

A Journey Through Empathy and Emotional Awareness 9th October 2019, Cheltenham

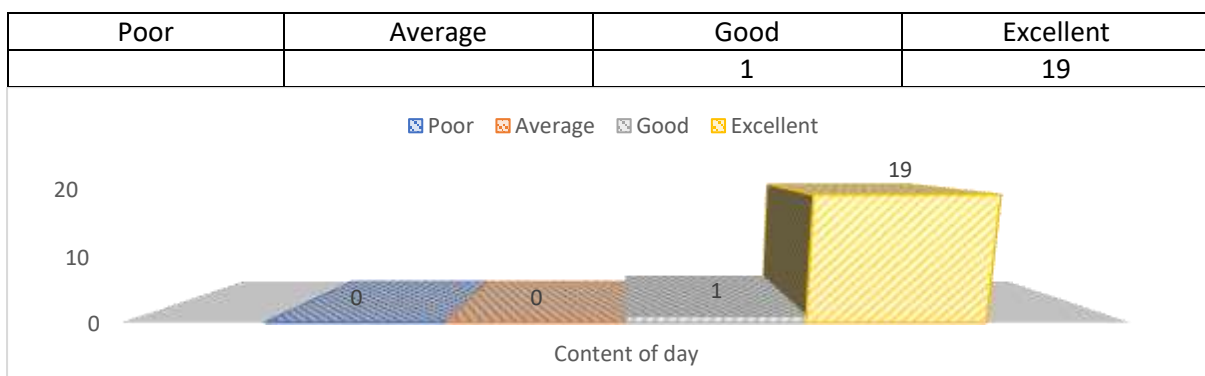
(The course started at 9.30 and concluded at 1.00. Training carried out by Carolyn Cleveland)

In attendance were welfare officers, communications staff, director and CEO

1. What was your overall impression of the course?

- So relevant to us as individuals and organisationally. Brilliantly delivered, thought out and structured.
- Very empowering and emotional. Really enjoyed it.
- Very insightful, useful and sincere
- Fantastic, thought provoking and interactive training. Carolyn was hugely engaging and warm ☺
- Very good, very interactive, very personable
- Very good, based on a real-life example made it much easier to relate to.
- Thought provoking, entertaining, which enabled learning and very well thought out and presented.
- Powerful and relevant. Delivered in an easy to take in way and delivered what was hard content in a sensitive and fun way.
- Absolutely fantastic – very engaging in every way
- Engaging and informative, thank you for sharing your story
- I found the training very insightful, thought provoking and over all very interesting
- Great, impressed and inspired with the openness displayed by the trainer
- Very good
- Great – lots of content – lots of time to think about and take away – energy
- Very engaging
- Very reflective and made me think of being respectful to other’s thoughts, needs. Open to life situations – excellent training.
- Excellent, interactive, engaging and practical
- Very well laid out course
- Very powerful, thought provoking, emotional
- An emotional, informative and extremely well delivered session

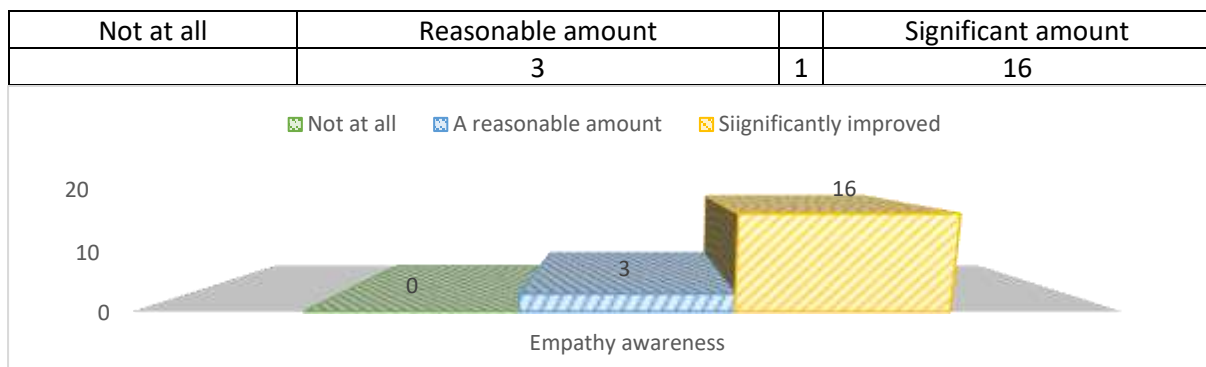
2. How would you rate the content of the training day?



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

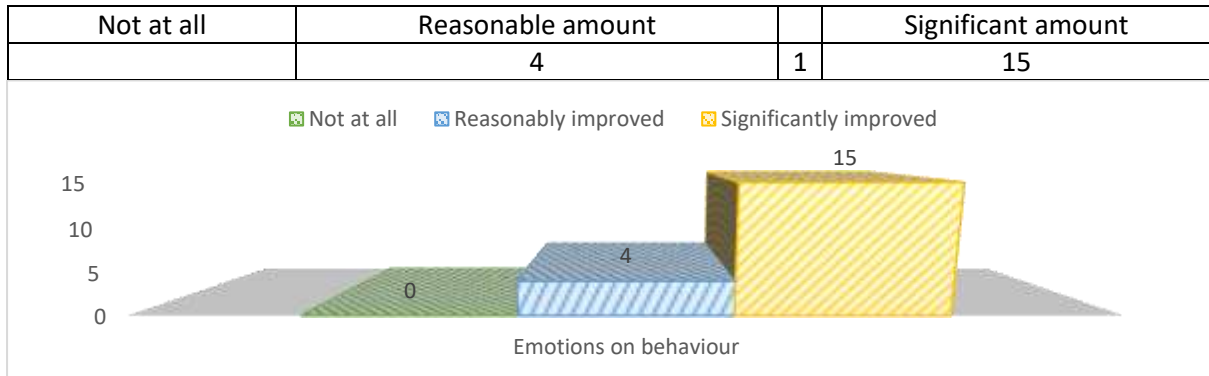
- Be aware of computer says no response. Don't hide behind policies and procedures.
- 'Funnel of life'
- Elements of my own capacity for empathy – making me think about how I impact on others
- To consider my own responses to others and appreciate what is in their 'funnel of life'
- Considering how everyone is feeling rather than 'victim'
- What the definition of empathy is – never really considered it before
- Practice my skills, always be real and enjoy people and what they bring
- To look after my own well – being more and to let go of stresses
- Look after yourself in order to be the best you can for others
- People always remember how you make them feel
- That I can improve/develop my empathy skills
- Empathy vs sympathy. Look after my own wellbeing.
- We are all human and our empathy varies, which is ok!
- Put the glass down – consider others, it's ok to feel cross
- Take care of my own well being and stresses
- At a very turbulent time in my personal life, this made me feel very positive about the future
- Listening more and talking less!
- Understanding of the difference between empathy and sympathy and other emotions

4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



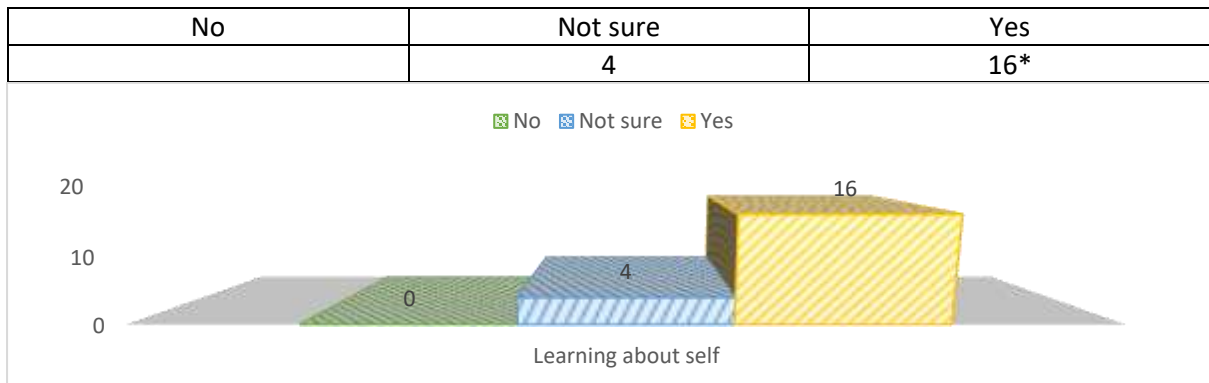
*one in between reasonable and significant

5. Are you more aware of the influence of emotions on behaviours and communication?



*one in between reasonable and significant

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



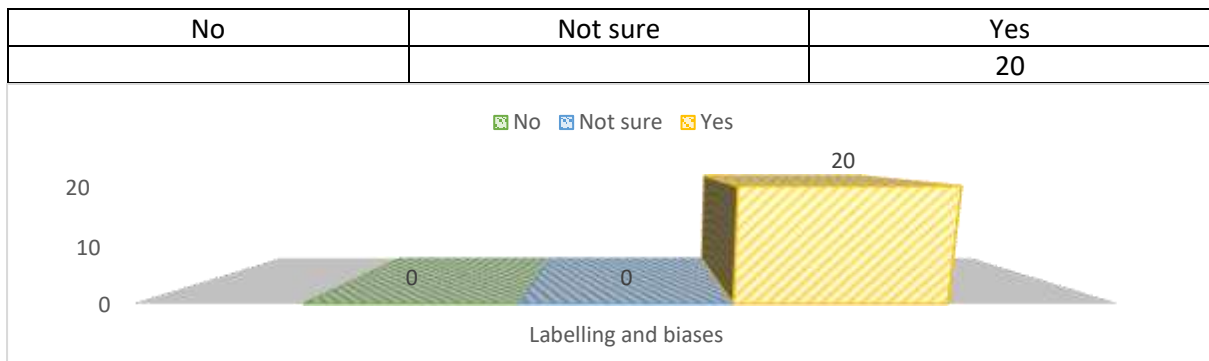
*reinforcing

If yes, name one thing you are more aware of about yourself:

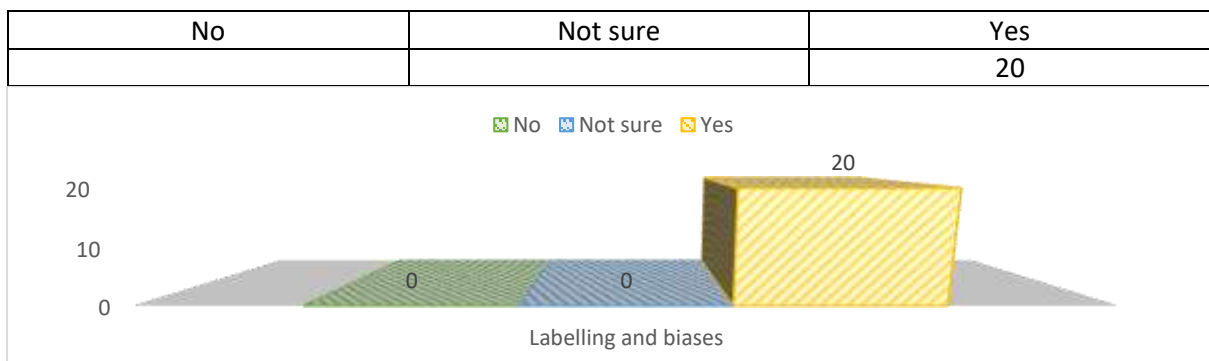
- That babies laughing makes me cry!
- The difference between empathy and sympathy
- Some phrases that I use and what impact that has - trying to come across as positive and saying 'at least' but not realising the impact of this
- That I need to be more aware of 'fixing' and instead really listen and aim to understand.
- I am kinder than I thought
- A colleague shared how much she got from a phone call with me (perhaps I can listen very well)
- My own self awareness
- The need for more self-care
- Trying to solve people's problems too quickly and to listen and learn first

- I carry around my stress/empathy from work
- Reminded me and reinforced my reflection and awareness
- I realise that my own stresses can have on and impact my empathy levels
- My reflections of empathy

7. Would you view and/or respond to someone raising a concern more empathetically after the training?



8. Are you more aware of labelling and your own biases and those of others, having attended the training?

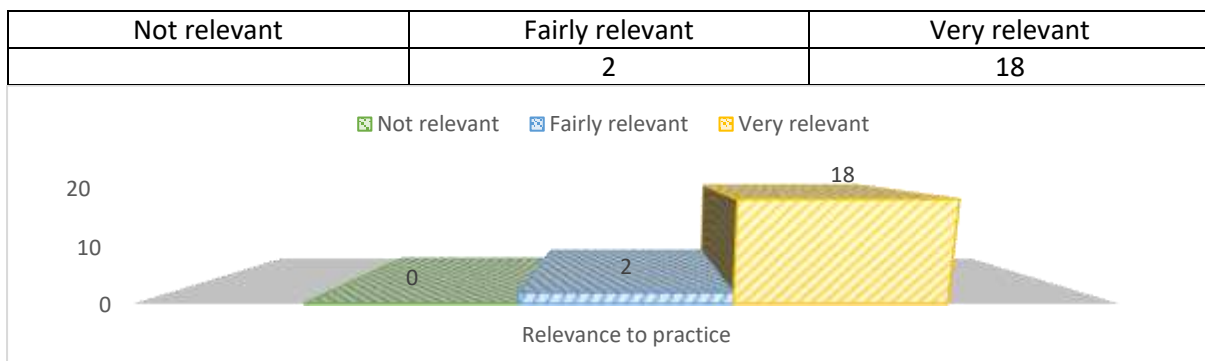


9. Name one thing you will do differently since having the training?

- Self-care focus - improve
- More self-awareness of how my own funnel of life may affect my empathy
- Think more before I speak sometimes
- Really invest in listening to others, being present and compassionate
- To try and be more aware of my own feelings
- Listening better
- More reflecting back and acknowledging
- Apply to my work and whilst studying for my level 3 counselling
- Become more empathetic
- Stop trying to fix always

- To make the person I am talking to more aware of me understanding them by using different language (reflective/summing up)
- Listen rather before attempting problem solving
- Not to judge first impressions
- Switching off. Refill empathy
- Step into their shoes
- Understanding I have to look after my own well being to be able to help those I work with in my role as a Welfare Officer
- Be less quick to judge, but consciously listening
- Knowing that everyone’s belief systems are different
- Personally – not trying to solve my friend’s problems
- Supporting and understanding my beneficiaries

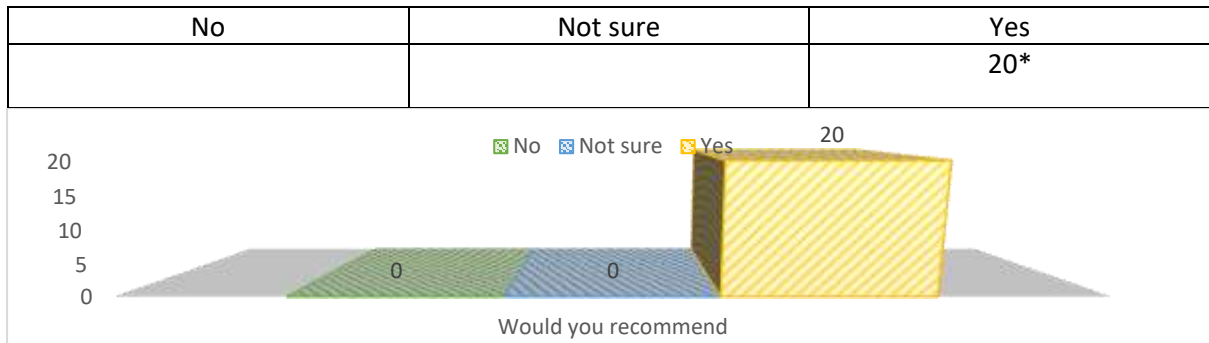
10. Do you feel that this training has been relevant to your professional practice?



11. In your opinion, who do you think would benefit from this approach to training?

- All those who work with/support people, especially those in a leadership role.
- All sectors
- Anyone who has to interact with other people (customers or colleagues)
- Health, social care, local government (job centre/DWP) third sector, volunteers
- Anyone who works/deals with the public
- DWP, benefit centres, NHS
- I think it’s very relevant in all sectors and I think schools should introduce
- Any sectors that work with/for people
- NHS/Management/Housing Associations
- Everyone – council workers – housing
- All our staff, not just our welfare team
- Counsellors. Welfare officers

12. Would you recommend this training to colleagues and other organisations?



*Absolutely would recommend

Other comments:

Thank you xx

Thank you for being so open and honest about your personal experiences

I have only marked a couple as 'reasonable' as I have just done my welfare diploma and some of the content was similar