

Evaluation of Learning



Client:

Council

Programme:

Tailormade: Based on - A Journey Through Communication and Complaints Using Empathy and Compassion (*with focus on working with the bereaved and personal resilience*).

Delivered:

12th and 13th of March

Carolyn Cleveland

C&C Empathy Training Ltd



Session Title: A Journey Through Communication and Complaints using Empathy and Compassion.

Date Delivered: 12th/13th March 2025

(Delivered face to face 9am – 4.00pm Training carried out by C&C Empathy training LTD)

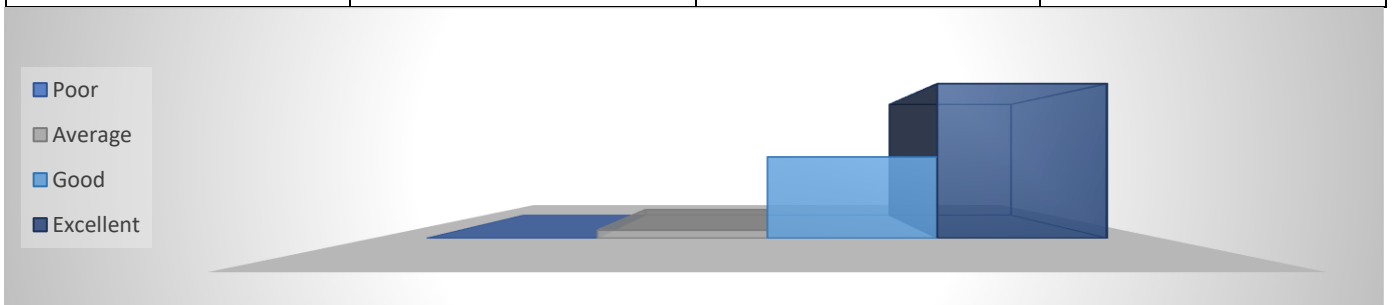
1. What was your overall impression of this training day?

- I really enjoyed the training and format of the session, it allowed for reflections and brought greater awareness.
- Absolutely fantastic. Really informative. It made me realise I was actually normal in my feelings.
- Fantastic. I did not feel I was being talked at and taught to such eggs! You listened and engaged with us on a personal level.
- Really professionally delivered. Lots of interactive parts to keep us engaged.
- Lots of information given on understanding empathy. Helped that it had real experiences to help understand and relate.
- Fantastic, very involving and not at all like being “talked at”.
- Helpful, pacey and heartfelt.
- Interesting to reflect on our attitudes to others and how empathy affects our stance.
- Thought provoking – helped understanding what empathy is and means to me and might mean to these I engage with.
- Valuable and insightful.
- Insightful, open and honest. It has been informative and really great to hear how others deal with being empathetic.
- Interesting and challenging.
- Very thought provoking, informative and made me internally reflect on how my situation helps me communicate with families.
- Today was interesting. Honestly..... I was not looking forward to today. I too trained as a psychotherapist and whilst I am not against revisiting/brushing up on skills – work is just so busy but found useful.
- Fabulous.
- Phenomenal, love how involved and entertaining this was.
- Very good.
- Good layout and mixture of tasks with appropriate breaks and group tasks.
- I really enjoyed the training.
- A good thought-provoking day.
- At times I would have liked a clearer connection between the personal story and the ENP model
- Very well delivered.
- Very good and very well presented.
- Informative and helpful for self-reflection.
- Informative, impressive and great.
- Good – offered helpful great information on empathy and how to see things from another perspective.
- Insightful.

- Very thought provoking. I have covered much of what we went through previously but never in such a personal/professional way.
- Very different than expected! Really interesting and positive. An enlightening, up-lift and thought-provoking day.

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

Poor	Average	Good	Excellent
0	1	10	20

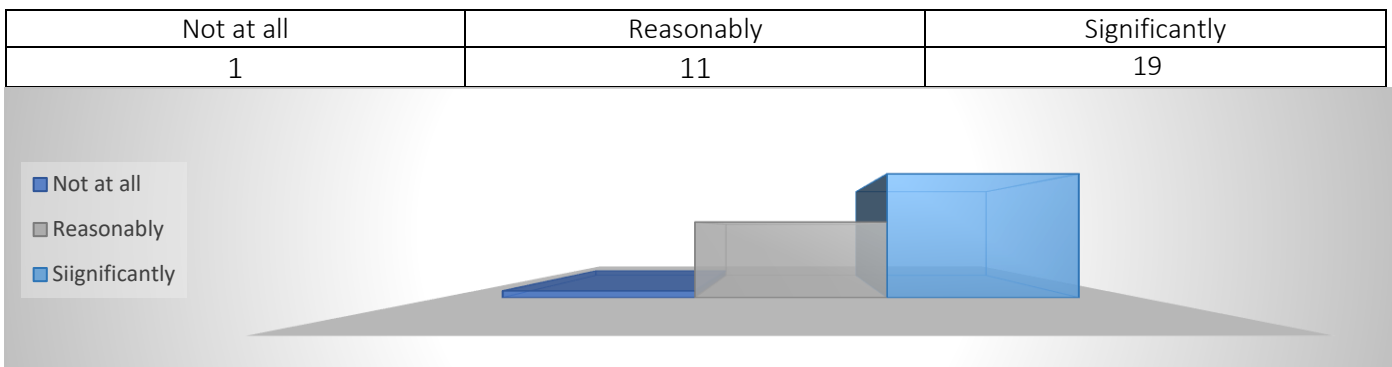


3. What will be your takeaway point from today's session?

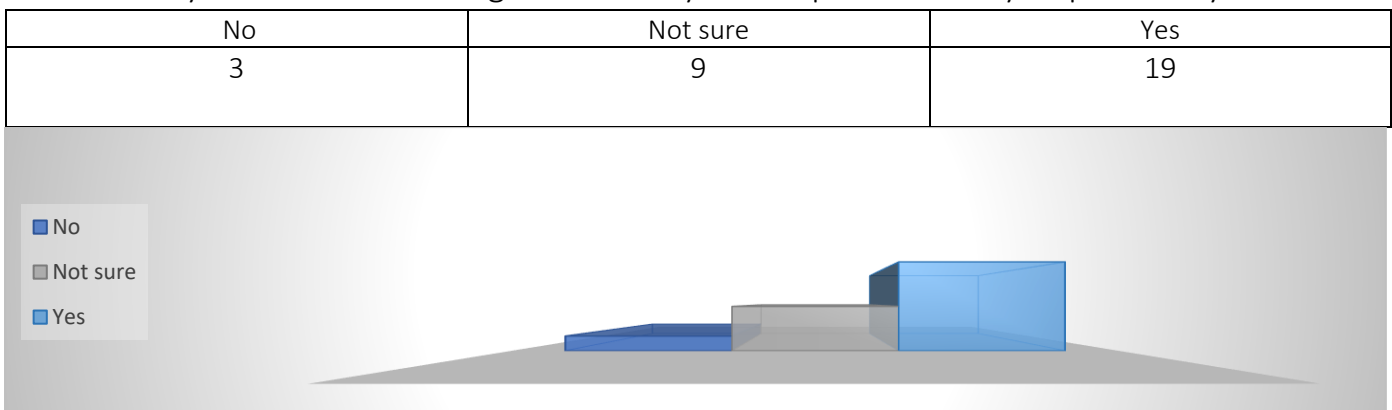
- The understanding of communicating empathy but also having awareness of self-resilience.
- How others may feel when scared and how to see a situation a bit better. Although I feel I could already do this it was good to see it from this prospective.
- To remember the 'why' I have chosen to have the role I have and to remember the importance of resilience and self-help when helping others.
- To put aside my own work pressures and try and listen/engage more with my families.
- To spend more time thinking about my own welfare and health needs.
- Stop listen and hear. That I can only do my best and it may be different on different days or/and with different people, the key is to recognise this and keep developing.
- I am not able to be everything to everyone while staying focussed on compassionate responses.
- Practicing authentic empathy – knowing how to guide others when being empathetic without talking too much.
- Be less inclined to try for the ideal outcome – focus on optimum outcome.
- Accepting that I cannot help others if I do not look after myself – I am prone to neglecting myself in order to care for loved ones.
- How my bereaved families might be feeling due to the coronial processes forced upon them.
- The whole experience and approach of the day. I will be taking forward as a business case to engage your services.
- Giving myself grace as well as others when they are going through something difficult.
- To take more time to reflect on my own empathy.
- To work harder at not allowing the pressures of work reflect in my interactions with families.

- Remembering to self-care as you cannot be as empathic with no energy. Remembering to engage, understand and adapt to their needs.
- Help where needed.
- Resolution in what is a successful outcome i.e. in complaints.
- Realising I am more aware than I think about people's feelings.
- Managing your empathy – not 'living in the house'.
- I sometimes find going the 'extra mile' quite exhausting but will now build my resilience – as I know it is so worth it – and what I am here to do.

4. Has this session improved your understanding of using the Empathy Navigation Pathway and the importance of emotional awareness?



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



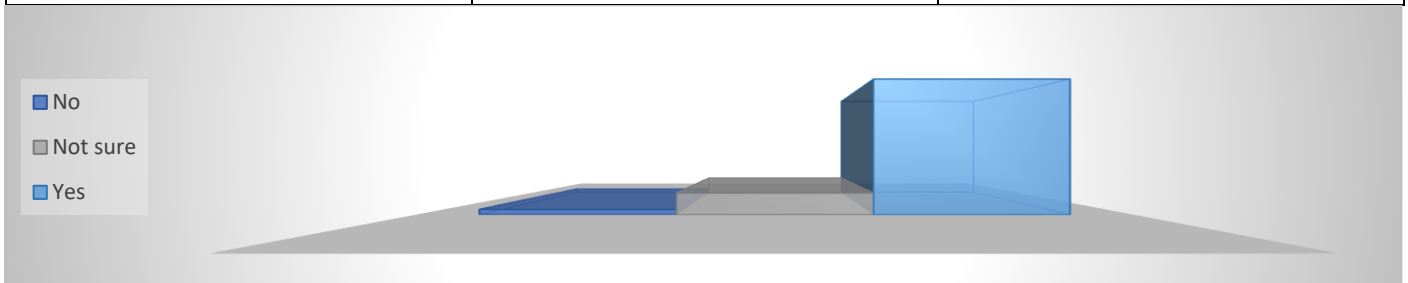
If yes, can you explain a little more about one thing you are more aware of about yourself?

- Can be self-critical and need to adopt 1-3 model to help recognise where things have gone well rather than just what did not.
- In my personal life on how situation have impacted my personal decisions and that of others.
- I have decided I will say I have succeeded at something to give my brain the right messages!

- Not to be so hard on myself and that I cannot always get it right – that there are limits that I cannot control.
- Being aware of and comfortable with 'what can't be done' sitting with the uncomfortable is ok and not turning it into guilt or resentment.
- Today had reinforced that I put myself last and I need to change that mindset and take time for myself.
- I shall be more mindful about how families feel about a public hearing following a loved one's death.
- I am already emotionally aware, and I think what I learnt is to probably steer away from empathetic overload.
- I am more empathetic than I thought I was.
- More so on self-care.
- I do understand empathy.
- Internal bias – be aware and ensure being fair.
- Probably my internal thoughts and biases.
- Need to keep building resilience.

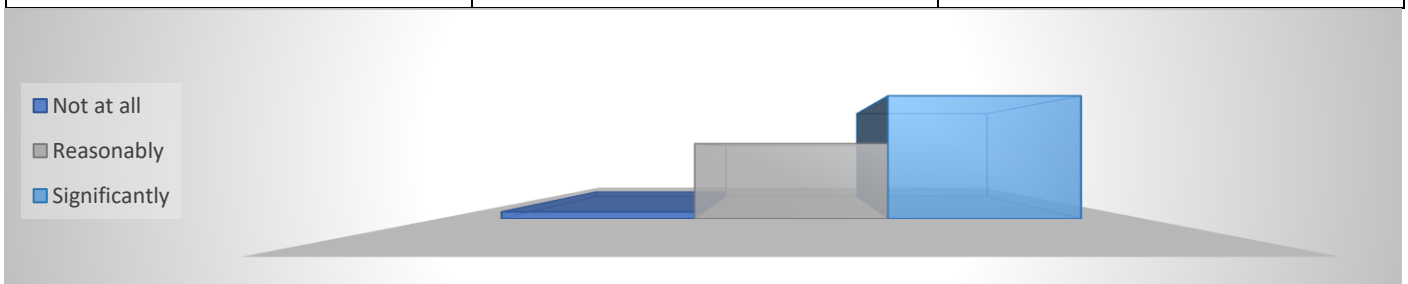
6. Would you view and/or be able to respond to someone raising a concern or complaint more empathetically with more understanding of the complexities?

No	Not sure	Yes
1	2	28



7. Are you more aware of the influence of emotions and biases can have on behaviours and outcomes?

Not at all	Reasonably	Significantly
1	11	19

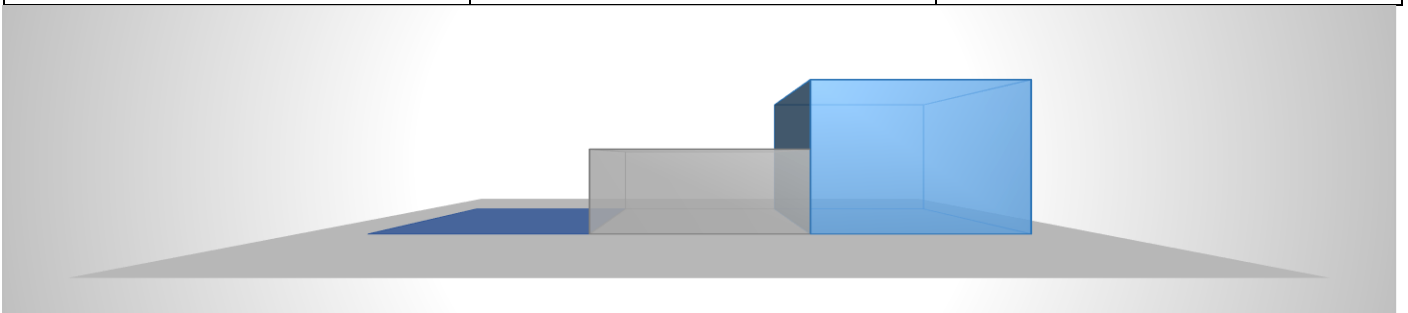


8. Name one thing you will be aiming to do differently following this session.

- Considering someone's funnel and what they bring to a situation.
- Not sure just yet in my work but in my personal life – better understand how my loved ones felt in a certain situation.
- Not to take on board people's emotions.
- Not take others' emotions as my own in order to be and stay empathetic.
- Take time to communicate with all members of the team for example contacting admin staff/management to feedback about certain appointments/customers to give them the 'whole picture'.
- Try and put my work concerns to one side to actively interact empathetically with families.
- Switch off the computer at the right time. Attempted to put myself in the next of kins shoes.
- Ensuring my plate is able to feed others – creating safe spaces for feedback and showing humanity through our processes.
- Give people more a benefit of the doubt in their story rather than jump to conclusion.
- To keep a certain emotional distance form families as I do take on some of their emotions.
- Expanding my empathy – maybe I have been focusing on grief and not considering coroner processes.
- Listen without the need to respond.
- Feel more supported others in the team will back me.
- Give quality times and be self-resilient.
- Continue to feel the emotions from others whilst understanding what they wish to accomplish by their enquiry.
- Listen more
- 'Hear' someone and establish what a successful outcome looks like.
- I believe what I do at work already is the best I can offer without absorbing but made me more aware personally.
- More self-care (although that sounds selfish) – I think I am empathic with people. Maybe try to think more before I react.
- Be continually mindful of my attitude. Have the right language to share with colleagues.

9. Has this training been relevant to your professional and/or personal development?

Not relevant	Reasonably relevant	Very relevant
0	11	20

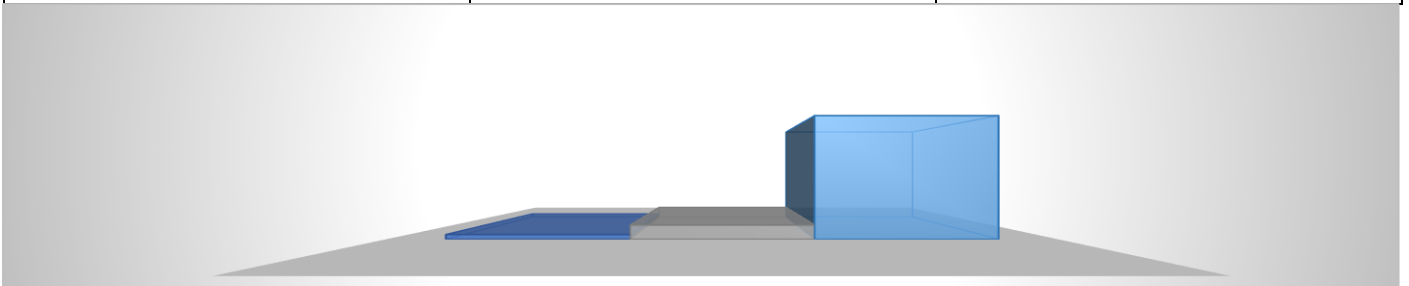


10. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- Anyone who interacts with members of the public.
- All public facing
- Everyone as helps personal and professional thinking
- Everyone I know outside of work
- GP's.
- Everyone.
- HR, Customer Service and Policy Creators.
- Anyone in a customer-facing role.
- Everyone.
- Everyone.
- Colleagues in the North
- Everyone 😊
- Call centre staff.
- Armed Forces and Charities.
- Everyone.
- Everyone.
- Everyone.
- NHS, GPs and Hospitals.
- Staff and Customers.
- Staff and Customers.
- Everyone.
- Bereavement staff/customer services.
- All services.
- Most adults. Doctors' surgery and receptionist.
- All 'caring' professions.

11. Would you recommend C&C Empathy training to colleagues?

No	Not sure	Yes
1	1	29



12. What would you say to a colleague, or organisation, who was unsure about attending, or working with C&C Empathy Training and Carolyn Cleveland?

- Investing time helps to bring awareness and the training is really beneficial.
- Do it!
- To go ahead as you will come out of it feeling more knowledgeable and empowered to put into practice.
- Due to Carolyn's unique situation and ability to explain you get a real understanding of 'the other side' of a complaint.
- Approach with an open-mind and be open to relating it to your individual circumstances/role.
- "Be positive, there is nothing to lose".
- Well worth it.
- Go – absolutely - you will get so much from this training.
- Do not be unsure – empathy is part of all our lives, and it is a great session to develop these skills.
- Listening to your personal story may not be good for some people.
- If you have the opportunity, take it!
- Go! Do it.
- Absolutely to attend. It is very reflective and has a good balance of emotional reflections throughout.
- How much they would be surprised to learn about themselves. Very personal and expresses how things may look different for everyone.
- A balanced session.
- Very engaging.
- Use the 'three' to reflect on your behaviours and self-resilience.
- Go – it's great.
- Allows an open understanding to discuss key values of empathy and how to use that in a professional and personal setting.
- Personal and interactive.
- Gives a good understanding of the importance of 'getting it right' understanding needs of bereaved families and working to practice resolving.
- Go for it.
- Go - with an open mind.

13. Is there anything Carolyn could have done to improve your training experience?

- No.
- No.
- Handbooks to work through during sessions.
- Nothing at all – Carolyn was amazing – easy to understand and say to talk to.
- Maybe discuss more techniques or tools to use. Such as key phrases to say.
- Nope.
- A two-day course.
- Not at all 10/10 training session.
- Some slides were hard to read. Colours, grey font on grey background – multi-size fonts on the one topic/sentence.

- Nothing I can think of.
- No.
- It was perfect.
- No.
- No.
- No.
- No.
- Will have a think 😊

Any additional comments:

- I feel this helped me to understand certain situations a bit more clearly in my personal life.
- Thank you 😊
- Thank you for sharing your personal experience which cannot be easy.
- Thank you, Carolyn, for sharing Sophie's story. She was very lucky to have you.
- You training is amazing 😊
- N/A.
- Thank you for sharing your experience to help others.