



IDEAL FOR... All involved with NHS Complaints, Patient safety, PSIRF, Complaints Standards Framework, Duty of Candour, PALS, investigators, and anyone involved in quality, patient experience, managers, executive teams and frontline staff

A JOURNEY THROUGH COMPLAINTS & INCIDENTS USING EMPATHY & COMPASSIONATE ENGAGEMENT

Linking into PSIRF, Complaints Standards Framework and Duty of Candour

NHS
FRAMEWORK
APPROVED
TRAINING



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts and providers, BMI Healthcare, National Coroner's Officer Training Programme, NHS Resolution, GP surgeries, NAPICU, AvMA

A Journey Through Complaints & Incidents Using Empathy & Compassionate Engagement

Linking into PSIRF, Complaints Standards Framework and Duty of Candour

Description: This one day session of experiential learning not only identifies what empathy is but enables those attending to 'feel' empathy, recognise compassionate engagement and involvement, analyse it, and understand the emotional complexity of complaints and incidents on a deeper level. Building a culture where reflection leads to growth, and where compassionate engagement supports healing, learning and accountability.

The session will take empathy, the gateway to compassion, out of the text book and into real life as delegates are introduced to the Empathy Navigation Pathway® and how compassion, or lack of it, impacts communication and trust when working within complaints, patient safety incidents and with those affected.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine how we all view things differently, exploring how our own biases and frameworks can get in the way of empathic, compassionate communication and system focussed thinking. At the same time, recognising the importance of personal well-being, emotional development and self compassion in this process.



Using emotive and thought provoking material, yet balanced with the science of empathy and all important humour, the session explores **what** needs doing, the **why**, and **where** potential barriers may be. It supports staff to nurture their own existing Empathy Navigation Pathway® building confidence in compassionate responses and developing awareness to navigate the emotional complexities within complaints and incidents.

Key learning outcomes:

- Explore a thought-provoking journey through a complaint and incident, uncovering complex 'emotional data' for deep learning. Understand the power of narratives in bridging understanding and the role of the Empathy Navigation Pathway®
- Build confidence in compassionately engaging and involving bereaved and vulnerable people
- See the fuller picture understanding emotional motivations within behaviour and behind a complaint systems and how easily we all see things differently.
- Learn how the 'funnel of life' can impact on our empathic communication and our own resilience, and how our emotions influence us, and impact on others.
- Understand how a lack of empathy and compassion has the potential to cause psychological harm, negatively impacting on being a just, fair and learning culture, preventing complying meaningfully with the new Patient Safety Incident Response Framework, Complaints Standards Framework and the Duty of Candour
- Identify and explore the difference between empathy, sympathy and apathy in challenging situations.
- What complex emotions might be influencing uncompassionate communication
- Explore and analyse how biases and judgments in communication prevents fostering psychological safety.
- Understand the concept of Safeguarded Personal Resolution (SPR ®)
- Understand yourself better to safeguard your own mental health and personal well-being.

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTL5)

Carolyn, has a background in psychology, counselling, and conceived C&C Empathy Training from her direct experience of patient safety issues, and compassionate communication failure, in the inquest system and the NHS complaints process.



Carolyn experienced the loss of a child and found many of these systems did not grasp her complex emotional experiences, motivations, or needs, following this tragic loss. This was apparent individually and culturally, feeding into staff behaviour and negatively impacting on outcomes

Carolyn is passionate about promoting long term change through training and development by humanising systems and empowering staff to utilise their Empathy Navigation Pathway® to compassionately support patients, loved ones, colleagues themselves, all carried out in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions, empathy and compassion in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in the process and in vulnerable positions, as well as staff personal emotional responses and well-being. Those who have worked with Carolyn include many NHS and private organisations, NHS England, NHS Resolution, legal firms, Ministry of Justice and she worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This is joined together with her academic study, analysis and personality, along with her belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital, and supportive in long term positive change and development, both individually and culturally.

TESTIMONIALS

As a trained and (previously) practising Family Liaison Officer, interviewer for serious and complex crimes, specialist interviewer for children and a SOIT (interviewer for victims of serious sexual offences), I didn't think there was much more I could learn about the power of getting communication right and the consequences of getting it wrong. I attended 'A Journey Through Complaints Using Empathy' and had my knowledge and understanding around this multi-layered topic truly opened. A thought provoking and relevant training programme for anyone in a complaints, investigations, or governance role. I highly recommend this course.

Cheryl Siggers, Experienced Manager across Law Enforcement, the NHS and Education Sector

"Carolyn presented to our healthcare team and clients on ensuring we deal with patients and their loved ones empathetically once an incident arises in a hospital setting. We all often assume we are being empathetic but it was very powerful to listen to Carolyn's case studies and personal experience, as part of her training, and consider how we can all do so much better when managing an incident. Whilst obviously a sensitive subject it was delivered in an exceptionally powerful and interesting way. There is no doubt that Carolyn's training has assisted us in managing incidents in a more human and sensitive way which will be to the benefit of patients, their loved ones and staff".

Christopher Malla, Partner, Kennedys Law

PROGRAMME: A Journey Through Complaints & Incidents Using Empathy & Compassionate Engagement - Linking into PSIRF, Complaints Standards Framework and Duty of Candour

09:00 - 09.30 ARRIVAL, REGISTRATION AND GETTING STARTED

09.30 - 11.00 Session 1: Who are we really? the human connection and presence and absence of empathy and compassion

Part 1: Feeling empathy and compassion and the importance of narratives : Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful, thought provoking, personal narrative, introducing the Empathy Navigation Pathway®. The lack of empathy and compassionate engagement in a healthcare incident will be explored as the scene is set to start to understand

Part 2: Understanding the complexity of emotions & perspectives

Delegates will have a fun look at perceptions and start exploring the world from the 'inside out' and understand emotionally and empathetic focused thinking. What is the emotion behind the complaint? What is everyone really seeing?

Part 3: Linking empathy and compassion and catching emotions, attitudes and ideas

What is happening in the brain? How static are we? How influenced are we by others and cultures? Just some of the neuroscience that impacts individuals and culture.



15 MINUTE BREAK

11.15 - 13:00 Session 2: Identify potential psychological harm, (Duty of Candour) analysing compassionate engagement, (PSIRF) and a just, fair and learning culture - are we communicating Empathy, sympathy or Apathy?

Identify the difference between sympathy, empathy and apathy and how a lack of empathy has the potential to prevent compassionate engagement and involvement and cause psychological harm:

Analysing real life video case studies, natural biases and unconscious thought processes and systems will be examined. Delegates will learn how to identify how a lack of empathy and compassion in interactions can cause psychological harm that goes on long after the initial interaction and negatively affect professional relationships. Do we always get it right? What might we need? Exactly what is the difference between empathy, sympathy and apathy? And what about different kinds of empathy - linking into compassion?

13:00-13.45 BREAK LUNCH

14:00- 15:30 Session 3: understanding the emotional data and experience in complaints

Part 1: Recognise and understand 'emotional data'

By focusing in on 'emotional data' delegates will use an enquiring mind, to examine the emotional experience even when something else is communicated. They will gain understanding the importance of authenticity and seeing the story of others

Part 2: Oh and then there are personalities!

Delegates will take a humorous look at personalities along the way, and what can get in the way of empathy and compassion.

Part 2: From judgement to curious exploration

Shift from conclusion-based to hypothesis-based thinking. Revisit a complaints meeting video to explore what might be driving the professionals' behaviour—fear, defensiveness, or protectiveness. Balance understanding with accountability, avoiding both judgment and ruinous empathy

BREAK

15: 45 - 16.30 Session 4 : how to achieve a Safeguarded Personal Resolution (SPR®)

Part 1: Understanding and implementing a Safeguarded Personal Resolution®

This session helps professionals to understand the deeper message behind 'I don't want this to happen to anyone else', empowering them to embed the 'personal' into responses and interactions.

Part 2: Your own resilience and the importance of using reasoned empathy

This session will draw together the vital importance of self care and its relation to empathy and compassion, making sure our these abilities are protected and don't deplete too much and to guard against compassion fatigue.

16.30 Close and further questions Please note a narrative runs throughout the day and concludes in the last session



Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD and a follow up support email.

Sessions can be delivered face to face, virtually or via E-learning.