



Care & Compassion Empathy Training

A one day training session 9.00 am - 4.15 pm

# BRIDGING CIVILITY

## EXPLORING EMOTIONAL PATHWAYS FOR LASTING WORKPLACE CHANGE

NHS  
FRAMEWORK  
APPROVED  
TRAINING



### EMPOWERING RESPECTFUL WORK ENVIRONMENTS THROUGH EMOTIONAL UNDERSTANDING

Training that emphasises civility's importance and the role of empathy, emotional intelligence, and personal well-being in fostering respect. It connects incivility to reduced help towards others and patient safety, or work errors, highlighting safe bystander actions and personal well-being as a solution.

# About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides training, consultancy and keynote speaking, through it's 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

In any workplace or field, civility, kindness, and respect are indispensable. Unravelling the root causes of incivility demands authenticity and a curious mindset. Often, individuals unknowingly cause negative consequences through their communication or actions, unaware of the ripple effects of incivility. Considering the profound impact of passing on incivility, acquiring knowledge, embracing empathy, navigating interactions safely, and fortifying personal resilience become essential strategies

CCET's training program approaches civility as more than just a skill set, recognizing that everyone faces challenges in maintaining it. Emphasizing the importance of recognizing and learning from mistakes, facilitator Carolyn Cleveland candidly discusses how life events and stress affect our communication and self-perception. Using models like CCET's Funnel of Life and Optimum Self, backed by civility research and empathy science, the program equips individuals to identify bystander roles, fortify personal resilience when faced with incivility, and safely address their own uncivil behaviours. Join us to explore actionable strategies that reshape workplace culture and empower individuals to navigate incivility with resilience and empathy.

*"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**

# 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.

Carolyn experienced the loss of a child in a healthcare incident and found many individuals and organisations struggled with civility particularly when managing their own stress and fear, causing harm rather than understand the lived emotional experience, motivations and needs, impacting on psychological safety. Carolyn works with several healthcare trusts, NHS England, public and private organisations, legal firms, and whose work has the endorsement of the former Chief Coroner following her work on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought-provoking experience, told with honesty and candour, along with humour. This is joined together with her academic study, analysis and her personality, and belief that understanding 'why' something needs doing, rather than just 'what' needs doing, is vital and supportive in long term positive change for and staff well-being and ultimately patients.

Carolyn is an advocate and affiliated with Civility Saves Lives, which aligns with her long standing her approach to empathy and emotional intelligence development She actively fosters a training environment which promotes genuine understanding, personal reflection, and kindness in a real, human and supportive way.

**What was your overall impression of the session?** - *I really enjoyed the day and was so grateful to all those who shared stories. Its a real reality check that this is everyday life and how words and behaviours can impact the day. The inclusion of very personal subject matter allows a very genuine approach, and I am very appreciative that was shared with us to assist us in our future.*

**Who do you think would benefit from this approach to civility training?** - *Everyone! I think its important for everyone to have this training. It should be mandatory.*

**What would you say to a colleague, who was unsure about attending?** *I will be stressing the importance of self care, and the affects of bad behaviours on the workforce. This course helps you understand and process events.*

**Practice Development Midwife, West Suffolk NHS Foundation Trust**

**What was your overall impression of the session?** - *I really enjoyed the day . The form in which Carolyn's personal experiences led the day , really made it more relatable and illustrated perfectly the objectives of the course.*

**What will be your takeaway point?** *There are so many ! my hope is that it raises my awareness of civility, and the potential reasons for this, to build resilience in staff that are subject to this behaviour. To use this within my teaching to illustrate the effects of incivility on our patients and families*

**Who do you think would benefit from this approach to civility training?** - *Everyone!*

**What would you say to a colleague, who was unsure about attending?** *I would give examples and pass contact details on. I would also say how important this is to break down bad cultures in the NHS*

**Practice Development Midwife/ Professional Midwifery Advocate Maternity Services**

**West Suffolk Hospital NHS Foundation Trust**



## Bridging Civility

### Exploring Emotional Pathways for Lasting Workplace Change

**Description:** This one day course will explore civility, the impact of it being present and the impact of it not being. Moreover, it will delve into understanding the underlying causes of incivility, highlighting how empathy, emotional intelligence, and personal well-being form the cornerstone for cultivating a culture of civility on an individual level, within teams, and in interactions with service users.

It is well known statistic that people who even just witness incivility towards another are 50% less likely to help another person. (Civility Saves Lives) There is also a clear link to patient safety. Often, we avoid visiting difficult emotions in others, as well as ourselves, because we don't feel confident, or skilled. We are feeling hurt by another's incivility to us, or, we simply don't have the emotional reserves. Understanding the emotional dimensions and stories, acknowledging our collective humanity and vulnerabilities, brings the human focus towards colleagues, patients, and loved ones, to enable authentic learning around civility. Emphasizing that personal well-being stands as the most potent antidote to incivility.

Understanding the profound repercussions of incivility and acknowledging the crucial role of emotional intelligence in fostering civility, facilitates introspection and motivates individuals to cultivate an environment grounded in respect, support, transparency, and continuous learning. In a supportive and relaxed environment, delegates, will have the opportunity to gain in depth knowledge of the emotional component, relate to, analyse, and realise the significance of civility, building confidence in their own abilities, to make positive culture changes in organisations.

## Key learning outcomes:

- **Emotional Insight:** Sensing incivility's Impact on Patient Safety, Life, and Trauma, comprehending the 'Funnel of Life and our shared humanity and fallibility
- **Civility's Impact:** Understand the significance of civility and its effects on workplace culture, patient safety, and relationships.
- **Understanding Emotional Perspectives:** Recognise and perceive perspectives, comprehend emotional positioning and motivations, and recognise vulnerability in oneself and others.
- **Roots of Incivility:** Identify underlying causes of incivility, emphasising empathy, emotional intelligence, and personal well-being in nurturing respectful environments.
- **Emotional Intelligence:** Develop emotional intelligence to navigate and mitigate the impact of incivility, fostering resilience and managing difficult emotions.
- **Culture of Respect:** Foster environments grounded in respect, support, transparency, and continual learning, driving positive cultural changes within organisations.
- **Confidence in Change:** Gain confidence in analysing and enacting positive shifts, contributing to authentic learning and supportive workplace cultures.

# TRAINING EVENT: Bridging Civility - Exploring Emotional Pathways for Lasting Workplace Change

Other than start and end time, timings may vary, but are aimed to be as approximate as possible

ARRIVAL TIME AND INTRODUCTIONS 9.00 - 9.30 AM

## Welcome to the session and introductions

### 9.30 AM: **Session 1: Emotional Experiences in Healthcare: Bridging Facts, Research, and Incivility's Impact on Patient Safety**

**Emotional Insight:** The day will start with exploring some of the emotional component around incivility in the context of a healthcare incident linking to patient safety. Founder of C&C Empathy Training Ltd, will take delegates on a thought provoking experiential journey to unpack some of the themes of the day and give some context. The sheer impact of incivility will be examined and delegates will start to consider our emotional positioning taking a humours look at how we all slip into seeing things our own way, and how our own perceptions influence us. What conscious and unconscious processes are affecting how we interpret things? The importance of recognising the strength of the story and the narrative we often tell ourselves will be explored to dig deeper around civility and role empathy and honest emotional awareness plays.

COMFORT BREAK - 15 MINUTES

### 11.00 AM: **Session 2: What Matters to Us, Matters to Others - Creating Psychological Safety and Civility**

**Digging deeper:** What does it feel like when incivility happens. This session will explore the emotional impact of civility, or lack of it. It is generally others who are uncivil, not us – correct? Or in understanding creating a civil culture, do we need to be honest with ourselves and also recognise our own vulnerabilities, so that we can challenge incivility from others, but from ourselves too and show kindness to others and self. Delegates will engage in an enlightening exploration through real-life video scenarios portraying challenging situations. These scenarios, showcasing both subtle and overt uncivil behaviours, provide an opportunity for in-depth analysis and understanding. This candid examination delves into the clash between ideal responses and the stark reality, shedding light on the consequential damage that can arise.

LUNCH BREAK - 45 MINUTES (APPROXIMATELY 13.00)

### 1.45 PM: **Session 3: Embracing Human Complexity - Delving Deeper through Narrative Enquiry and Systems Approach for Sustainable Growth**

**Fostering an enquiring mind:** Delegates will grasp the importance of authenticity and how we recognise the emotional data, even when we don't realise, we are. Separating the fact from the emotional data and experience. Understanding the power of narratives and the stories that shape these encounters will be a central theme. Participants will actively engage in strengthening their inquisitive mindset, honing the skill of probing deeper into these emotional landscapes. Vital ingredients for an enquiring mind.

COMFORT BREAK - 10 MINUTES

### 3.20 PM: **Building Civility: Strengthening Resilience and Strategies to Counter Incivility**

**Part 2: Civility's Defence :** Counteracting incivility involves employing strategies like the Bystander triangle and, notably, fortifying oneself with personal well-being, self-care, and resilience. Remembering that your own well-being is integral; it stands as one of the key elements in fostering civility. Delegates with practice recognising success and building confidence in their abilities and understanding the significance of positive psychology with the importance of laughter

4.15 PM COURSE COMPLETION TIME (followed by an opportunity for questions)

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.