

An Empathy Navigation Pathway® Programme



One day training session

BE HUMAN

Recognise and Develop Empathy and Emotional Resilience to Guard Against Compassion Fatigue

APPROVED
TRAINER ON
THE NATIONAL
FRAMEWORK

Why do we sometimes find managing empathy and personal wellbeing challenging when our work regularly involves distressing situations?

This session explores how emotional exposure and pressure can shape the way we think, react and communicate, and how understanding that impact can help us sustain empathy while navigating the emotional weight of difficult work.

Carolyn Cleveland, founder of C&C Empathy Training Ltd, works with multiple health and social care professionals, housing associations, coroners, councils and the legal sector on empathy, emotional intelligence, civility and personal well-being.



About C&C Empathy Training (CCET)

Carolyn Cleveland and her company [C&C Empathy Training](#) provide training, consultancy and keynote speaking to motivate and empower organisations and individuals to develop their Empathy Navigation Pathway®, build emotional awareness and strengthen personal resilience, supporting well being, kindness and compassionate action. Carolyn is an approved trainer on the National Framework, and part of Civility Saves Lives.



From a background of counselling and psychology, and the adversity of the loss of a 15 year old child, Carolyn travelled a path both academically and through lived experience, questioning systems, behaviours and the way we manage and communicate in moments of stress and trauma. Rather than remaining in patterns of thinking that can keep people stuck in resentment or frustration, she became deeply interested in understanding the role wellbeing plays in our empathy, how it shapes the way we interpret events and respond to others, and importantly what empathy is, and what it is not. Central to this is recognising that empathy does not mean absorbing other people's emotions, but developing the awareness and perspective needed to balance self care practices and outlooks.

Through thought provoking and insightful material, Carolyn takes attendees on a journey, evoking, analysing and exploring the human realities. But let's hear from her...

A few words from Carolyn Cleveland

"My sessions aren't about getting it right all the time. They are about creating the space to pause and reflect on ourselves, on each other, and on the people we interact with."



"My own journey into empathy and resilience began not in a classroom, but in real life, recognising how stress, pressure or trauma can narrow our empathy, even when our intentions are good. It also led me to explore how easily we can absorb the emotions around us or become stuck in certain outlooks and patterns of behaviour, even when we are experienced, thoughtful professionals."

"My sessions invite people into an honest, reflective and thought provoking space, exploring what empathy is and what it isn't, and how greater awareness and perspective can help us continue to support others while maintaining balance and wellbeing in demanding roles and life's adversities."

"A wonderful opportunity - take if you can get it. Gentle but powerful session to look at myself in a non-intrusive way. Carolyn's honesty, vulnerability and humour throughout helped me to see parts of myself, identify some of my not so helpful thinking and even change my mind all whilst caring for the person I am and caring for others. My take away from the day- Self-awareness and compassion are beautiful gifts to self from which help to others can flow. Life learning not just for work."

Nikki Patton, Borough Council of West Norfolk and Kings Lynn. (Safeguarding and homeless team lead)

PROGRAMME:

BE HUMAN – Recognise and develop Empathy and Emotional Resilience to Guard Against Compassion Fatigue.

ARRIVAL TIME AND INTRODUCTIONS 9.00 AM

Welcome to the session, introductions and let's get started

9.30 AM: Feeling emotional resilience and recognising vulnerability

Part 1: Setting the scene: Founder of C&C Empathy training, Carolyn Cleveland, will present a personal narrative, highlighting a traumatic event, adversity, vulnerability and resilience, introducing the Empathy Navigation Pathway[®] and 'Funnel of Life' model. Combining the importance of being able to engage empathy with self compassion and resilience in challenging situations and conversations.



Part 2: Understanding emotions & perspectives - some science behind our behaviour. Delegates will start exploring the world from the 'inside out' and understand emotional motivations. What might be the emotion behind the fact? What are we all seeing about others and ourselves? Taking a fun look at how are we all interpreting things in our own way, and how this is all links in with empathy and resilience.

Part 3: Catching emotions: Through humour and video, delegates will further understand how we catch other's emotions and the importance of positive psychology and humour in resilience and well-being.

COMFORT BREAK - 15 MINUTES

11.00 AM: When our empathy disappears - what is on the inside shows up on the outside

Part 1: Strengthening the foundations that sustain empathy and resilience: Before exploring what happens when empathy and compassion disappears, delegates will first consider the foundations that help sustain it. Through reflective exercises on social support we will explore why feeling heard, supported and capable matters so much for emotional resilience. Delegates will reflect on the impact of genuine listening and connection, and how these experiences influence our ability to remain empathic and balanced when work becomes emotionally demanding.

Part 2: What happens when emotional load affects our empathy and compassion? Delegates will start to explore how internal pressures, stress, trauma, and compassion fatigue can shape the way we communicate and respond to others. When our emotional capacity is stretched, empathy can reduce or disappear, and this often shows up in our tone, behaviour, and decision making.

LUNCH BREAK - 45 MINUTES (APPROXIMATELY 13.00)

1.45 PM: What about YOU? Facing adversity, secondary trauma and resilience

Part 1: Accepting things can be hard and re-framing: Delegates will explore how our optimum self can look and feel very different and how re-framing our thoughts about situations can be one of the most powerful supportive skills. Delegates will start to recognise their optimum self and outcomes, in a less than optimum situations. What narrative do we tell ourselves and how do we support ourselves not feeling overwhelmed with difficult situations and conversations.

Part 2: 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 and people will be people!

Part 3: Secondary trauma, your own resilience and well-being: How do we recognise it? And how does it relate to burnout?

COMFORT BREAK - 10 MINUTES

Part 1: That pesky negative bias and nurturing your positive psychology: Explore how to bring more focus onto our successes to nurture ourselves and create good habits and positives narratives. Learn the importance creating 'negative noise cancelling' narratives.

Part 2: The importance of laughter : The session finishes on the importance of laughter both on mental well being and physical well-being, being mindful of what we absorb. Bringing together the connectivity, re-framing and creating the realistic view of reaching happiness in the face of adversity.

CLOSE, QUESTIONS AND FEEDBACK 4.30 PM

The day will be a mixture of presentations, full group discussions, small group discussions, imagery, videos and analysis. The day will be very relaxed, with no one put on the spot. But discussion is encouraged and the main learning tool.

The day contains emotive material used as an evaluation tool to help explore some of the concepts and models.

All delegates will get a follow up email from Carolyn as part of her duty of care, so if there is anything that is wished to be discussed in a more private forum following this training, there will be the opportunity to do so.