



IDEAL FOR...All those working within the coronial system and legal system who would like to ensure that empathy is incorporated into communication and practice and well being

A JOURNEY IN EMPATHY & EMOTIONAL AWARENESS IN COMMUNICATION



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Some of the organisations C&C Empathy Training Ltd has worked with include: The Ministry of Justice, multiple Healthcare NHS Trusts, legal teams, National Coroner's Officer Training Programme, Kennedys Law, Hill Dickinson, NHS Resolution

A Journey Through Empathy & Emotional Awareness

Description: This one day session of experiential learning not only identifies what empathy is, but how it underpins compassionate communication. It enables those attending to 'feel' empathy, analyse it and understand it on a deeper level, to recognise WHY it is so important when working with members of the public, but also with colleagues and personal self care.

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 things in communication.

Those attending will have the opportunity, in a safe and supportive learning environment, to develop a deeper level of communication to approach difficult and sensitive conversations with clients and colleagues. It will look how we all view things differently, exploring how our own biases that can get in the way of empathic communication and connection with others.



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 client experience .

Key learning outcomes:

- Develop understanding of a real-life communication examples, exploring the human connection and start to recognise where empathy and emotional awareness is absent and where it is present.
- How to identify and understand empathically focused thinking, power imbalances and communicating with care to help prevent conflict being exacerbated .
- How lack of empathy and emotional awareness can impact negatively on client experience and cause psychological harm (often long term.)
- Develop understanding of how empathy and emotional awareness underpins compassionate communication, recognising vulnerability.
- How to manage empathy to prevent burn out and improve resilience
- Understand empathic, reflexive practice and how to use these skills for staff/personal well-being and productivity with empathy incorporated in thinking as well as communication/language.

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTL5)



Carolyn, has a background in psychology, counselling, and conceived C&C Empathy Training from her direct experience of compassionate communication failure in the inquest system and the serious incident 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, and lead in an ethical and empathic way to create systems that reflect this, all in an supportive, relaxed 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 all the people in the process and often in vulnerable positions, as well as staff personal emotional responses. She delivers full day workshops as well as conference sessions. She works with several NHS and private organisations, legal firms and worked on the National Coroner's Officers Training Programme 2019, as well as the Ministry of Justice.

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, the 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

"Carolyn presented to our healthcare team and clients on ensuring we deal with patients and their loved ones empathetically once an incident arises in a hospital setting. We all often assume we are being empathetic but it was very powerful to listen to Carolyn's case studies and personal experience and consider how we can all do so much better when managing an incident. Whilst obviously a sensitive subject it was delivered in an exceptionally powerful and interesting way. There is no doubt your training Carolyn, has assisted us in managing incidents in a more human and sensitive way which will be to the benefit of patients, their loved ones and staff"

Christopher Malla, Partner, Kennedys Law

"As an experienced Coroner's Officer, I pride myself on approaching each family in a sympathetic and empathetic manner. However as much as you try not to, you can become desensitised to the fact that this experience is a new and daunting process to each family and this training really makes you think about each person's individual journey. Carolyn gives a powerful and emotive presentation and training that is also light hearted and really makes you focus on a personal experience. I would recommend it to anyone. The whole room were completely focused on what she had to say and took a lot away from this excellent training."

Emma Hillson, Senior Coroner's Officer, Devon and Cornwall.

PROGRAMME: A JOURNEY THROUGH EMPATHY & EMOTIONAL AWARENESS IN COMMUNICATION

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, thought provoking, personal narrative, highlighting the presence and absence of empathy in a real life 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?

15 MINUTE BREAK

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

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, 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 DATA AND CLIENT EXPERIENCE

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. 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, build connections and understand 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

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

Part 1: Understanding and implementing Safeguarded Personal Communication®

Description 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 (although it is interwoven throughout the day) and its relation to empathy, 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 Empathy and Emotional Awareness in Communication**

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.