

A Journey Through Leadership Using Empathy

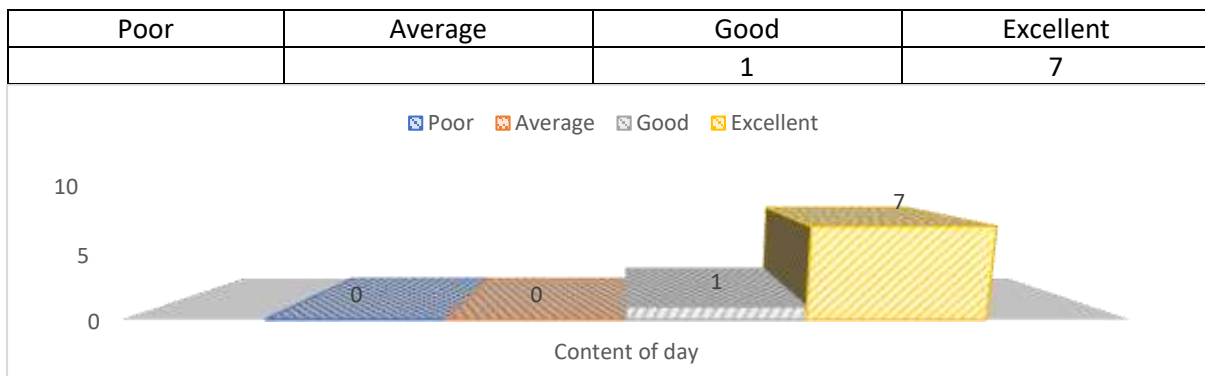
4th March 2019, EA, Lincoln

(The course started at 9.30 and concluded at 4. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- Useful, interesting, helpful. Increased my self-awareness → areas that I am strong in and areas I can work on.
- Very good, very useful, learned lots.
- A good course with a broad range of engagement and audience participation.
- Really great – informative and thought provoking.
- Insightful, emotional.
- Very thought provoking, good safe environment to think about and share our experiences. Great knowledge of trainer and sharing personal experiences.
- Comprehensive and knowledgeable.
- Relaxed and open

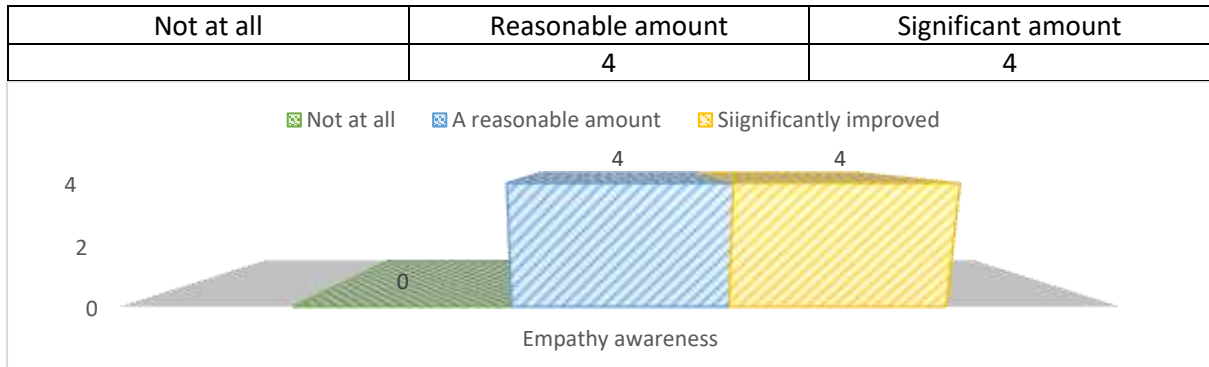
2. How would you rate the content of the training day?



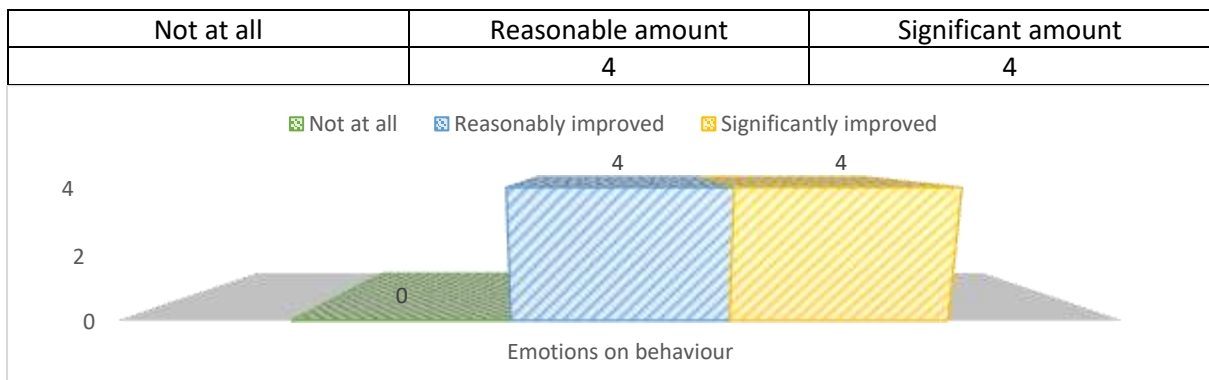
3. What will be your take away point from today's session?

- Communicate effectively → not always in need of an answer, just an ear.
- Reassess my empathy to my mum! Never forget other people's feelings
- How to use my empathy is a way that is positive to both parties.
- That empathy is a skill that needs to be worked on and developed.
- Feeling doesn't mean having the answers
- Listen, repeat, ask questions – don't jump straight to solution mode.
- I really enjoyed the structure to the session, but I will take away the theory about empathy and practice.
- We all have stuff going on and this can manifest itself in many ways

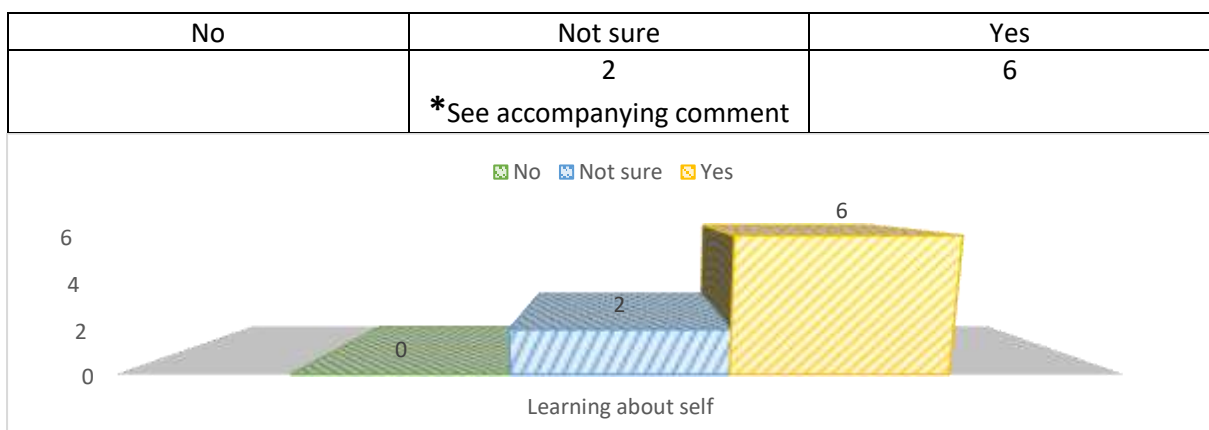
4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



5. Are you more aware of the influence of emotions on behaviours and communication?



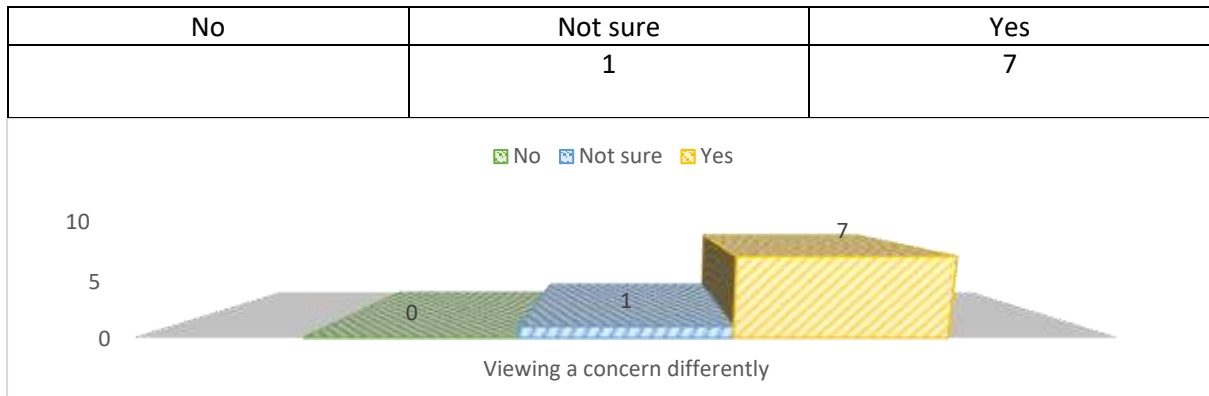
6. Have you learnt something new about yourself either professionally or personally?



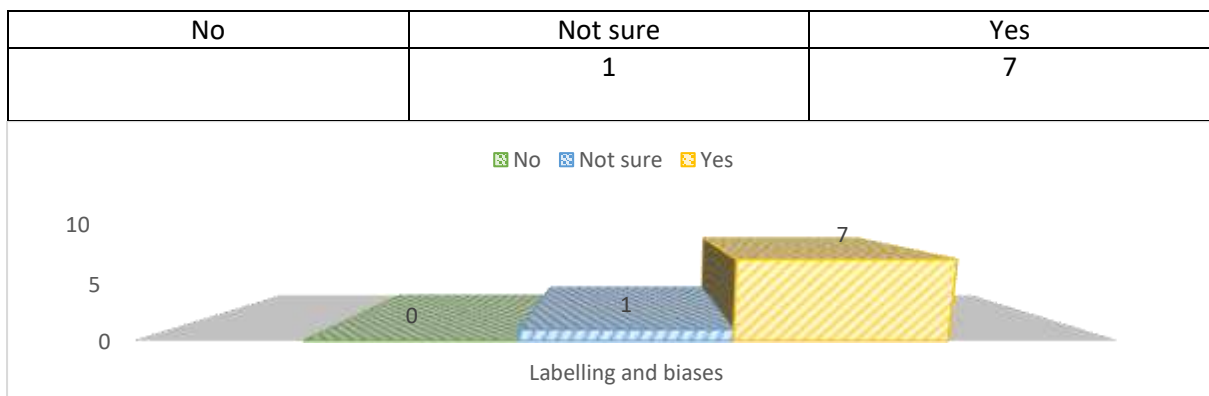
If yes, name one thing you are more aware of about yourself:

- How I instinctively deal with situations and how this may differ to others.
- My relationship with my mum and sister!
- That I can empathise with people as it is my natural nature. I just need to work on how to use it to help people and situations I and they face.
- The braider spectrum of empathy and how it can have such an impact on customers – so try and be more self-aware of this.
- Core values confirmed
- * I am a reflector so will continue to reflect and read content of work book again as lots to take in.
- I knew I was a 'fixer' and my bias to this alters my behaviour, however in an attempt to support individuals I have reverted to the 'at least' scenario and I won't do that again 😊

7. Would you view or respond to someone raising a concern more empathically after the training?



8. Are you more aware of labelling and your own biases and those of others, having attended the training?

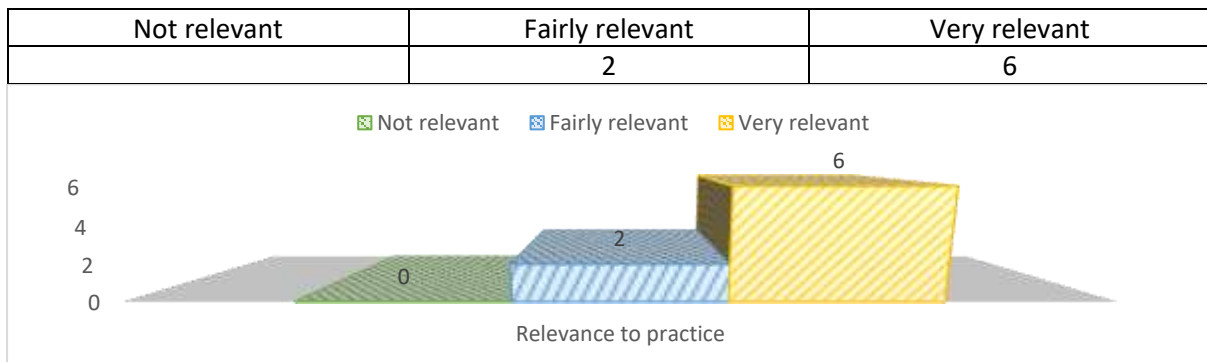


9. Name one thing you will do differently since having the training?

- Spend more time learning the thoughts/morals/beliefs of others.
- Try not to take everyone's problems and carry them. Try to look after my own well being
- Work on openness to ensure that I have understood someone's needs and check that my empathy radar is on message.
- Emotionally Practice!

- Listen more to team members – create more time with each person to have the conversations
- Be more mindful of what other people’s needs/beliefs are and how they may be different to mine – but that’s ok.
- Listen more - and hear without trying to construct a reply.
- Consider ‘Funnel of Life’ before, during and after discussions about concerns

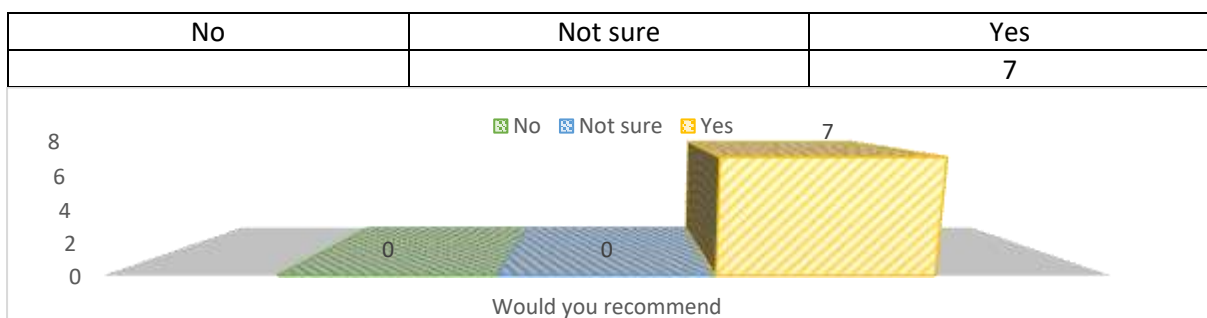
10. Do you feel that this training has been relevant to your professional practice?



11. In your opinion, who do you think would benefit from this approach to training? (Any sector)

- Schools! Management and support. Teachers.
- Everyone!
- As Team Leaders we have some training on EI but would be useful to have some training for people within teams.
- NHS.
- Area Leadership Teams and team members.
- Smaller bite size sessions for team members, not quite as deep – just so they become more emotionally aware
- Carolyn’s story was very powerful and the impact of this and her journey definitely embedded my learning.

12. Would you recommend this training to colleagues and other organisations?



Extra comments: Brilliant session Carolyn 😊