



Care & Compassion Empathy Training

NHS
FRAMEWORK
APPROVED
TRAINING

THE BE HUMAN MODEL - HALF DAY SESSION DEVELOPING EMOTIONAL RESILIENCE AND GUARDING AGAINST COMPASSION FATIGUE



Training to support those attending to understand how self compassion links into empathically focused work and thinking, 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 its 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 well-being, 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 well-being 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 our own emotional well-being and empathy for others, 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

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

9.00AM ARRIVAL TIME

9.05AM **Introductions and learning outcomes:**

9.25 AM: **Feeling emotional resilience and recognising vulnerability**

- **Setting the scene:** Founder of C&C Empathy training, Carolyn Cleveland, will present a short personal narrative, highlighting, coping with adversity, vulnerability and resilience, providing an evaluation tool to start exploring CCET's '**Funnel of Life**' model and the **4 points of self care and positive psychology**.
- **Understanding what resilience is and what it isn't** Delegates will start exploring some of the key aspects of resilience and what things can get in the way. Looking at the **optimum self model**, delegates will start to recognise their varying self.
- **It's good to talk and noticing what we say to ourselves?:** Why connectivity matters in resilience, understanding what matters to us, often matters to others too. Recognising how our own beliefs and narratives influences how resilient we think we are. Through humour and video, delegates will further understand how we catch other's emotions and the importance of perspective, positive psychology and laughter for resilience and wellbeing.
- **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.

COMFORT BREAK - 15 MINUTES (APPROXIMATELY 10.45 AM)

11.00 AM: **Facing adversity and secondary trauma**

- **Accepting things can be hard but gaining perspective:** 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. The unearned good outweighing the undeserved bad.
- **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!!
- **Secondary trauma, impacting your own resilience and wellbeing:** How do we recognise it? And how does it relate to burnout? Drawing on the **model of control** and **3 to 1 balance**
- **The importance of laughter:** Finally delegates will be reinforcing 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 1.00 PM (A FURTHER 30 MINUTES WILL BE MADE AVAILABLE BY CAROLYN IN CASE ANYONE NEEDS TO DISCUSS ANYTHING)

ADDITIONAL INFORMATION

The session will be a mixture of presentations, full group discussions, small group discussions, exercises, and videos.

The session will be very relaxed, with no one put on the spot. But discussion will be encouraged and the main learning tool.

A workbook with repeat and further exercises to continue practice and development and enrich the training will be provided.

All delegates will get a follow up email from Carolyn Cleveland.

Prices for public course:

£195 (plus vat)

Discounted rate for 3 or more, £175 (plus vat) per person

Payment must be made by BACS transfer, or a Purchase Order Number recieved, prior to attending the session.

Please contact Carolyn for a sperate in-house quote.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

The sessions need a minimum of 8 bookings to go ahead.