



Care & Compassion Empathy Training

Anytime Anywhere Training

A Journey Through Complaints and Incidents Using Empathy and Compassion

Linking into PSIRF, Complaints Standards Framework and the Duty of Candour

Fully modular training worth 4 CPD hours

The feel of live training but with the flexibility to complete over several days
(For individuals, teams or large groups of staff)

Suitable for:

Complaints Managers
PALS Officers
Family Liaison Officers,
PSIRF Implementation Leads
Learning Response Leads
Front-line staff
Management and executive teams
Students

All healthcare professionals wanting to understand and up skill safely in empathy, compassion, civility and personal well-being within complaints, incidents, leadership and communication.

Anytime Anywhere Training!

An entirely online, modular learning course, but 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 analysis.



Masooma



Matt



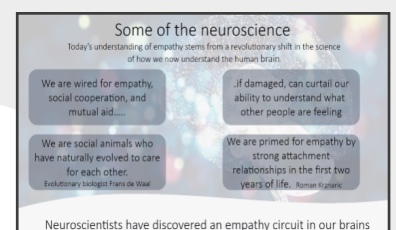
Liz

This course 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 compassionate engagement.



The course has real-time feedback from Carolyn to the participation Colleagues 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 to allow expression of their own



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 compassionate and civil practices and change where needed. A safe training platform to explore and understand the complexities of emotions involved in complaints and incidents.

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



Journey of Contents

A Journey Through Complaints and Incidents Using Empathy and Compassion

Linking into PSIRF and compassionate engagement, Complaints Standards Framework and the Duty of Candour to prevent prolonged psychological harm.



"I had my knowledge and understanding around this multi-layered topic truly opened. A thought-provoking and relevant training programme for anyone in a complaints or governance role. I highly recommend this course."
Cheryl Sagers, Manager across law enforcement, the NHS and education

Journey of Contents and timings:

A Journey Through Complaints and Incidents Using Empathy and Compassion

Linking into PSIRF, Complaints Standards Framework and the Duty of Candour

Worth 4 CPD hours.

Prelude and introduction:

Getting started and linking to policy (Duration approximately 17 minutes)

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

Chapter 1: Learning Narrative (Duration approximately 32 minutes)

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

Chapter 2: Unpacking Empathy the gateway to compassion (Duration approximately 10 minutes)

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

Chapter 3: Perceptions (Duration approximately 18 minutes)

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

Chapter 4: Feeling Understood (Duration approximately 25 minutes)

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 5: Empathy, Sympathy or Apathy? (Duration approximately 11 minutes)

Understand the difference between the 'pathy's'. Do you recognise when respond empathically, sympathetically or apathetically.

Chapter 6: A Lack of Empathy and Psychological Safety (Duration approximately 50 minutes)

This chapter will take a detailed look of how a lack of empathy, lack of psychological safety and civility, can cause psychological harm and prevents compassionate engagement and a just, fair and learning culture. Join your Participation Colleagues to understand the felt experience of a lack of empathy and compassion. By watching real case scenarios shown and the authentic and honest content they contain along with your Participations Groups thoughts tease out some of the real implications and what might be needed.

Chapter 7: Empathic Analysis (Duration approximately 35 minutes)

Along with Participation Colleagues, you will be able empathically and compassionately analyse interactions.

Chapter 8: Concluding Chapter (Duration approximately 33 Minutes)

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.

The course can be exited and resumed and on completion, a certificate of completion is provided along with evaluation of learning and an optional

live Q&A with Carolyn

Some Key Learning Outcomes

A Journey Through Complaints and Incidents Using Empathy and Compassion

- 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** compassionately engaging with patients families and staff .The **Duty of Candour** to prevent prolonged psychological harm and the **Complaints Standards Framework** for being a just fair and learning organisation
- See the bigger picture to have an enquiring mind to understand the story presented to us by others to tease out the emotional data and improve learning and experience. Examine how the 'Funnel of Life' can impact on our ability to engage and assess our empathy and compassion
- Build confidence working with the bereaved and vulnerable patients families and staff. Exploring 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.