

# Session Title: A Journey Through Empathy and Emotional Awareness in Communication.

Date Delivered: 6<sup>th</sup> January 2026

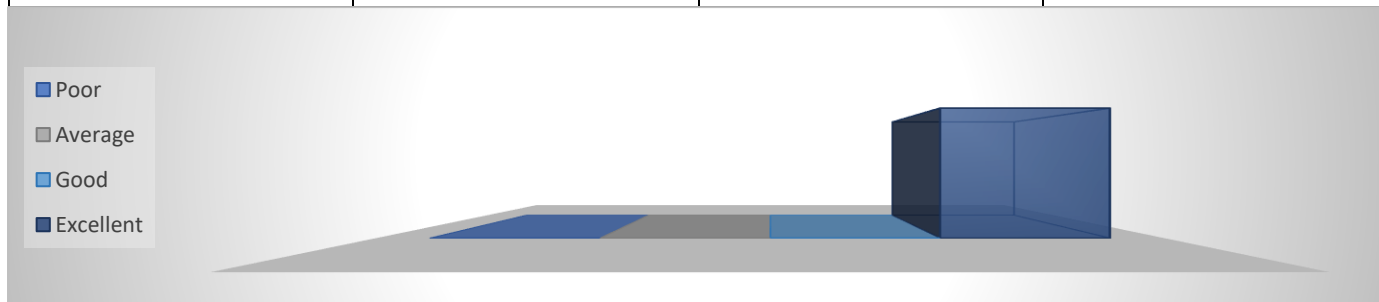
(Delivered face to face 9am – 4.00pm Training carried out by C&C Empathy training LTD)

## 1. What was your overall impression of this training day?

- Great day of training – Carolyn was amazing, made the training so interesting.
- Brilliant – looking forward to learning more about empathy.
- Love it! loved the link to real experience, reality to human characterises, involvement in your story as a learning tool and knowing you came to some peace.
- Engaging and real. Lived experience really impacted and brought to life the learning.
- Fantastic training, very insightful and thought provoking.
- Really good, understand, looking at things differently.
- Incredibly helpful and important in both professional and personal lives.
- Very informative, a good balance of humour and seriousness.
- Excellent! Well presented, easy to understand. Relevant examples. Good pace of delivery.
- Excellent. A thorough exploration of a complex but super important topic.
- A very personal journey which helped to explain the theory.
- Great training, really interesting and good level of listening and taking part.
- Very good and engaging.
- Carolyn was excellent! She was so informative and vulnerable – this was much appreciated and really helped the learning process. I liked the interactivity.
- Great training, very personal which made it relatable.
- Great course. Very well delivered and excellent content.

## 2. How would you rate the content of the training day?

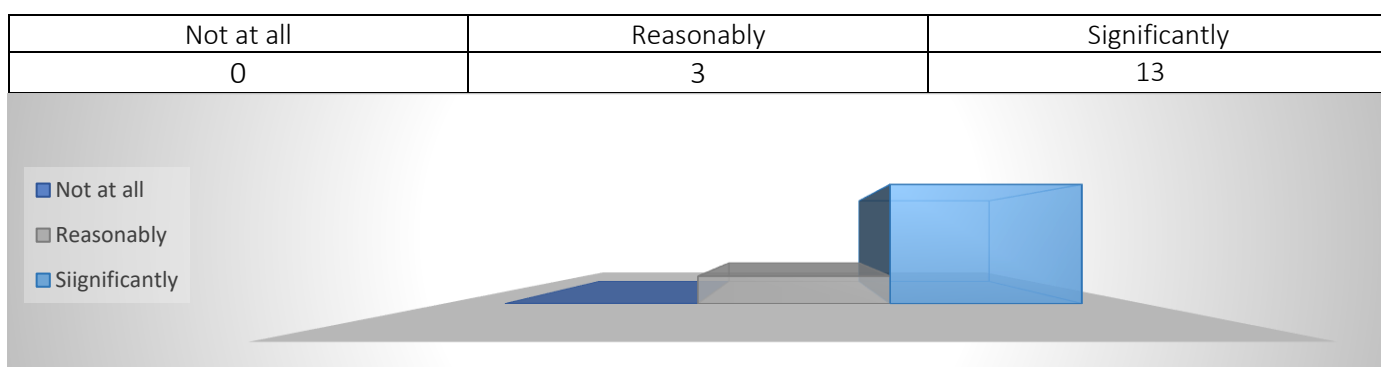
Poor	Average	Good	Excellent
0	0	0	16



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

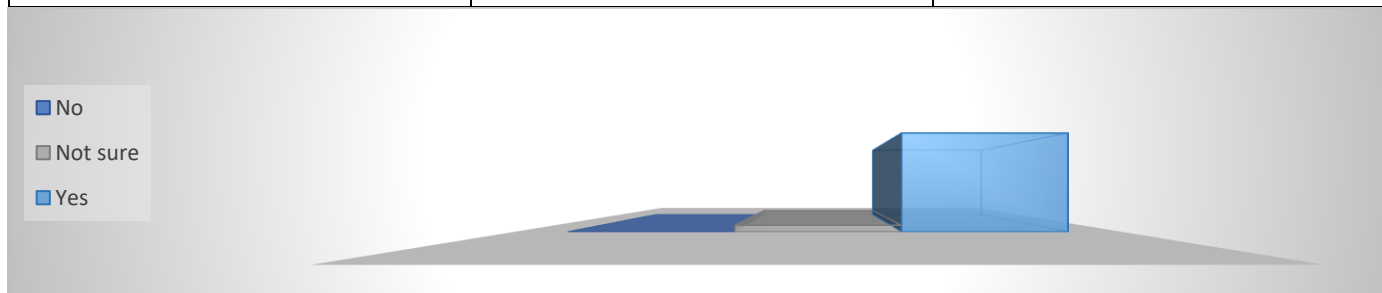
- To be more empathetic in my personal life. Take time for me.
- Being mindful of the language I use.
- Importance of openness, understanding others and use of people's names in the course to make it feel personal and connected.
- The importance of active listening having a great impact on others even if I do not see my personal impact on families.
- All of it.
- To not make assumptions about people based on their behaviour in one particular moment but instead understand why they may have acted that way.
- Empathy awareness – understanding how to communicate with/when emotionally vulnerable.
- Take care of myself and then take care of others. Put myself in other shoes.
- We (me included) are all human, we do not always get it right and there is no such thing as perfection! But we can all do our best until we know better.
- Able to understand other people's emotions if we engage and listen – helps to promote positive outcomes.
- That we have to be empathic but sometimes we slip.
- Remembering that everyone has different things going on and to try to be mindful of this.
- To remember to try and respond with compassion as you don't know what people are going through.
- Always remember that you never know what is going on in someone else's life.
- Resilience. Feeding without absorbing. Put yourself in someone else's position but check your shoes.

### 4. Has this session improved your understanding of using the Empathy Navigation Pathway and the importance of emotional awareness?



5. Have you learnt something new about yourself professionally or personally?

No	Not sure	Yes
0	1	15

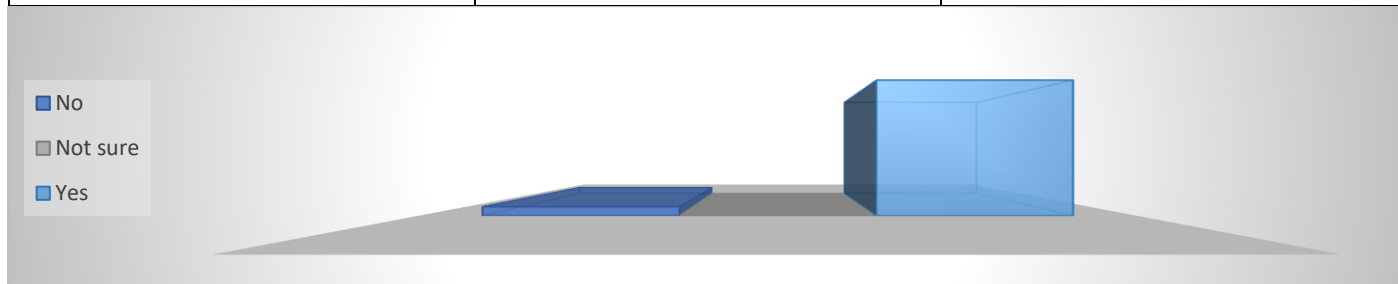


If yes, can you explain a little more about one thing you are more aware of about yourself?

- It's okay to ask for support and not get everything right.
- That we are doing great!
- How I have perhaps in the past not been accepting of hearing complaints and have struggled to come to a resolution.
- With holding others' emotions and not being able to disassociate. The example of 'you are visiting, not moving in' was a very good visual learning point to help remember when your brain is not working from logic but emotions.
- My unconscious biases.
- Understand why a person can behaviour from person to person or reflect down the line.
- I thought I was more apathetic than I was.
- If confronted, I am likely to shut down and I tend to take first impressions at face value.
- I tend to be compassionate with others, but I forget myself.
- I know a lot of this but struggle to put it into practice when emotionally charged.
- To try and keep an open mind – how the video of the two lads has a twisted ending – things are not always what you assume initially.
- Unconscious bias is something to remember when making decisions.
- I do use a lot of these skills on a day to day – realised I am empathic!
- Keep in mind that people are dealing with things differently.

6. Would you view and/respond to someone raising a concern or more empathetically with more understanding of the emotional complexities?

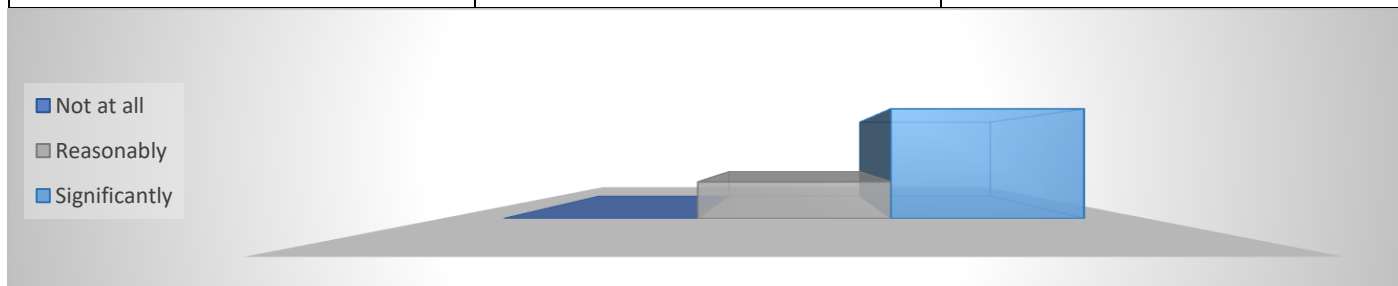
No	Not sure	Yes
1*	0	15



\*One attendee ticked no due to previous experience in this topic.

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

Not at all	Reasonably	Significantly
0	4	12

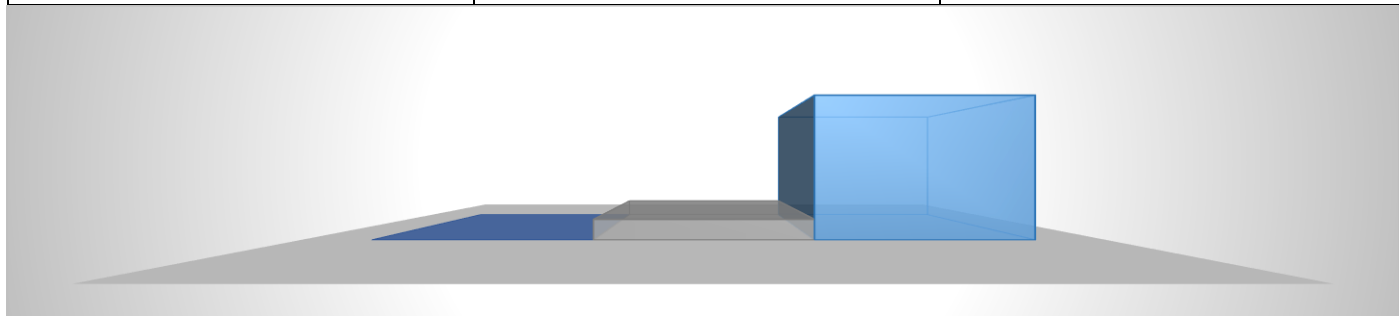


8. Name one thing you will be aiming to do differently following attending this session.

- Set more personal boundaries and not take on others' emotions for long term empathy.
- I will try to validate how people may feel.
- Conscious of others journey and feelings to ensure they truly felt validated and heard.
- Keeping an open mind and checking my biases.
- Understand the emotions and reasons behind a complaint or someone's day.
- Different way of addressing people in need through my job and outside.
- Listen more and with empathy. Ask if I understand.
- I am working or realising or at least acknowledging some of my biases including unconscious bias.
- Try and treat every call with the same compassion.
- Not having emotional bias.

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

Not relevant	Reasonably relevant	Very relevant
0	2	14

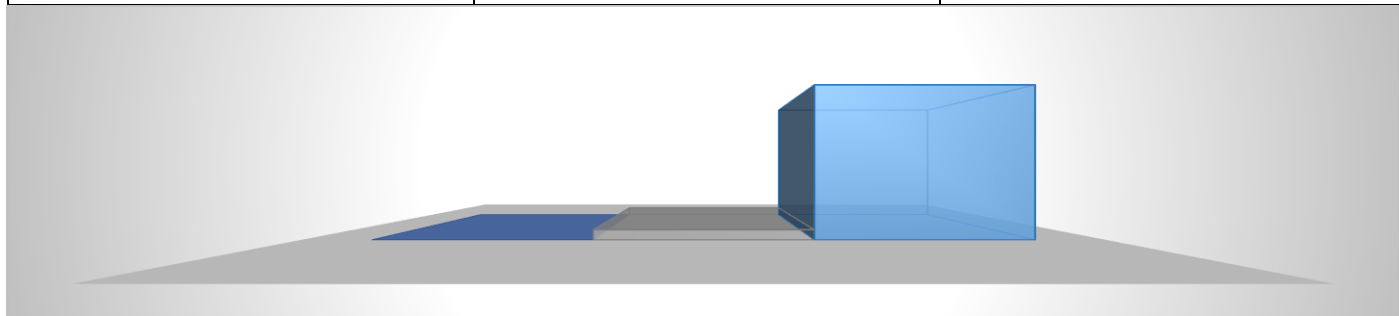


10. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- Everyone who works with people.
- Everyone.
- Everyone in people facing roles.
- Anyone who is public facing or just Human!!
- Everyone!
- Everyone!
- Customer facing colleagues. Crisis reception staff and managers.
- Other members of the council, particularly those in public facing roles.
- Wellbeing team, customer service, everybody in WNC.
- In all honesty all people in the organisation especially those who are somewhat remote from our customers.
- Highly task focused roles, where engaging with the emotional experience of staff beneath can be more challenging.
- All colleagues.
- There are definitely some colleagues that I think this would support to improve.
- Most colleagues and anyone in service delivery would find this beneficial and useful.
- People such as customer service agents in the call centres as it is a hard role and would support well being.

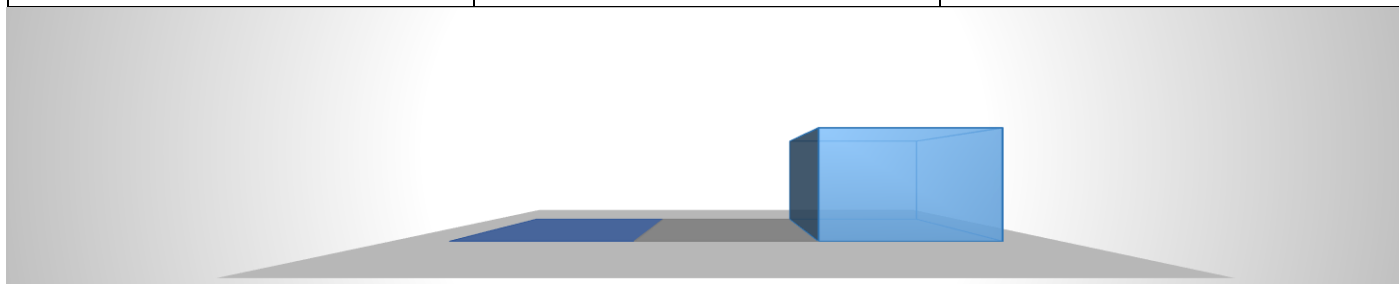
11. Do you feel more confident in applying the main components of the Empathy Navigation Pathway to help in developing a psychologically safe culture?

No	Not sure	Yes
0	1	15



12. Would you recommend C&C Empathy training to colleagues?

No	Not sure	Yes
0	0	16



\*Attendee wrote 100% on Yes.

13. What would you say to a colleague, or organisation, who was unsure about attending, or working with C&C Empathy Training and Carolyn Cleveland?

- Do the training, it really makes you think about how you relate with others.
- Go, Go, Go!
- COME!!
- Attend! Even if you feel you are already empathetic and understanding you can learn so much and how to apply it!
- Brilliant training. very useful for anyone with a public facing role.
- That the course is really good and that they need to attend.
- The training opens your horizons and helps further your understanding of emotions, biases and empathy.
- Definitely attend. There is clarification around different types of empathy and awareness.
- I would say that it is fantastic and worth attending.
- Well worth the time investment personally and professionally.
- It would help in professional and personal life.

- Worth attending no matter how much empathy you think you have there is always something else to learn.
- GO!
- I would tell them how interesting the session is.
- Go!
- Definitely check it out – you will learn lots.

#### 14. Is there anything carolyn could have done to improve your training experience?

- No – she was brilliant.
- Nope.
- No!
- No. it was fantastic. Thank you for sharing your personal experiences. It made it real and genuine.
- Was very good 😊
- N/A
- No.
- No thanks. The absence of role-play was very welcome. Thank you for this training it was very helpful.
- I wasn't a fan at the background music when doing group exercises as I found it hard to concentrate with other tables talking as well.
- No – think it was just right and made even more interesting that it was based on Carolyn's own personal experience.
- I think just one more break would be beneficial.
- No nothing.

#### Any additional comments:

- Thank you so much X
- This has showed how resilient humans can be after such trauma and with support. Loved the interception of humour in the course.
- The use of people's names when addressed was noticed. It made you feel connected to the group.
- Thank you for sharing such sensitive personal experience.
- N/A
- No.
- Thank you for sharing your personal experience.
- Just thanks for sharing.
- Really interesting to hear Carolyn's story which echoed similarities to own personal grief story and how she finally got a resolution which helped her to move on in her life and not let it destroy her and her family.
- No.
- Thank you so very much.