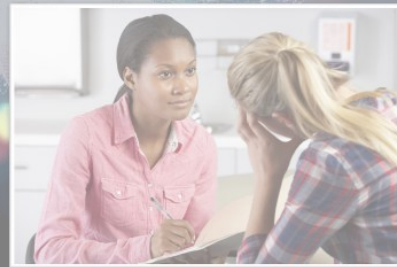


Journey Through Complaints and Incidents Using Empathy and Compassion

Learning about the role that empathy and well-being plays in compassionate engagement, involvement and good complaint and patient safety incident handling. Having a just, fair and learning culture, understanding the complexities of the emotional impact, to prevent second harm.

[BEGIN COURSE](#)

This E-learning journey represents the experiences and opinions of Carolyn Cleveland and the Participation Colleagues who are featured in this session. They do not necessarily represent any other specific person's opinion, or are assumed to be more relevant. They are featured as examples of ways of understanding some of the content, and possible feelings, emotional components, reactions and outcomes that can exist. The full Opinions Disclaimer can be found [here](#)



EVALUATION OF LEARNING

EMPATHY NAVIGATION PATHWAY® PRINCIPAL FOUNDATION EMPATHY E-LEARNING

*A Journey Through Complaints & Incidents
Using Empathy & Compassion*

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E-Learning

Empathy Navigation Pathway® Principal Foundation Course

A Journey Through Complaints and Incidents Using Empathy and Compassion

1. What was your overall impression of the course?

- I thought it captured, both how to feel it and show it but also how to receive emotions. I am very empathetic, although I know realise, I struggle to differentiate between sympathy and empathy.
- It made me reflect on what messages we give to our manager and how we could give them time to reflect on their own empathy.
- It was good and informative.
- Excellent
- I thought the course was thought provoking and interesting.
- I enjoyed the course; it has given a lot to think about especially around my own bias and opinions of others. I enjoyed the interaction and listening to other people's views.
- It was very moving, informative and I enjoyed also having my 3 colleagues' interaction and thoughts. I enjoyed awaking my thoughts and my emotions moving through each part of the course, understanding not only my journey but also others with regards to Empathy etc.
- I really enjoyed the course. It did raise a lot of emotions as I have been described by others as having too much empathy.
- Very good. Very engaging with the interactive discussion and videos, and the personal story and diary reflections help bring it to life.
- Firstly, would like to thank you for providing myself and my team to complete this training. It's very beneficial working in an intense fast-paced role with interaction with Colleagues, other departments, NOK, Providers, Acute, Social Care etc. As the team speaks to families that are already emotionally stressed with their loved ones it's nice for the team to know how to react and not to react when they are put in a difficult situation and being empathetic and compassionate.
- This is really a needed course for everybody in their personal and professional life. Throughout the course the content was really great.
- It was very good and also, I have learnt so many things.
- Very well presented, interactive and had real life scenarios and examples which I could easily relate to.
- The empathy training course significantly improved understanding and communication, fostering a more supportive and cohesive work environment, enhancing teamwork, reducing conflicts, and boosting overall employee morale and engagement.
- This course was really beneficial to enhancing my learning and understanding from many viewpoints. The colleague discussions were particularly valuable to my development.

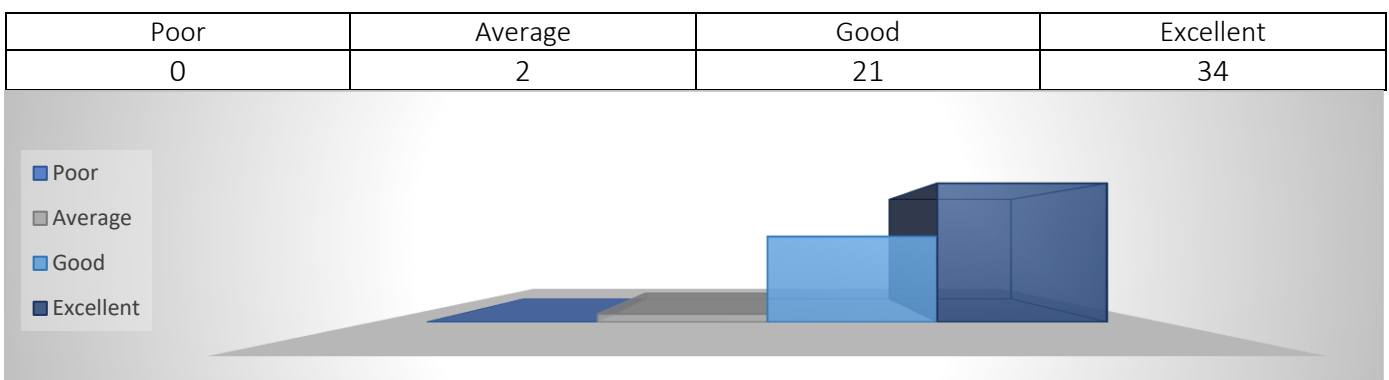


- An amazing, emotive and valuable learning experience. The course for me depicted real life, real emotions and overall recognition of humanity and the importance and high value we should place on empathy, integrity and transparency.
- Excellent! Fantastic examples and ways of describing empathy. Really loved my shoes analogy.
- Very good thorough, and good at taking the time to analyse perspectives and approaches and possible outcomes.
- Brilliant course! Very real and human – gave me the safe space to reflect on myself personally and professionally.
- Useful course, thank you. Some of the videos kept crashing and I had to start from the beginning despite functioning Wi-Fi.
- Really insightful and engaging with previous knowledge.
- Very interesting and engaging.
- Good.
- It was very meaningful.
- Bit long but very touching and well prepared.
- Good.
- Informative.
- I really enjoyed the course. I thought it was impactful and well delivered.
- Very good. Informative and made me think things through differently. It was emotional and deep but so glad I participated.
- Thoroughly enjoyed the course. Full of useful insight and to support complex subject. I will be able to take this forward in my work to help underpin all areas and particularly to help understand my own situation and that of others.
- It is beneficial, it was quite sad. Had some good points, but I felt was a little long.
- Very useful and helpful. Really good to dig deep into empathy and emotions as this is not something we often get the time to do in everyday life.
- Very thought provoking and emotional. Really felt a lot for Carolyn. The saying is true you never know what people are going through and always be kind. Learnt a lot.
- Very informative and interactive.
- I feel the course was a mixed bag. It made valid points regarding listening and understanding a clients/complaints feeling and their point of view. The course was also strong on communication. However, the course was overly long, repetitive and consequently at times it was difficult to remain engaged.
- The course I found to be very informative, easy to follow and interesting, to the point that I question my own empathy.
- Carolyn was really engaging and the use of the other candidates worked well. It was an emotional course due to the personal story running through it. I enjoyed it.
- Really found the course very informative, clear and very easy to follow through.
- I found the course to be helpful; it was good being able to identify that sometimes emotions can take over and on reflection how other people can view you.
- It was very good.
- Very good, more videos would help than listening to a lot of narratives.
- I found it a sad story but very interesting, it did make me think about how I might respond more empathically to people in the future.
- WOW!!! So powerful!!! I started the course a while back and have been doing chapters as and when I could however, as I moved into the empathy analysis section it coincided with a number of episodes of what I would

describe as challenging behaviour from one of my colleagues towards me. Whilst I sought advice and guidance to support a resolution from the managers in my organisation this training helped in so many ways to make me understand what I was going through was not acceptable. But also, to think about whether my colleague could display empathy at all to anyone - having observed in a number of meetings we were both in I found the answer to be no – which supported my decision on whether to make my concerns formal enough. I am pleased to say that this course for both myself and my colleague. Only time will tell whether they learn from this and learn to be a little empathetic.

- The course provided a different perspective of approaches to take when dealing with complaints. That it draws on personal experiences and a real-life scenario added extra meaning to the content.
- It was a solid reminder of always being aware of other people's feelings in any environment.
- I found this to be a very useful, interesting and relevant course. The unique course layout and content made it very interesting throughout. I thought the built-in breaks were very good idea.
- I enjoyed the course. I do not normally engage very well with online courses the same as in person, but I found that I was engaged though out this course. I think it helped with the way it was delivered and broken up into sections.
- Very helpful and sometimes emotional.
- Well delivered and interesting style, a lot more than the usual online training we have been accustomed to. Well-paced and mix of learning styles. Using the lived experience to underpin the training was powerful.
- Very useful enabling reflection. Very sad story.
- I thought it was very thought provoking. learning for an individual experience makes it seem more emotive and real. The 3 participants gave good advice and made the overall meeting feel a little more interactive.
- Thoroughly enjoyable course. Very well delivered and thought provoking. Highly enjoyable listening to participant colleagues. Quite emotive insights.
- It was very thought provoking, delivered well.
- Excellent course really enjoyed the interactive elements to keep the candidate engaged and the participation group to make it feel more like real training session.
- The course was very good, well-presented good engaging content and it worked well.
- Very thought provoking. First time I have completed an online course with participation colleagues; it does make you feel more involved. Enjoyed the course.
- Initially felt slow and heavy going and was worried about the impact and personal issues potentially triggering but as it progressed the application was relevance became palpable and obvious – thank you for the candour and impact.

2. How would you rate the content of the course?



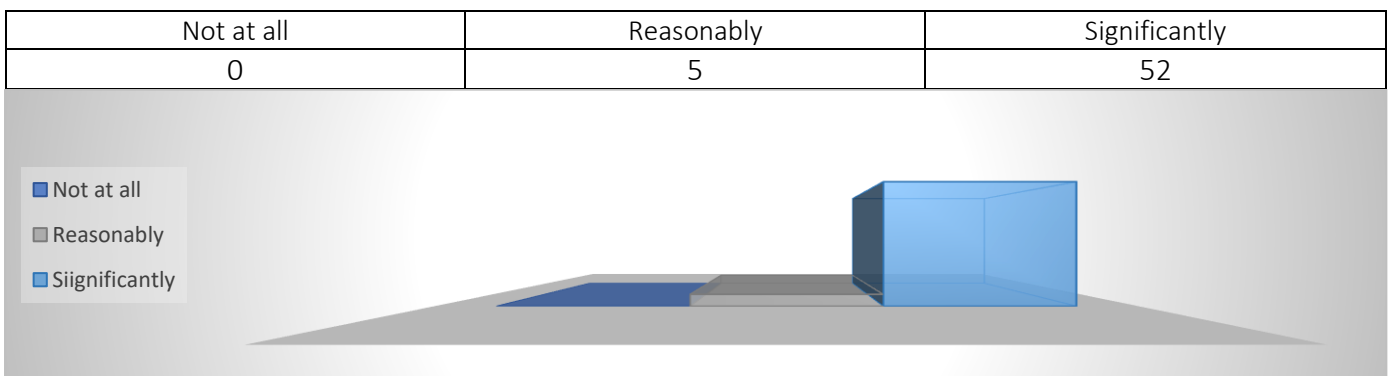
3. What will be your takeaway point from today's session?

- The difference between empathy and sympathy.
- The balancing scales – something I am not good at and remembering not to move into the house but rather to visit it.
- To walk in someone else's shoe.
- Better understanding of Empathy
- To try and remember not to take situations at face value, to concentrate on the person's needs, while remembering that I am just visiting their emotions and knowing that if I feel uncomfortable that this is ok as I am actually growing and learning.
- Being more aware of what other people may be going through.
- How to not take people and situations as face value, there are always reasons behind someone's actions and why they are behaving certain ways, and to understand we all have a bias even though we don't really think about it. Also, if you want something not to give up, keep pushing for answers until you are satisfied for yourself.
- The funnel of life was an imagine I can take away to understand others better as it gives a starting point to understand what could be making their life difficult so affecting their behaviour. Not to absorb other people's emotions. Also to build more resilience for my own wellbeing.
- A better way to articulate the importance of compassion in complaints handling, and the impact (immediate and longer term) that not handling complaints with compassion can have on individuals.
- That not always people will understand and behave in the moment, but they may one day feel regret for the way they behaved.
- We can save our self from psychological harm by empathetic listening, and action.
- yes 100%
- Be more imaginative is extending empathy to others.
- The key takeaway is that empathy, psychological safety, and civility are crucial for a healthy work environment. Their absence leads to disengaged employees, high turnover, reduced innovation, increased stress, poor team dynamics, and reputational damage. Prioritizing these elements fosters better communication, collaboration, and overall organizational success.
- I really enjoyed learning from the neuroscience point of view as I think this can often be taken for granted when it comes to softer skills such as empathy.
- The final statement around the analogy of "visiting a home but not packing your suitcase and moving in" resonates for me. I do see myself to be an empathic and caring person, but maybe one who can become overly passionate about the cause. Because form work life experiences, this has at times resulted in me burning out. It was a tough lesson to learn, but hearing this metaphor again is a gently reminder ok keeping a balance. Thank you 😊.
- To ways of appreciating the behaviours/attitude can differ depending on how someone's funnel of life is.
- Think about the ripple effect of actions on both ourselves, and the wider group/team.
- Intelligent and reasoned empathy is about visiting but not moving in!
- Enhanced understanding of empathetic listening.
- Organisational empathy – need to be active not passive – see the emotion and respond.
- To reflect on how I make other people feel when I am talking to them.
- Listen to people, put yourself in their shoes.
- Not everything is as it seems and taking time to listen and empathise is key.
- How to understand better people's behaviour as showing more empathy as we do not know what triggered them and what are they going through at the time
- Be more empathetic.

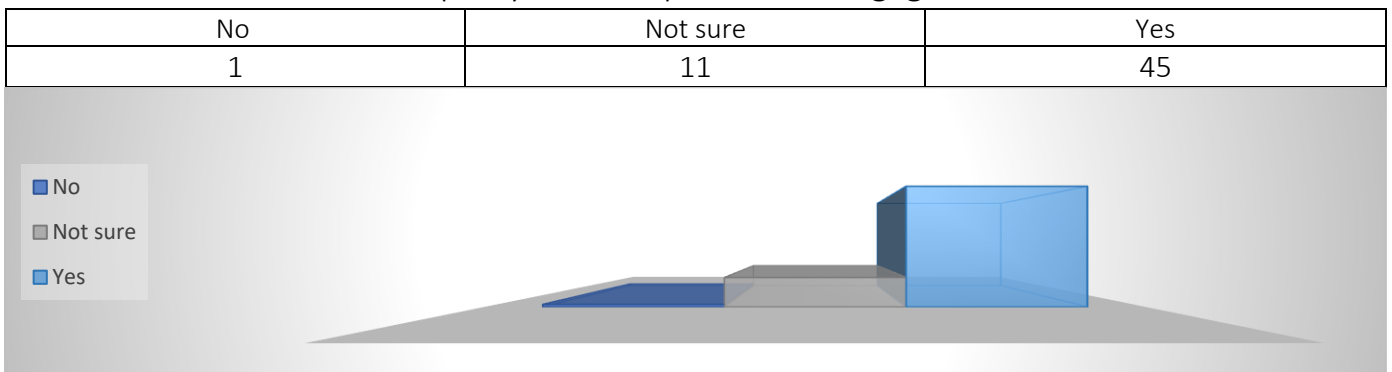
- Emotional awareness.
- I will take away that I am proud that the NHS is investing in training which actually prioritizes the fundamentals of care and kindness. I think that human kindness is often lost in healthcare, and this is a wonderful example for people.
- Honest, transparency and different angles of empathy and how to use safeguarded communication to help prevent long term psychological harm.
- A reminder that everyone had their own agenda and situation and particularly the Funnel of life and what this can result in.
- Everyone views empathy differently. Felt the section on apathy was really personally beneficial to me, I feel burnt out at the minute and I felt that the way I was feeling was somewhat justified and was not a poor reflection on me personally but was just indicative to the strain and weight I am currently under in my job role. Especially the link between my own well-being and empathy energy.
- To pause and not so reactive. To try and take onboard how others may be feeling in a better way.
- Understanding how to listen and not doing empathy overload.
- The meeting scenario really resonated on how not to conduct a meeting when dealing with complaints and to really consider a person's emotions.
- Just putting into practice what I have learnt about myself.
- Looking after myself. Not moving in with a packed case!
- The different ways of how to use Empathy not seeing everything in one way.
- To put myself in other people's shoes.
- You need to look after your own well-being in order to be effective at showing empathy to others.
- To stop and think about what the other person may have going on in their lives, how they may be feeling and how this may impact on how they are presenting. Not to be biased and be more open minded. Put my own feelings and thoughts aside.
- I think I am an empathetic person anyway, but it was very thought provoking. I think not jumping to conclusions before I have the full picture.
- I am a reflector therefore will be going back through the course material and revisiting it as and when I need it. But for now, my takeaway point is the empathy analysis section. Such a powerful chapter.
- The importance of empathy, as opposed to sympathy and apathy. The course helps you to approach. Scenarios with open mind and an increased awareness of the support needed by the person you are wanting to help.
- Always ensure the comfort and vulnerability of people you engage with whilst working.
- We do not see things as they are we see things as we are.
- I am now more aware of my own thoughts and feelings and how I interact with others, I have previously found it difficult to show empathy to others, but this course will help me do better not just in work but outside of work as well.
- I will take away to remember to listen to people, understand and not to judge them straight away.
- The need to reflect empathy within the complaints process, which is and has to be a process but can be kinder and more compassionate to those working with it. More personally, recognition of my own position of somewhere between empathy overload and limited bandwidth and how to manage this. The power of genuine listening and conversation as opposed to process to identify with situations and work together to resolve.
- The thought of taking time out before responding to issues which are based on complaints and also to consider individuals' life funnel.
- To carry on doing what I try to do so everyday when managing complaints. Listen to the complainant and communicate in an understanding way.
- To ensure that people feel listened to, respected and valued. To ensure that individuals know that we are being open and transparent and that we want to learn and constantly strive to improve things (even when we do not get it quite right.)

- Considering other perspectives of situation empathic analysis.
- I cannot solve everything for people, but I can listen.
- A better understanding of empathy and how this enables effective investigation with engagement and open communication with patients and families.
- The learning about how important it is to be empathetic towards our complainants and to keep this at the forefront of what we do as Complaint Managers.
- That despite how many complaint cases I am trying to juggle, to ensure I give the correct amount of time and respect to each one.
- Understand how empathy can be influential on oneself and need for one's insight into situations to have impact on others.

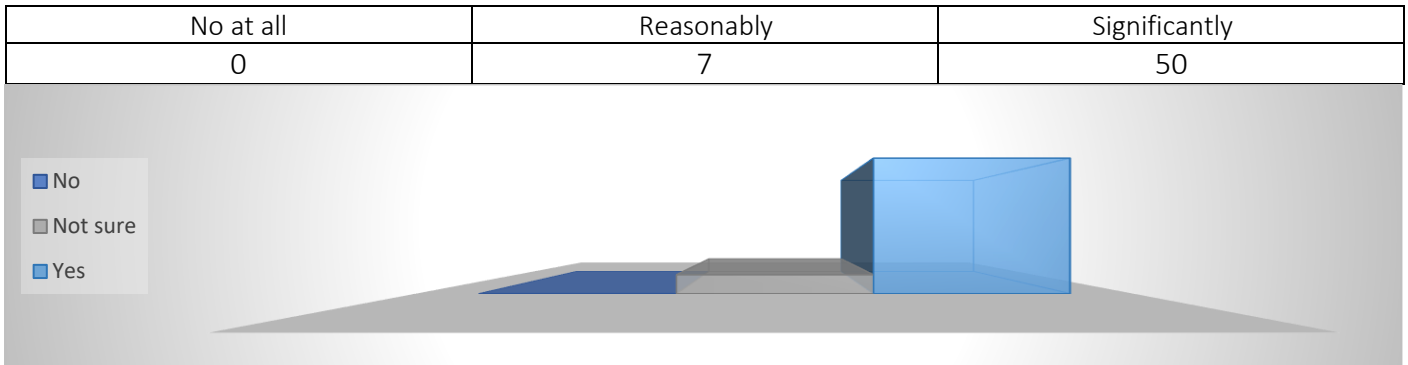
4. Has your understanding of the positive impact of compassionate engagement been enhanced following this session?



5. Would you view, and/or respond to someone raising a complaint with more confidence around empathy and compassionate engagement?



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



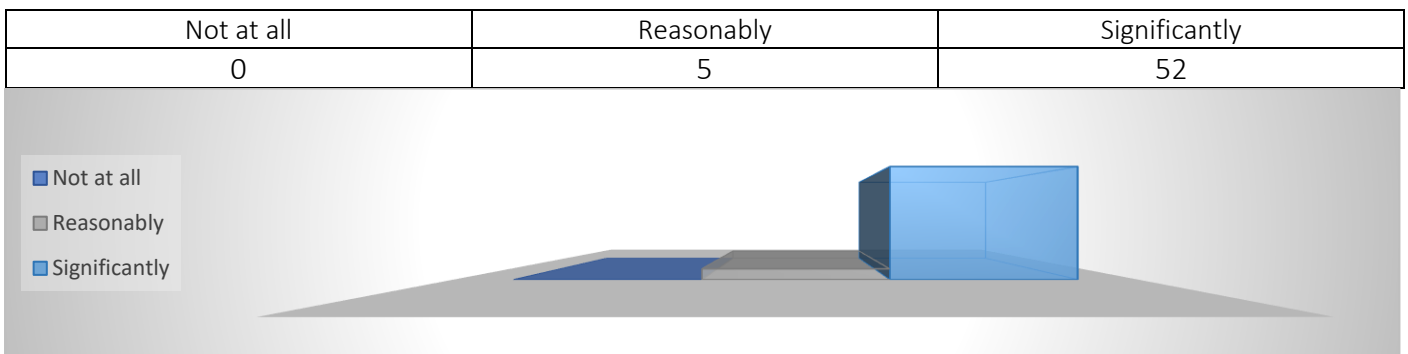
7. Name one thing you will be aiming to do differently following attending this training.

- Be mindful of body language.
- Keep a watch out for my own biases in situations.
- Take in what's happening around me before responding to someone.
- Listening more and awareness of body language
- Really listen to someone and find out about them. Also repeating back to clarify I have the right understanding.
- Listening more attentively to people's concerns and show more empathy.
- Understanding people have different ways when situations come up, and to try to understand their point of views by asking more about the reasons behind their behaviours. Finding out about them and what may be happening in their lives. Be more empathic towards people and their feelings.
- Understanding how I could/might/ will be treated in the future but taking that moment to ask a question of how/why the other person is communicating or treating me, so that rather than discord there can be peace.
- Link this in with Circle's new 'Compassionate care' element of our Circle Operating System and sharing some of the learning points through complaints training. As a psychology graduate and experienced senior complaints handler myself, I like to think that I have always been very empathetic and considered any complainant's needs and personal resolution.
- Continue to put myself in others shoe's, continue to support them and try to support wherever possible.
- I will now save myself from psychological harm.
- Communication.
- Try to understand what other people are going through during my interactions with them.
- Following this training, I will aim to actively practice empathy by listening more attentively to colleagues, validating their feelings, and fostering a supportive environment to enhance team collaboration and morale.
- I am already an open-minded individual and have natural empathy, but this training has allowed me to self-reflect and evaluate my reactions to situations when others may not be.
- Ensure that each and every patient I encounter walks out the door feeling heard and validated.
- Pass on this knowledge to others, even patients in terms of explaining the funnel of life and the impact this has on coping/dealing with stress and being able to demonstrate empathy.
- Be a better listener.

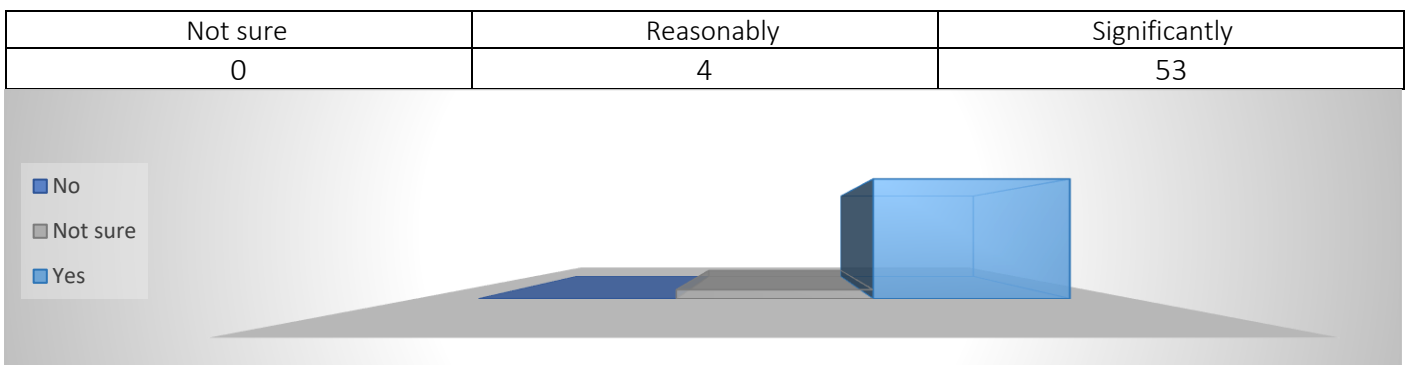
- Acknowledging my own transient feelings by reacting in situations how I would like to rather than how I actually do react.
- There are many situations where it is very “easy” to be naturally empathetic – it is appalling Carolyn did not experience this back in 2003. I would like to think things are very much better now. There are complaints and incidents in certain situations when the fact is nothing truly wrong has occurred and we are dealing with unrealistic expectations which are difficult to manage. Nevertheless, I will try to apply this training here.
- Addressing empathetic responses in restorative groups.
- Be much more engaged with complaints and to really let them know that I do care about them
- Be more assertive and do not let me be talked down.
- Take more time to read the information or more time to listen.
- To understand better people’s complaints from understanding their feelings about it.
- Be more empathetic.
- Listening.
- I am new to my role, but I will aim to take the theory of the ‘funnel of life’ forward.
- Using empathy as regards to sympathy understanding the difference and how to ask and respond when answering complaints and incidents.
- To look at a complaint/complainant holistically and that there should always be an open and honest contact with the person involved.
- Be kinder to myself.
- To be more open and transparent with myself and others and less reactive.
- Ensuring I fully understand and making time to listen to what people/colleagues are trying to say.
- Considering the emotional impact actions will have on people complaining more before responding
- Looking at people’s complaints with a different view to solving them and being more understanding of people’s feelings/emotions.
- The way I communicate in written form.
- I will be looking at every concern I receive individually and not group them in the same box. Use more empathy.
- Putting myself in other people’s shoes.
- The way I use questions or respond to someone to show I am actively listening, such as repeating words they use or asking them if I have understood what it is they are telling me.
- Encouraging people to explain why they feel how they feel, to use my listening skills more and acknowledge to the person that I hear how they are feeling and keep calm throughout the conversation.
- I will try to be more aware of people’s possible underlying issues affecting their behaviour.
- Put myself in their shoes when there is challenging behaviour whilst balancing my own mental health well-being.
- I do not feel I will be doing anything differently as a result of attending the training, but it has helped to refresh the training I have previously completed.
- I believe it was a good reminder of things I was already aware of.
- Adopt a more empathetic approach to both questions and complaints.
- I will now not just show sympathy toward something/someone but because I now have a better understanding of empathy, I will be able to also show this and know the difference. I can implement my learning not just at work but at home as well. The course has allowed me to reflect on my own reactions to things and how to interact with people and going forward I will be able to show empathy better.
- Before giving any advice to fully listen to the person first.

- Review how we act as a complaints team and look for opportunities to build compassion into our practices/process and regularly review this.
- Be more compassionate in respect of complaints. But also taking time to consider how this affects me, I also have traumatic experiences related to healthcare and losing a loved one.
- Time management – that is to sit aside sufficiently time to listen to the complaint. This will be difficult in view of the increased complaint numbers we are receiving and dealing with.
- Take time to think about how the conversation I am going to have with an individual may impact them both now and in the future.
- Obtaining affirmation from others that I have understood the situation. Strengthening communication.
- Listening differently. Not trying to solve the issue but understanding it and the impact.
- I will be more aware of my own ability to empathise both in and out of work and think about when I need a reboot.
- I will consider how to make a complainant feel more listened to as an individual – especially when they say they are complaining as they do not want their experience to happen to someone else.
- To slow down a little and take time needed to ensure each of my complaint cases are given the time and attention needed. To listen to patients as much as possible within reason.
- Listen – emotionally.

8. Do you feel more confident in applying the main components of empathy and compassionate engagement to develop civility and a psychologically safe culture?



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



10. From the below list, are there any specific job roles that you think would benefit from this Training? (Optional question)

21	Anyone involved with the Patient Safety Incident Response Framework
21	Anyone involved with Complaints Standards Framework or Duty of Candour
18	Anyone interested in creating psychological safety and civility
21	Anyone wanting to enhance their empathy and compassionate responses
19	Anyone wanting to support their own well-being and understand themselves better
17	Anyone in leadership roles
44	Anyone in any role

11. Who do you personally think would benefit from Carolyn's approach to empathy and emotional awareness training, any sector can be included?

- Management
- Anyone.
- Not sure
- Everyone
- Government sector employees / Senior leadership teams within education / Any sector who deal with the public to be honest!
- People in non-clinical roles. At times they see patients/ relatives who are distressed but do not have awareness of how to support them.
- Team Leaders, Managers, Directors, Clinical Staff all levels.
- All senior managerial members in the NHS as well as anyone in public office especially Politian's.
- Healthcare.
- Integrated Discharge Team at the Acute and senior management in all sectors
- Yes, anyone form any role.
- n/a
- Front line professional staff and respective teams.
- I believe Carolyn's approach to empathy and emotional awareness training would benefit leaders and employees across all sectors, including corporate, healthcare, education, and public service, by enhancing communication, teamwork, and overall workplace well-being.
- The legal sector on the whole would benefit from this approach, but particularly at the lower levels to train and raise awareness for the next generation so that they are not correcting bad habits but beginning their careers with the knowledge and skills already in hand.
- Crisis Team (Mental Health).
- Any sector, any profession. This is so useful for any professional/employee or employer. I feel this would give a greater insight into respecting people and understanding that everyone has difficulties/stressors in their life which impact on their ability to respond/act in a calm way.
- Any sector where there are person-person interactions. Anywhere where emails are used as a main means of communication as thy often cause a seeming loss of empathy!

- All professionals involved in Health and Social Care settings.
- Probably everyone.
- Everyone.
- All Complaints Personnel in particular.
- To be more confident and open with my communication, everyone is human.
- Any sector as this could be any one of us.
- Care Sector.
- Yes, health care.
- Anyone.
- All staff members, as we all interact with people. Service users or colleagues. An empathetic approach to care and to professional relationships can only benefit people.
- Colleagues who deal with complaints and incidents, PALS employees. To be honest I think any area as we can use these skills in everyday life not just in the working environment.
- Anyone who has particular involvement with investigations.
- All NHS Staff, including management, nurses, doctors, HCAs, and receptionists.
- Everyone!
- Not sure.
- I think all sectors including frontline staff could benefit from this training.
- NHS staff across the board from admin personnel right through to consultants/managers.
- Continuing Healthcare teams. It is a real emotion area of work, and I think they would hugely benefit from this.
- I feel everyone as this can be used in personally and in a work setting.
- GP surgeries, dental practices.
- Complaints managers, line managers, patient safety investigators. All medical, nurses and admin staff, chief execs, high management. Basically, everyone in any sector needs to show empathy and emotional awareness when needed.
- Organisation Managers, Executives, Legal representatives, Government Officials, NHS Staff in all areas, police, Volunteers, Mental Health, everyone who speaks to another person as this training would benefit colleague to colleague and conversations with public patients and professional.
- I think all sectors of the NHS would benefit from Carolyns approach as er all contribute care.
- The whole of the NHS.
- All sectors would benefit, but especially front-line clinicians delivering patient care.
- Anybody.
- Both public and private sectors would benefit.
- I think anyone would benefit from Carolyns approach as the learning has allowed me to reflect on a personal level not just professionally. I think in any work environment its important to have psychological safety and everyone is responsible for that not just managers. This training enabled me to reflect on my own thoughts and reactions to things and way to improve.
- Any sector involving patients or members of the general public.
- Complaints teams, business support teams (or anyone in a first point of contact, reception,
- CHC teams etc.
- Consultants, nursing staff, clerical staff, anyone working withing NHS or healthcare settings.
- Anyone in any role.
- I think any member of staff that has roles which include difficult conversations with patients and or relatives would benefit from this training.



- NHS, Social Care, senior management and those in exec roles as well as frontline staff.
- NHS and mental health.
- Particularly those involved in PSIRF implementation.
- The NHS workers who provide the comments in response to complaints.
- Primary and secondary care.
- Social Care and Civil service agencies that are public facing – DWP.

12. What would you say to a colleague unsure about embarking this training session?

- Understanding mine and other's viewpoints is essential to really make the most of increasing awareness. It will open your mind to emotions, both in terms of why we feel the way we do and how others perceive the feelings and reactions.
- Give it a go, keep an open mind and have tissues ready!
- To give it a go to see what they get out of it.
- Just do it!
- I found it very thought provoking and interesting so I would encourage them to do the training.
- To do it, you learn a lot about yourself and others and how to handle certain situations. **It's a must.**
- Go in with an open mind and you will be surprised what you learn from the training as well as about yourself.
- Do it.
- That it's very useful - really helps to bring to life what compassionate complaints handling is, and the importance of it, amongst a busy day job.
- Reassure them that it's worth attending as everyone will take something away from it but will get everyone trying to be mindful on how to be more empathetic in their everyday approach at work and outside of work.
- They must do this training for their personal and professional development.
- They have to do this training.
- Definitely a must attend!
- Carolyn's empathy and emotional awareness training benefits all sectors, including corporate, healthcare, education, and public service. Leaders and employees alike gain improved communication, better teamwork, and enhanced workplace well-being, leading to a more supportive and productive organizational culture. This training fosters a healthier, more inclusive environment across diverse industries
- This training can be emotive but extremely beneficial. I would not however encourage this training without being in the right mindset. Being open to new ideas
- Grab and embrace this valuable opportunity with both hands.
- Do it. It is brilliant.
- It is engaging and rewarding, makes you think.
- This is very human training, relevant in all settings.
- To undertake training.
- Go for it.
- I would recommend it to them.
- I would say the last part of the training is very good as the earlier part I have experienced many times before.
- Take time and do it over a few days or have the time all day to watch and listen so you can reflect.
- To definitely take part in it.
- To definitely do it.

- Do it.
- That it is long, but it is really engaging and if you are willing to put in the time it is really worth it.
- I would advise this training as lots can be learnt and drawn from it within us and also using the skills in everyday life.
- They should embrace this with an open mind.
- Do it, it is helpful.
- That even if you take one small thing from the training, that will make a difference!
- Go got it, very useful.
- I would highly recommend it as it uses real personal examples.
- I would say go for it, it will help you understand empathy, and other emotions that go along side.
- DO IT!! It is really interesting.
- Recommend it as it will benefit them personally as well.
- That it is good.
- To do it as it is very informative and the way that the training is structured, using Carolyn's story as a thread throughout, makes the training very relatable, real and interesting. I really wanted to know what the outcome for Carolyn was and of course Sophie and I wanted to know that this outcome was a good one. I also thought it was good having the participants, this made the training more interesting and varied as they did interaction needed from me.
- Just do it, even if you think your empathetic neuropsychology is brimming, I can guarantee you will take something away from this training.
- I would encourage them to undertake the training to improve their empathy awareness.
- Make the time, ensure you complete it and have a box of tissues to hand. Also, to make the time after the training to revisit it.
- Be open to trying something new.
- It will give an understanding of empathy in general and how your words and actions can and will affect people, and particularly new to dealing with people and wish to understand more I encourage it.
- I have found it extremely useful and would recommend to any of my colleagues.
- I would say that anyone that does this training will take something away from it personally and professionally. It is not a demanding course and because it benefits you as a person, I think it is important everyone does it.
- I would recommend a colleague to do the training as it is so helpful in work and everyday life.
- Open yourself up to the training and create this time and space to change your thinking.
- To go ahead and complete it.
- Go with it, the central message regarding listening and communicating is valid and worthwhile – just make sure you set enough time aside to finish the course.
- I would advise them to complete the training as it will give them time and space to evaluate their own communications styles.
- Be open minded and give it a try.
- Bear with it – it makes sense – slow start but has impact.
- Wonderful training, highly recommend.
- I would advise they did the training, and I will be suggesting it within my supervisions for others.
- I would strongly encourage them to attend given the value of the content both to work and personal situations.
- Do it, it is worth it.

13. Do you have any comments personally that you would like to share with Carolyn?
(please write N/A if not)

- Thank you. I particularly empathised with the personal story.
- Thank you for the chance to complete this.
- Really enjoyed the majority of the training, was around her personal experience which made it more relatable.
- Well done
- Thank you for sharing your story.
- It's a great session and thought provoking. Thank you for sharing your story.
- I would like to say you have great courage to have kept going to get the answers you were looking for (not sure I mean answers but to get a final conclusion to your story, and how important this course is for everyone and to that you have shared your story with us.
- Thank you for sharing your story.
- Just to thank you for sharing your story and diary entries - it really helped to bring the content to life. I also think the interactive discussion with the participants really helped to make the training more engaging.
- All I would suggest about this course is that it might be useful for managers who know their team to do a questionnaire in case any specific needs to be considered (example one team member had her husband pass away, returning off long term sickness due to stress at work, going through mental health stress with their children etc. Once again however, thank you so much for extending this time for our team to complete the course and for putting together a fab programme.
- Easy to follow, great balance of videos and interaction throughout the training.
- Thank you so much for putting all these efforts to make this training interesting and interactive.
- N/A
- Thank you for sharing your personal experiences and making the training so relatable and enriching.
- Carolyn, your empathy and emotional awareness training has been transformative. It has the importance of understanding and valuing colleagues' emotions, significantly improving our workplace culture. Thank you for your impactful approach and dedication to fostering healthier, more empathetic environments.
- N/A
- thank you so much Carolyn for sharing Sophie's and your journey. I commend and salute your handling of what I can only imagine to be an extremely painful situation, especially meeting the Dr concerned face to face and all of those unpleasant meetings. You, in my view have handled this journey with such grace. Albeit that you have not got the outcome you envisaged; you have done Sophie justice in your own way. Bless you and your family. 😊
- such a touching and powerful story, the way the training is laid out really allows you to follow your story but also take in the way empathy and being able to demonstrate this can change. Thank you very much.
- N/A
- Thank you for sharing your personal story.
- To perhaps consider how this training can be applied to the "less severe" categories of incidents which are probably more common.
- I do, plan to email separately – for now – huge thank you.
- Not at the moment.
- N/A
- N/A

- I understand better different approaches but also my own behaviours and lack of empathy at times. I also have lost my closest friend due to lack of proper care and I have to live with this guilt that we could have done more.
- N/A
- N/A
- N/A
- Carolyn – really emotional course but fantastic, really brought out empathetic and caring nature. Thank you for delivering the course I really felt you pain and as I work within the NHS have learnt some really good advice and was really shocked and concerned that a NHS Trust would respond like in the video
- Thank you, Carolyn, for sharing a very personal situation and passing on your experience. This was a very informative and well-presented course that I found very useful.
- Very sad for your personal story, it really touched me. You fought so valiantly for your daughter Sophie - she would be proud of you.
- Thank you for using such a personal and life changing experience to help others!
- N/A
- Thank you, Carolyn, for an excellent and informative training session and for sharing what you did to benefit others.
- Thanks Carolyn, I cannot imagine what you went through when Sophie died and the following years, but I am so glad you got what you set out to do even though it took the time it did. It also made me think about how I behave towards family/work colleagues/members of the public. Thanks again Carolyn for this informative session.
- Your story made me cry, I sometimes feel real anger at a lot of leaders for not 'living in the real world' I am incredibly happy that you found peace x
- N/A
- N/A
- Thank you, Carolyn, for the training and for sharing your story. I am so sorry that you had to go through what you did but I am glad that you have received some kind of peace from it as a result of your meeting with the consultant. By sharing your story, you have made the training very meaningful.
- Thank you for sharing your traumatic experience, it certainly is helping a lot of people to understand their own emotions and behaviours towards others and vice versa. I also learnt new things about neuro pathways 😊
- N/A
- Thank you for sharing your experiences and making me a better person from having attended this training.
- N/A
- N/A
- I would like to thank Carolyn for sharing her personal experiences with us during this training. the use of lived experience made the training much more personable and easier to understand.
- N/A
- Carolyn, I went through a range of different emotions towards you, and you were brave and determined to keep going to get the answers you wanted.
- Thank you, Carolyn, for sharing your story and allowing us to take a positive for your achievements to improve.
- I am so sorry that you had to go through this experience.
- N/A
- N/A

- Truly grateful for such an excellent training programme and sharing such a heartbreaking story to help give insight into Empathy.
- N/A
- Thank you!
- Thank you for sharing your personal experience, which cannot have been easy.
- Just to say THANK YOU.
- Thank you, Carolyn, for your candour and use of reflective praxis in action.

Finally, can you say a few words about how you found the experience of completing this E-Learning platform?

- Excellent, although not live, it was very interactive and not rushed at all.
- I liked that you could do this in chunks of time and had an idea of how long each video would take to decide if you had time to watch now or needed to come back to an element.
- Very easy to use and educational.
- It was interesting. I liked the fact that I could complete the course in my own time, with breaks which suited me. It took the anxiousness of "walking into a room of strangers" away but at the same time I also felt involved with all the discussions without the awkwardness that training courses normally entail.
- The structure allowed me to take breaks and return to it when I was able. It was enough time to complete it and take it all in. It was engaging so felt like I was in a class setting.
- Was difficult to do in the office – it says it took 11 hours but that was because I paused it and had to do some other work, was dipping in and out over a week. Should really have done it on a WFH day in one go. It stopped a couple of times but that's probably issues with Wi-Fi in office, and I could not fast forward the bits I had already watched so had to re-run the chapters. Was good to include 4 people so it was not always one voice speaking and to hear their feedback.
- This E-Learning is great, I have been able to complete it over several days at my own pace.
- I think it has been the best E-Learning experience I have had. I do feel this sort of course should be done face to face now that Covid is behind us.
- The best e-learning I have had due to the interactive nature of Carolyn and the other participants, and personal sharing of a story.
- It is very good/ also helped me with my job.
- This was online but the training was interactive, so I really enjoyed it.
- Engaging, informative and enjoyable.
- Completing this training on an e-learning platform was a highly positive experience. The flexibility allowed me to learn at my own pace, and the interactive modules kept me engaged. The content was accessible and well-structured, making it easy to apply the concepts in real-world scenarios. Overall, it was an enriching and convenient learning experience.
- Being able to complete this in chunks throughout my day was helpful, I feel that it may be a bit overwhelming in one full sitting. Video captions would have been helpful though (I couldn't find any!) as I have hearing difficulties.
- Perfect in every way. Thank you to all the participants also which made this feel interactive.
- Really good, I like the prompts to take a break as this allowed me to feel ready for the next chapter.
- Good, the discussions with the participants gave it more engagement and a novel approach.
- Brilliant experience, allowed me to reflect both personally and professionally, Thank you!

- Different but it works.
- Great approach with personal narrative, could need to be tailored to different audiences to hit home with how to change/act – especially e-learning when harder to apply to self. A little glitchy but well worth it and innovative.
- I found it very easy to access and thought it was a very worthwhile exercise.
- I found the overall E-Learning training exceptional.
- Very informative.
- I feel it was really good piece of work that is easily to be digested and understood.
- Thank you.
- Easy.
- It was fine. I was frustrated at first as I had a technical issue with a video meaning it replayed from the start, but other than that it was fine.
- Very good as can be done at a time when suits. It had been provided in such a way that you feel part of a group although it is pre-recorded. Carolyn presents so well, and she speaks so clearly and precise she keeps you interested if that is the correct word.
- The platform was very easy to use with clear instructions.
- Very good, but I did think it was a little to long for a virtual session.
- Very handy to complete the training several sessions
- Very helpful as you can pause and come back to the training. great you do not have to complete in 1 sitting.
Thank you 😊
- I found it worked really well.
- I found it great as I could break off and go back when I needed to.
- I really liked this platform. Having other 'Participants' was engaging.
- I found it very easy to follow, it still felt interactive.
- I found the experience good and feel like I am able to understand a little better than I had before.
- I thought it was good. It held my attention through. Carolyn and the fact she had lived experience and shared her story, and this was the through the training. the participants who were great and added so much value to the training. the interactive nature of the training for the trainee in terms of answering questions and adding my own thoughts and feelings.
- Introducing more videos of scenarios with more interactive questions, for each chapter this would break up the narrative sections that there are a lot of together. It was very interesting, but I found I could not digest a lot of the narrative slides together and had to replay a few – in the sections that played a video with interactive slides afterwards about the video kept me alert and helps digestion.
- I found the empathy learning experience quite thought provoking, looking at the different scenarios and the underlying reasons for a person's behaviour and the interaction was being in the room.
- Excellent. Easy to use. Nice variety of formats so that those that fidget or have limited concentration span (like me) maintain focus and interest.
- The training was quite hard hitting and therefore emotionally draining. However, the content and its underlying message is important and powerful.
- I believe the way the training is delivered is a good as it allows you to do it in your own time, but without missing out of anything.
- I found it much easier than in person or on a live streamed training platform.
- Initial slow – engaged when subject matter became more interactional.
- I do not normally engage as well with online training; however, this learning was set up differently to others I have been on previously. This course is engaging, and I have taken a lot from it professionally and personally
- My experience with the course was emotional, helpful and inspiring.



- Good mix of learning styles and more than the usual E-learning packages. Good pace and narrative. Useful additional resources.
- Straight forward to complete. Benefits of being able to take breaks and come back to complete another section.
- Time consuming. Helped remind me of what I already do.
- It was different as there was only the trainer, and 3 other people involved in the session. However, it was tailored to be interactive.
- One of, if not the best training session I have accessed in a very long time. Thank you.
- I have enjoyed being able to take this at my own pace and still focus on work tasks, breaking out to complete this when I personally needed a reset.
- Very effective as the modules allow you to complete at a convenient time and take breaks as required.
- It worked much better than I thought it would – first I was a bit disappointed that it would not be ‘live’ but once it got going it really was as ‘good’ as the real thing – perhaps even better – and I was able to train at a time that was convenient for me to fit in with my work. I would recommend it.
- It is good as it allows you to complete it in chunks over a period of time, rather than all in one go. This allowed me to be more focussed as after a few hours my mind would start to wander doing the same thing.