



Care & Compassion Empathy Training

THE BE HUMAN MODEL DEVELOPING EMOTIONAL RESILIENCE AND GUARDING AGAINST COMPASSION FATIGUE



Training to support professionals to understand how self compassion links into empathically focused work, to build emotional resilience, personal awareness and a mindset focused on positive psychology and self care

About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides training, consultancy and keynote speaking, through it's unique LEED Communications Programme, to motivate and empower organisations and individuals to develop reasoned empathy, emotional awareness and personal resilience in order to promote well being and a compassionate and ethical organisational culture.

Covering subject matters such as leadership, complaints, incidents, inquests, staff wellbeing, resilience, managing adversity and communication, CCET prides itself on humanising policies, processes and practices for staff and those that use their services. CCET's philosophy is simple, support individuals to understand vulnerability in themselves and others to help prevent psychological harm, and do this in a thought provoking, humorous, supportive and motivational way for long term learning.



Introduction

Working in any organisation or profession communicating with and impacting on others, often in vulnerable positions, requires an empathetic approach, and true understanding of why empathy is so important. Working with vulnerable people and managing often traumatic situations however, can create secondary trauma, on top of other work pressures and personal life challenges, impacting on empathic ability, as well as personal wellbeing and resilience.

CCET has developed this training programme, drawing on the BE HUMAN Model. CCET's approach is one of the view that if resilience was just a set of skills, we would all be doing these all the time. Taking the approach that resilience is not about never struggling, but being able to recognise when we are and the ability to recover as quickly as possible. The facilitator, Carolyn Cleveland, shares with candour and honesty how adversity and traumatic life events can impact on our coping abilities, and how we view ourselves, to set the scene for exploring resilience and avoid care fatigue. Using CCET's Funnel of Life Model and Optimum Self Model realistic knowledge, self acceptance, and skills are explored to support people with managing adversity, resilience and self compassion, to build confidence in why sometimes we find managing emotional wellbeing hard and how we can help ourselves.

"This is person centred training and much better than what I could have expected. A really good reminder of the big picture. It isn't a passive training module where you sit at your screen, muted, with your camera off, thinking about what's for dinner. It's an opportunity to reflect on yourself and your attitudes in a safe contained environment."

Joyce Meloni, Policy Officer, Ministry of Justice

Who you will be working with

Carolyn Cleveland

Founder of C&C Empathy Training (BSc Hons Open, Cert counselling, PTTLs)



Carolyn, has a background in psychology and counselling, specialising in loss, fear and vulnerability, and conceived C&C Empathy Training from her study and personal experiences of adversity within life, trauma, healthcare incidents, and vulnerability.

Carolyn experienced the loss of a child in a healthcare incident and found many individuals and organisations struggled to understand her lived emotional experience, motivations, needs, and vulnerabilities. This affected wellbeing and resilience creating a situation where her own training became invaluable in realising the need for building resilience and recognise that she had two hands, and she must use both - one to support others, and one to anchoring hold on. Carolyn is passionate about promoting long term change through training and development of empathy whilst empowering staff to support themselves, colleagues, as well as those using their services. Importantly all done in a friendly and supportive learning environment, with the focus on their own well being as much as other people's.

Carolyn has been public speaking on emotions in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in vulnerable positions, as well as staff personal well being and resilience. Those who have worked with Carolyn include multiple NHS and private organisations, NHS England, NHS Resolution, legal firms, private organisations, Ministry of Justice, British Consular and she worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, 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 for energised empathy and personal wellbeing and resilience.

What was your overall impression of the session? - *I thought the session was really good. It was the perfect mix of guidance and interaction. Very thought provoking.*

What will be your takeaway point: *That I have the skills I need to manage difficult situations; I just need to give myself the space to find the right ones and use them.*

If yes, name one thing you are more aware of? - *That we are all dealing with the same or similar issues.*

What would you say to a colleague, who was unsure about attending? *Carolyn is a great coach, she doesn't try to tell you what you should do or feel, but guides you through how to recognise and deal with your own and others responses.*

Team member from the inquest team, Ministry Of Justice

"I attended Carolyn's Empathy Training recently as a team member of the NHS Complaints process. Carolyn's session was informative, personal and allowed us to feel and express a wide range of emotions. Not only did she open up her world to us with her story, she also opened up her heart to us with her warm approach. I enjoyed the variety of different empathetic training resources used (story-telling, psychological texts, videos, group discussions) which meant that the session was split up into interesting segments.

I would definitely recommend Carolyn's training sessions to all- not just on a professional level, but on a life lesson level also."

Natasha (Tash) Field, Complaints Officer, NHS England Complaints Team (London Region)

The BE HUMAN Model - Developing Emotional Resilience and Guarding Against Compassion Fatigue

Description: This one day session of experiential learning starts by focusing on role that empathy has within healthcare and life, but how personal wellbeing and well being is linked to it. It will enable those to 'feel', analyse and understand empathic practice and resilience on a deeper level, to understand WHY self compassion is so important. The session will take the components of these things out of the text book and into real life, as delegates go on a journey of understanding their own emotions and perceptions, and those of others.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine the Funnel of Life, and how we often do not show empathy to ourselves and recognise our optimum selves and what resilience really is, especially in differing states of wellbeing. Delegates will explore the vital importance of personal development as well as practical skills and to support long term reframing empathic thinking to guard against compassion fatigue.

Using emotive and honest thought provoking material from Carolyn Cleveland, yet balanced with the neuroscience of positive psychology and all important humour, the real impact of managing secondary trauma, stress and burn out, will be explored. Supporting staff to nurture their own existing abilities, and build confidence in developing more personal support mechanisms.

Key learning outcomes:

- Understand, feel, analyse and explore the presence and absence of emotional awareness, secondary trauma, and learning the importance of being able to understand different emotional experiences/trauma, managing adversity and recognising vulnerability and what resilience really is. The importance of personal boundaries when working empathically.
- Learn how the 'funnel of life' can impact on our resilience, and how our emotions influence us, and impact on others.
- Seeing perspectives, the fuller picture, and understanding emotional motivations within behaviour and how easily we all see things differently and have our own narrative about life and our optimum self.
- Analyse how biases, judgements, body language within communication can create a lack of psychological safety and civility and how important this can be to us all when we are vulnerable.
- Recognise and identify secondary trauma and understand the difference between secondary traumatic stress and burnout.
- Develop self care, managing adversity, recognising the importance of how identifying our emotions and thoughts and expressing them, supports us. Along with the vital importance of laughter.

TRAINING EVENT: The BE HUMAN Model - Developing Emotional Resilience and Guarding Against Compassion Fatigue

ARRIVAL TIME AND INTRODUCTIONS 9.00 - 9.30 AM

Welcome to the session:

9.30 AM: Feeling emotional resilience and recognising vulnerability

Part 1: Setting the scene: Founder of C&C Empathy training, Carolyn Cleveland, will present a personal narrative, highlighting a traumatic event, adversity, vulnerability and resilience, providing an evaluation tool to start exploring CCET's 'Funnel of Life' model and the importance of being able to engage empathy along with self compassion and resilience in diverse situations.

Part 2: Understanding emotions & perspectives -the science behind our behaviour. Delegates will start exploring the world from the 'inside out' and understand emotionally intelligent empathetic focused thinking. What might be the emotion behind the fact? What are all seeing? How are we all interpreting things?

Part 3: Catching emotions: Through humour and video, delegates will further understand how we catch other's emotions and the importance of positive psychology and humour in resilience and wellbeing.

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 10.45 AM)

11.00 AM: What matters to us, matters to others; creating psychological safety and civility

Part 1: Identify the difference between sympathy, empathy and apathy Delegates will understand the different between the different 'pathy's' and the link to personal well being, and communication. Exploration of how our internal belief systems can influence our ability to empathise with no boundaries, self care and can affect our outcomes.

Part 2: Understand how we all need empathy, honesty, psychological safety and civility: By analysing unique, real life video case studies, our natural biases and unconscious thought processes will be examined. Delegates will learn how to identify psychological safety and civility on a deeper lever and the support needed. Do we always get it right? What might we need? How does it make us feel?

LUNCH BREAK - 45 MINUTES (APPROXIMATELY 13.00)

1.45 PM: What about YOU? Facing adversity, secondary trauma and resilience

Part 1: Accepting things can be hard: Drawing further on the CCET's BE HUMAN model delegates will explore how our optimum self can look and feel very different and how re-framing our thoughts can be a powerful supportive skill. Delegates will start to recognise their optimum self and outcome in a less than optimum situation.

Part 2: Oh and then there are personalities! Delegates will take a humorous look at personalities and realistically examine what irritates us personally and can impact on our connectivity - we are all human after all!!

Part 3: Secondary trauma, your own resilience and wellbeing: How do we recognise it? And how does it relate to burnout?

COMFORT BREAK - 10 MINUTES (APPROXIMATELY 2.45 PM)

Part 1: Your own resilience and nurturing your positive psychology: Explore some tools and mindsets to nurture ourselves and create good habits and positives narratives. Learn the importance of how to create internal 'noise cancelling' choices.

Part 2: The importance of laughter : This session helps delegates to understand the importance of laughter both on mental well being and physical wellbeing and brings together the connectivity, re-framing and creating the realistic view of reaching happiness in the face of adversity.

CLOSE 4.00 PM

The day will be a mixture of presentations, full group discussions, small group discussions, imagery, videos and analysis.
The day will be very relaxed, with no one put on the spot. But discussion is encouraged and the main learning tool.

All delegates will get a follow up email from Carolyn, so if there is anything that is wished to be discussed in a more private forum following this training, there will be the opportunity to do so.

For further details contact: carolyn@cc-et.co.uk