



A Journey Through the BE HUMAN Model

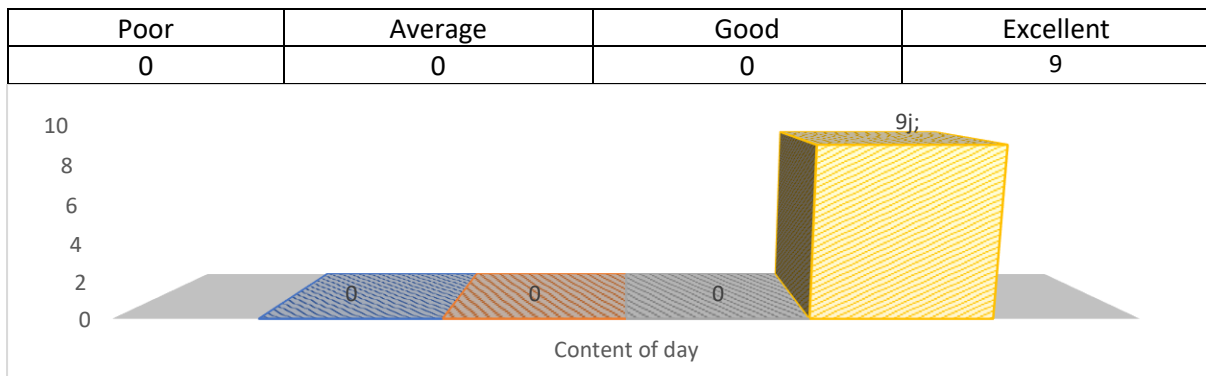
Developing Emotional Resilience and Guarding Against Compassion Fatigue

(9 am-4.00 pm. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the session?

- Very enjoyable and informative.
- Really good, interesting, relatable, and thought-provoking.
- I really enjoyed the session, it was meaning full to me I got a lot out of it, Carolyn was amazing and delivered the training really well.
- Brilliant and just what I needed.
- I really enjoyed the session. Carolyn was lovely, honest, friendly lady.
- Absolutely fantastic.
- Very interesting, thoroughly enjoyed.
- Thoroughly enjoyed it.
- Really good! I think it was lovely that Carolyn based it on her own experiences, which was really engaging and just put it into perspective that we all go through things, and it is ok.

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

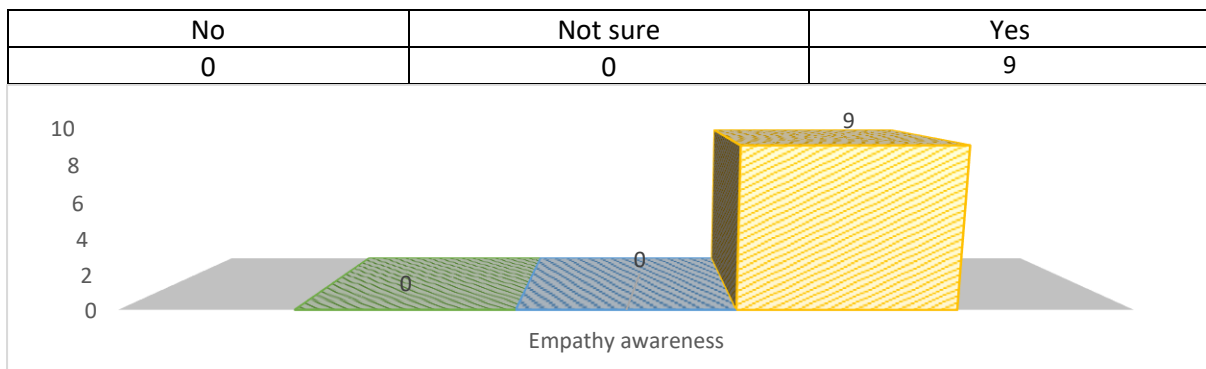


3. What will be your takeaway point from today's session?

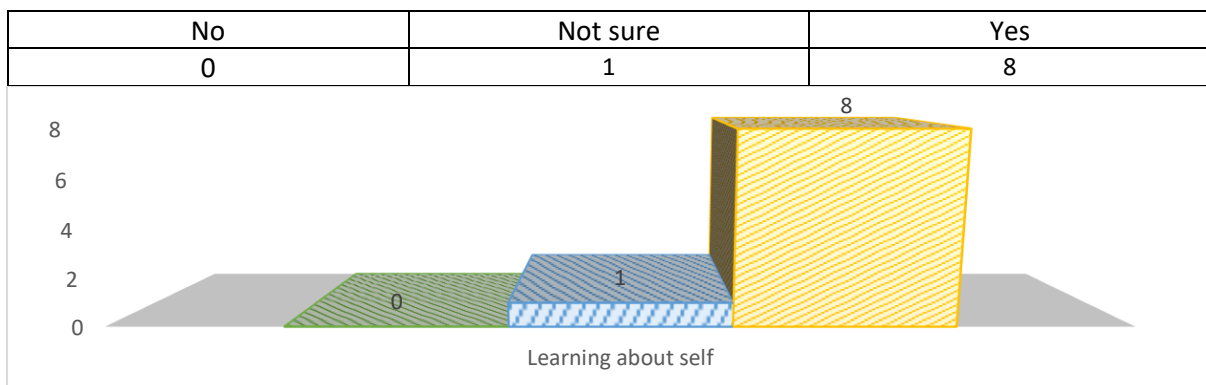
- How to reframe negatives.
- To keep working on myself, be kind to myself as well as others and continue on with my daily gratitude's.
- Be kind to myself. Think about what people might be going through if they are overreacting rather than reacting myself straight away.
- Empathy and self-care are closely intertwined.

- That we all need to be kind to ourselves.
- Learn I look after yourself.
- To make more time for myself and treat myself first sometimes.
- Understanding myself and others.
- It gave me a real understanding on how to understand someone feelings and the differences between empathy, sympathy and apathy

4. Has your understanding/awareness about emotional resilience and guarding against care fatigue been enhanced following this session?



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

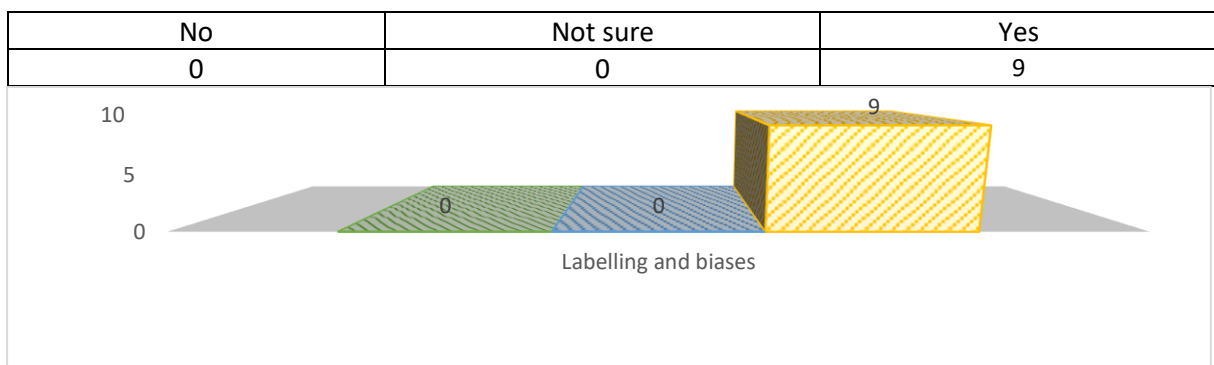


If yes, name one thing you are more aware about yourself?

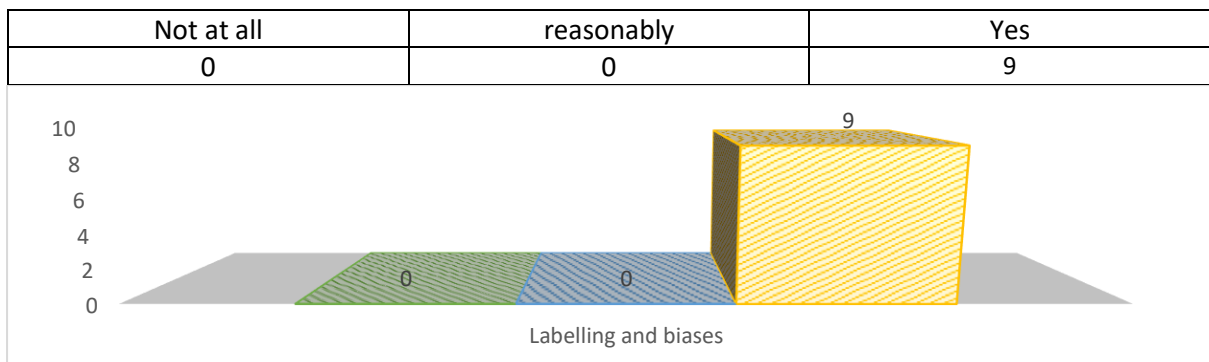
- I can be negative but with a little push can start to look at things in a positive way.
- Clarification I am on the right tracks.
- To look out for myself as well as others, not just looking out for others all the time.
- That I need to protect myself. It is good to be empathetic, but then I need to remember not to hold onto the feelings of the other person.

- Taking time out for reflection on me.
- Secondary traumatic stress and burn out.
- I need to say 'no' more and put myself first sometimes.
- For myself it is that I am a reactor with my emotions and can be triggered by the smallest thing, it is maybe to be calmer and discuss how I am feeling with certain issues with supervision.

6. Do you have more appreciation of how emotional resilience and long-term empathy engagement are connected?



7. Are you more aware of the influence that our own belief systems and thoughts can have on emotions, behaviours, and outlook?



8. Have you learnt things to support you to continue to develop your own emotional resilience and outcome?

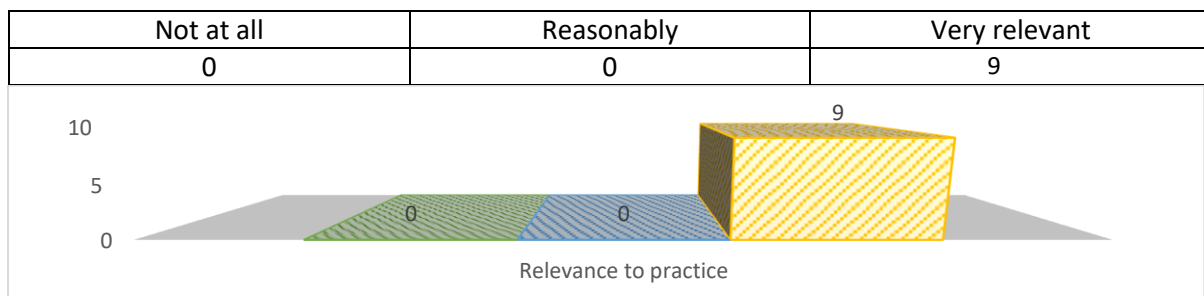
- Yes, a couple of things.
- Yes, several things.
- Yes, several things.
- Yes, several things

- Yes, several things.
- Yes, several things.
- Yes, several things.
- Yes, several things.
- Yes, a couple of things.

9. Name on thing you will be aiming to do differently following attending this session.

- Look at positives and try to flip situations round if necessary.
- To try and step back from situations that others may be struggling with to try and understand what may be going on behind the reasons for their outburst or negative behaviour before reacting.
- If I have negative feeling think of three positive things, I have done to counter act the negative.
- To take more time out to look after my own wellbeing.
- Be more easily detached following an expression of empathy, as I often get too much into someone else's shoes.
- Stop and take stock of the day's events.
- To have more empathy for other people around me and put myself in their shoes.
- Setting more boundaries and giving myself more time.
- Just to discuss things and talk about how I am feeling instead of reacting to them.

10. Was the session relevant to your professional and personal development?

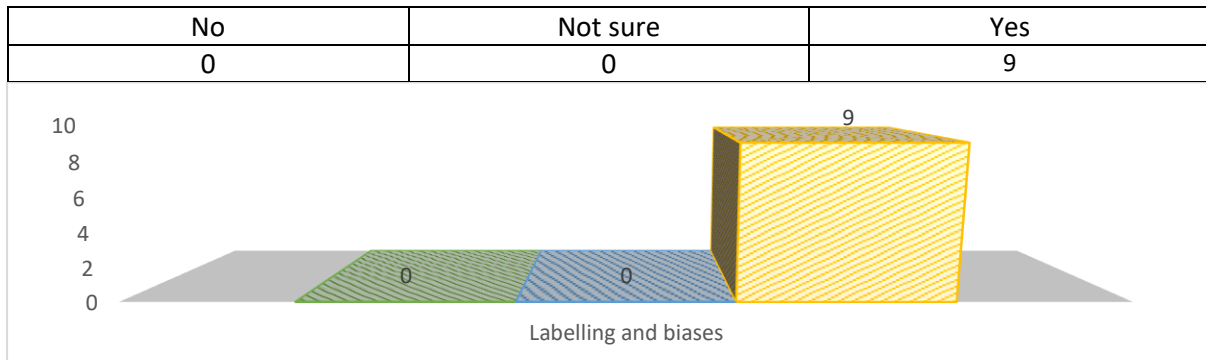


11. In your opinion, who do you think would benefit from Carolyn's approach to emotional resilience training?

- Professionals who work with other people.
- Everyone.
- Everyone who works in a caring capacity.
- Everyone in our team.
- Boris Johnson, please, I beg you!

- Anyone who works for the NHS, I think when you are doing a job for years, you can become quite emotionless to situations when consistently dealing with them. I think the training puts feelings and emotions back into perspective.

12. Would you recommend Carolyn and her work to others?



13. What would you say to a colleague, who was unsure about attending Carolyn's session?

- Carolyn is an excellent course leader, who is passionate about this work.
- Definitely do it. Carolyn is approachable, relatable, and extremely knowledgeable.
- Do it, I found it really beneficial personally and professionally.
- In the words of Shia Lebouf... 'Just DO IT'
- To definitely attend but be prepared with some tissues!
- Please do the training session it is good for you, makes your approach to things significantly different.
- It is a great course.
- I would tell them they should make time for themselves to attend as they will get a lot out of it with a fun and relaxed atmosphere.
- Just do it as it might not be what they initially.

Is there anything Carolyn could do to improve your training experience?

- N/A
- Nope, only thing that would be nice is to do it face-to-face again one day hopefully
- Face-to-face training is always nice, but Carolyn made the virtual training interesting and engaging.
- Nothing.
- I would have liked to have known about what happened after the hospital meeting. I hope Carolyn got to meet the doctors and got an apology at least.
- Nothing it was done Brilliantly.
- No 😊
- Face-to-face.



Any additional comments.

- Thank you, I enjoyed the course a lot and feel that it will help in both professional and home life.
- Just a big THANK YOU 😊
- Thank you for being so honest and open. By being so, it encourages everyone to be the same.
- Well done a fantastic course.
- Excellent course.
- Just wanted to say thank you so much. It is nice to feel so understood. I have been through a rough few years and my life funnel has been overflowing. It is amazing that you have taken a past trauma and now you use it to help other people feel better about themselves. I wish you all the best in your business. You are an inspiration 😊