
- Be mindful of body language.
- Keep a watch out for my own biases in situations.
- Take in what's happening around me before responding to someone.
- Listening more and awareness of body language
- Really listen to someone and find out about them. Also repeating back to clarify I have the right understanding.
- Listening more attentively to people's concerns and show more empathy.
- Understanding people have different ways when situations come up, and to try to understand their point of views by asking more about the reasons behind their behaviours. Finding out about them and what may be happening in their lives. Be more empathic towards people and their feelings.

7. Do you feel more confident in applying the main components of empathy and compassionate engagement to develop civility and a psychologically safe culture?

Not at all	Reasonably	Significantly
0	3	4



8. Has this training been relevant to your professional and/or personal development?



9. From the below list, are there any specific job roles that you think would benefit from this Training?

7	Anyone involved with the Patient Safety Incident Response Framework
7	Anyone involved with Complaints Standards Framework or Duty of Candour
7	Anyone interested in creating psychological safety and civility
7	Anyone wanting to enhance their empathy and compassionate responses
7	Anyone wanting to support their own well-being and understand themselves better
7	Anyone in leadership roles
6	Anyone in any role

10. who do you personally think would benefit from Carolyn's approach to empathy and emotional awareness training, any sector can be included?

- Management
- Anyone
- Not sure
- Everyone
- Government sector employees / Senior leadership teams within education / Any sector who deal with the public to be honest!
- People in non-clinical roles. At times they see patients/ relatives who are distressed but do not have awareness of how to support them.
- Team Leaders, Managers, Directors, Clinical Staff all levels.

13. What would you say to a colleague unsure about embarking on this training session?

- It will open your mind to emotions, both in terms of why we feel the way we do and how others perceive the feelings and reactions.
- Give it a go, keep an open mind and have tissues ready!
- To give it a go to see what they get out of it.
- Just do it!
- I found it very thought provoking and interesting so I would encourage them to do the training.
- To do it, you learn a lot about yourself and others and how to handle certain situations. **It's a must.**
- Go in with an open mind and you will be surprised what you learn from the training as well as about yourself.

14. Do you have any comments personally that you would like to share with Carolyn? (please write N/A if not)

- Thank you. I particularly empathised with the personal story.
- Thank you for the chance to complete this.
- Really enjoyed the majority of the training, was around her personal experience which made it more relatable.
- Well done
- Thank you for sharing your story.
- It's a great session and thought provoking. Thank you for sharing your story.
- I would like to say you have great courage to have kept going to get the answers you were looking for (not sure I mean answers but to get a final conclusion to your story, and how important this course is for everyone and to that you have shared your story with us.

Can you say a few words about how you found the experience of completing this training in an E-Learning platform?

- Excellent, although not live, it was very interactive and not rushed at all.
- I liked that you could do this in chunks of time and had an idea of how long each video would take to decide if you had time to watch now or needed to come back to an element.
- Very easy to use and educational.
- It was interesting. I liked the fact that I could complete the course in my own time, with breaks which suited me. It took the anxiousness of "walking into a room of strangers" away but at the same time I



also felt involved with all the discussions without the awkwardness that training courses normally entail.

- The structure allowed me to take breaks and return to it when i was able. It was enough time to complete it and take it all in. It was engaging so felt like i was in a class setting.
- Was difficult to do in the office – it says it took 11 hours but that was because I paused it and had to do some other work, was dipping in and out over a week. Should really have done it on a WFH day in one go. It stopped a couple of times but that's probably issues with Wi-Fi in office, and I could not fast forward the bits I had already watched so had to re-run the chapters. Was good to include 4 people so it was not always one voice speaking and to hear their feedback.
- This E-Learning is great, I have been able to complete it over several days at my own pace.