



Care & Compassion Empathy Training

FULLY ONLINE EMPATHY TRAINING

BUT WITH THE FEEL OF BEING IN A LIVE SESSION
AND PART OF A GROUP



Would you like to attend a live empathy and emotional awareness training session,
but struggle to find time to?

Or, an organisation struggling to release staff, but still want training
where teams feel part of a group?

Maybe you have a high volume of staff that you would like to attend training?
Then this might be the answer for you.

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About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides thought provoking training, to motivate and empower organisations and individuals to develop reasoned empathy, emotional awareness and personal resilience in order to promote well-being, compassionate and ethical practices and organisational culture.

Covering subject matters such as:

- Leadership
- Complaints and incidents
- Inquests
- Communication
- Staff well-being
- Resilience, and guarding against compassion fatigue

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, real, humorous, supportive way for long term learning. To take empathy out of the textbook and into real life application.

These thought provoking sessions have always been delivered
live face to face, or live virtually...



Until now!



**Now you and your staff have the opportunity of
feeling part of a live virtual session,
without having to find a whole day, in one go, to attend!**

But why?

The Training Need

You have a large volume of staff that you would like to go through the training?

Problem 1

Live training virtually, or face to face, in groups of twenty, would take a long time!



Problem 2

Work pressures, make it really difficult to release even small numbers of staff for a whole morning, or day, to attend a live training session.

Problem 3

Maybe you are an individual who would still like to access the course even though there are no in-house sessions being run at that time?



The Result

Live sessions, face to face,
or virtual, sit half empty.



The numbers of staff trained is lower than it should be.

Some can be excluded from training opportunities.



E-learning, modular formats help, but can lose the feel of a live session, with the learner unable to listen and feel part of real-time, honest, thought provoking, and authentic group discussions, promoting exploration of personal ideas and deep learning.

So this training sets out to address these needs,
promoting the learner to explore:

Do I agree with that person? What is being evoked in me?
What are my belief systems and biases? What do I feel about that?
Am I struggling to empathise? How might I respond in that situation? What might I do differently? What might I do the same?

Knowledge, and emotional connection, for long term learning, is created with content directly from Carolyn and the Participation Colleagues, **but with all the flexibility of E-learning.**

The Solution

An entirely online, modular learning course, that the learner will be accompanied by their own Participation Colleagues, Masooma, Matt and Liz, filmed during an actual session, to give honest, authentic and real-time, thought provoking discussions and evaluations.



Masooma



Matt



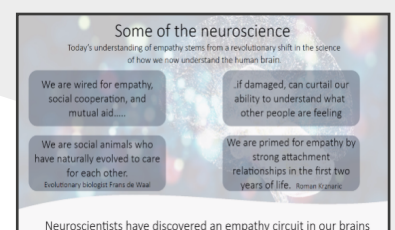
Liz

A course that includes an emotive learning narrative from Carolyn Cleveland, that is synonymous to the live training and provides a powerful learning tool to engage learners and evoke their own empathy and compassion.



A course that has live feedback from Carolyn, and discussions as a group, just as would be experienced if attending a live virtual session.

Along with interactive and dynamic slides, each narrated too by Carolyn, for that live training experience, combined with interactive participation for learners.



Would you like a small preview?

A dedicated landing page has been created for you, where you can see a trailer preview version of the training (lasting 12 minutes).

Click on the action button below to redirect to this page where you can watch this trailer preview, to get a sense of the learning approach. You will be able to meet the Participation Colleagues, Masooma, Matt and Liz, who will accompany the learner through this training. And see some example learning slides and interaction.



Note this trailer is in video format and so only previews the content and can not be interacted with.

Journey of Contents

This training is very much a journey - a story - for learners to travel along, feel, explore, learn and be better placed to implement positive empathic practices and change where needed.

Therefore is set out as chapters, just as in a book, each including, video material, authentic and real-time conversations, dynamic slides and interaction.



A Journey Through Complaints and Incidents Using Empathy

This is the main course which can be adapted for healthcare and non healthcare organisations.

The training can also be adapted to focus on leadership and more generic communication.



Journey of Contents Example Course:

A Journey Through Complaints and Incidents Using Empathy

Prelude: Getting started

Chapter 1: Introduction - linking to policy

Carolyn Cleveland will start setting the scene and looking at how this training will link into the Patient Safety Response Framework, CQC requirements and the Duty of Candour.

Chapter 2: Learning Narrative

Carolyn will share an emotive narrative for the learner to feel, explore and emotionally connect to the presence and absence of empathy, within life, vulnerability and an incident. Exploring the 'Funnel of Life'.

Chapter 3: Unpacking Empathy

Biological, learnt, or both? Hear from the participation Colleagues of how they define empathy. How would you?

Chapter 4: Perceptions

Join the Participation Colleagues and have a fun look at how we all see or interpret things differently.

Chapter 5: Feeling Understood

Get in touch with what it really feels like when someone is really interested in what we have to say. Explore with the Participation Colleagues what it can feel like. Does this resonate with you? What can we provide to others?

Chapter 6: Empathy, Sympathy or Apathy?

Understand the difference between the 'pathy's'. Then join your Participation Colleagues to understand these in communication and also how our own belief systems, biases and lack of empathy and compassion impacts, by watching the next three chapters and the real case scenarios shown and the authentic and honest content they contain. Tease out some of the real implications of a lack of empathy or emotional awareness.

Chapter 7: The Car Park

Chapter 8: A Challenging Meeting

Chapter 9: Empathic Analysis

Chapter 10: Psychological Harm

What can this look like? Feel like?

Chapter 11: Concluding Chapter

Carolyn concludes her story and focusses on the importance of a Safeguarded Personal Resolutions[®]. And finally, the importance of personal well-being, managing empathy long-term and all important laughter.

Some Key Learning Outcomes Example Course:

A Journey Through Complaints and Incidents Using Empathy

- Feel, analyse, and explore the presence and absence of empathy and compassionate engagement within a real life scenario to be able to go beyond compliance with the new Patient Safety Incident Response Framework and the Duty of Candour
- Seeing the bigger picture to having an enquiring mind to understand the story presented to us by others. And how the 'Funnel of Life' can impact on our ability to engage and assess our empathy
- Build confidence working with the bereaved and how our emotional positioning influences how we see something
- Understand the difference between empathy, sympathy and apathy. Analyse how a lack of empathy and psychological safety during interactions can cause psychological harm.
- How to help achieve meaningful resolutions and reach a 'Safeguarded Personal Resolution'® to be able to learn lessons with deeper understanding
- Understand yourself better to safeguard your own mental health and personal well-being

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.

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 for others, personal well-being and resilience.

Carolyn, has reached hundreds of people with her approach to training by delivering sessions in a way that connects with others on a deep level as well as creating a safe, supportive and light hearted environment to explore sensitive issues. This has been re-created in the same way for this E-Learning approach to support organisations and staff to have, authentic and meaningful training in all learning formats.



Contact Carolyn

To discuss how this E-Learning package can support your training needs, please contact Carolyn on:

carolyn@cc-et.co.uk

A meeting can be arranged via Zoom or MS Teams, or a phone call, to discuss in more detail.

The dedicated landing page mentioned earlier is:

www.empathytrainingltd.co.uk/previewtrailer