

Empathy Navigation Pathway®

Principal Foundation Course | Complaints & Incidents



REPORTED LEARNER OUTCOMES

94%

rated content Good
or Excellent
63/67 responses

87%

significantly enhanced
compassionate engagement
59/68 responses

90%

significantly more aware
of emotions and biases
61/68 responses

87%

more confident responding
to complaints with empathy
59/68 responses

KEY THEMES FROM LEARNER FEEDBACK

● Lived experience that stays with learners

Carolyn's story connects the learning to real human consequences, bringing the theory to life and promoting deeper reflection, emotional awareness and lasting changes in perspective.

● Self-awareness and different perspectives

Recognising personal biases, assumptions and emotional reactions; considering what may sit behind another person's behaviour.

● Listening and compassionate engagement

Moving beyond process and problem-solving to genuinely hear, acknowledge and understand people's experiences.

● Empathy, wellbeing and resilience

Understanding emotional overload and how to care for others while maintaining awareness of our own wellbeing.

● Intention to respond differently

Learners describe pausing, asking more curious questions, listening more attentively and adapting their communication.



BEYOND CONVENTIONAL E-LEARNING

An immersive, discussion-rich experience with real conversations, contrasting perspectives and guided reflection. Learners describe feeling involved, much like a live session.

LEARNERS IN THEIR OWN WORDS

"Excellent course, unique and impactful, sharing powerful insights from direct lived experience."

"Brilliant course! Very real and human – gave me the safe space to reflect on myself personally and professionally."

"First time I have completed an online course with participation colleagues; it does make you feel more involved."

RELEVANCE FOR ORGANISATIONS

Self-reported gains in confidence and awareness, with intentions to strengthen listening, complaint handling and compassionate practice across professional relationships.