



IDEAL FOR... All professionals in leadership roles and anyone wishing to ensure that empathy is incorporated in their leadership potential and communication

# A JOURNEY IN LEADERSHIP USING EMPATHY



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, TUI Travel, Racing Welfare, Environment Agency, The Arts Council, multiple Healthcare NHS Trusts, legal teams, National Coroner's Officer Training Programme

# A Journey Through Leadership Using Empathy

**Description:** This one day session of experiential learning not only identifies what empathy is but enables those attending to 'feel' empathy, analyse it and understand it on a deeper level, to understand WHY it is so important within leadership, individually and for an empathically intelligent culture

The session will take empathy out of the text book and into real life as delegates go on a journey of empathy and emotional awareness and the importance of both these in leadership.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine how we all view things differently, exploring how our own biases and frameworks and how they can get in the way of empathic communication. At the same time recognising the importance of personal well being, development and self compassion in this process.



Using emotive and thought provoking material, yet balanced with the science of empathy and 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 incorporate empathy in and ethical and compassionate leadership.

## Key learning outcomes:

- Who are we? Understanding & developing the human connection
- Learn how to identify and understand emotionally focused thinking and practice and staff focused leadership, recognising vulnerability and the 'Funnel of Life'
- Recognise how a lack of empathy in one-on-one encounters has the potential to cause psychological harm, how to respond to others using empathy
- Understand how to cultivate empathy and inclusive leadership - communicate at a deeper level
- Reinforce your existing empathy and gain confidence to use your new skills to enhance the human connection and handle difficult conversations
- Understand reflexive leadership and develop skills for staff well-being and productivity. Explore the concept of Safeguarded Personal Communication (SPC®)
- Develop how to manage empathy to prevent burn out and improve you own self care and staff retention

Being a skilful leader or manager is much more than being a boss. Developing the human connection to increase staff well being, retention and patient care is crucial and empathy is recognised as the No1 skill. A study by Development Dimensions International found that of more than 15,000 leaders in 18 countries, workers who master empathy make the most successful leaders.

# 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 compassionate communication failure, cultures and systems that were led in an unempathetic way and the impact on staff and those engaging often with the organisation.

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 but also 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 and teams, 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 national 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 personality, and belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital and supportive in long term positive change and development, both individually and culturally.

## TESTIMONIALS

*"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. The perspective, understanding and skills I have gained from this training will be used to enhance our organisational approach to handling difficult conversations and improve how we respond to the emotional needs of our users. Carolyn's training combines significant professional and academic expertise with a truly delightful personality set against the backdrop of heart breaking tragedy. I feel confident in saying that we can all learn something deeply important from her both professionally and personally. I am incredibly grateful to have crossed her path."*

**Keir Gill, Senior Manager, Compliance and Improvement. Arts Council England.**

*"Carolyn delivered a very thought provoking, and emotive session to our Board Away Day. For a mental health and disabilities Trust, this training was essential for us and emphasised and helped us refocus on the importance of putting yourself in the shoes of others. It also reminded us of the importance of 'holding the mirror' up to ourselves, our behaviours and our perceptions. Excellent training for anyone, but particularly for those in the health service....we would highly recommend it."*

**John Lawler, CEO, Newcastle, Tyne and Wear NHS Foundation Trust**

# PROGRAMME: A JOURNEY THROUGH LEADERSHIP USING EMPATHY

## 09:00 - 09.30 ARRIVAL AND REGISTRATION

### 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 and thought provoking personal narrative, highlighting the presence and absence of empathy within systems and leadership culture. 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 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 look at the neuroscience of empathy; what is happening in the brain. How static are we?

15 MINUTE BREAK

### 11.15 - 13:00 SESSION 2: POWER DYNAMICS, POTENTIAL PSYCHOLOGICAL HARM AND BARRIERS TO COMMUNICATION EMPATHY, SYMPATHY OR APATHY?

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

Analysing real life video case studies, our 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 can 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?

13:00-14:00 BREAK LUNCH

### 14:00- 15:30 SESSION 3: UNDERSTANDING EMOTIONAL MOTIVATIONS BEHIND BEHAVIOUR AND ETHICAL LEADERSHIP

#### **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 and motivations from our own belief systems. Empathy can be developed consciously; this session will help to empower individuals to support them in seeing and hearing the emotion and how they can best develop compassionate communication, understanding the importance of authenticity in leadership.

#### **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

### 15:45 - 16.30 SESSION 4: HOW TO ACHIEVE A SAFEGUARDED PERSONAL COMMUNICATION (SPC®)

#### **Part 1: Understanding and implementing a Safeguarded Personal Communication®**

**Description:** This session helps healthcare leaders to understand when they have communicated with care, and achieved C&C Empathy Trainings SPC® empowering them to embed empathy effectively

#### **Part 2: Your own resilience and the importance of 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.



# BOOKING FORM FOR REGIONAL DAYS

To book your place call 07541 798 949 or email form to carolyn@cc-et.co.uk

Course Title: **A Journey Through Leadership Using Empathy**

Training Date:

Venue:

Delegates

Name

Job Title

Email

Mobile

Name

Job Title

Email

Mobile

Name

Job Title

Email

Mobile

Organisation

Payment details:

By Cheque (please tick)

Please make cheques payable to C&C Empathy Training Ltd

BY BACS (Please tick)

For payments in £:

Sort code: 20-67-40

Account No: 83570851

Invoice to be sent to:

Name:

Organisation:

Address:

Postcode

This form must be signed by delegate or person authorising booking please

Name

Signature

## Terms & Conditions apply, please see below Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

### Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the training date. We will also offer a place on a substitute training date, if available. We regret that any cancellation within 4 weeks of the training date cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time. C&C Empathy Training reserves the right to alter venue, should they need to.