

## A Journey Through Leadership Using Empathy

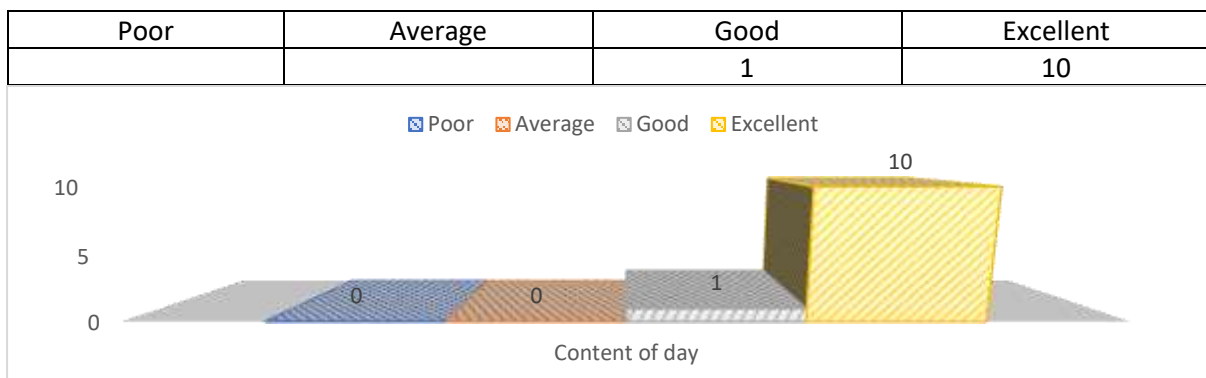
### 15<sup>th</sup> July 2019, Derby

(The course started at 9.30 and concluded at 3.30. Training carried out by Carolyn Cleveland)

#### 1. What was your overall impression of the course?

- I was really impressed on how Carolyn delivered it! Kind, Caring, comforting and powerful!
- Excellent and inspiring
- Excellent course, thought provoking and useful for all aspects of life, not just work.
- Eye opener. Very emotional in positive and negative thoughts. Excellent training day
- Very insightful and engaging
- Very well run. Lots of useful information. Good mixture of teaching and discussions. Very open and honest lecturer leading to very good discussions
- Very impressed with the content of the day, very thought provoking and emotional
- Great learning environment and experience
- Insightful and I will go away and reflect on my own behaviours and approach towards others
- Fantastic – a remarkable lady using such an unbelievably awful situation to better practice and self-care
- Excellent and informative day

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

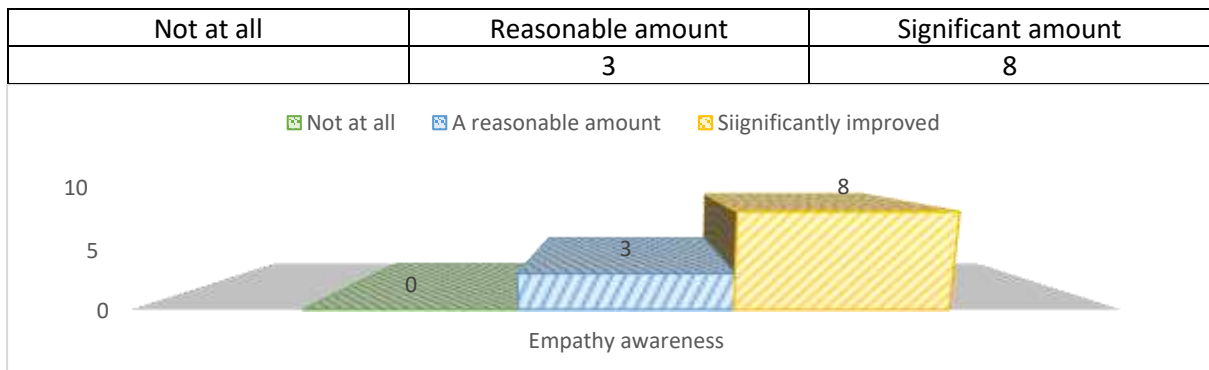


#### 3. What will be your takeaway point from today's session?

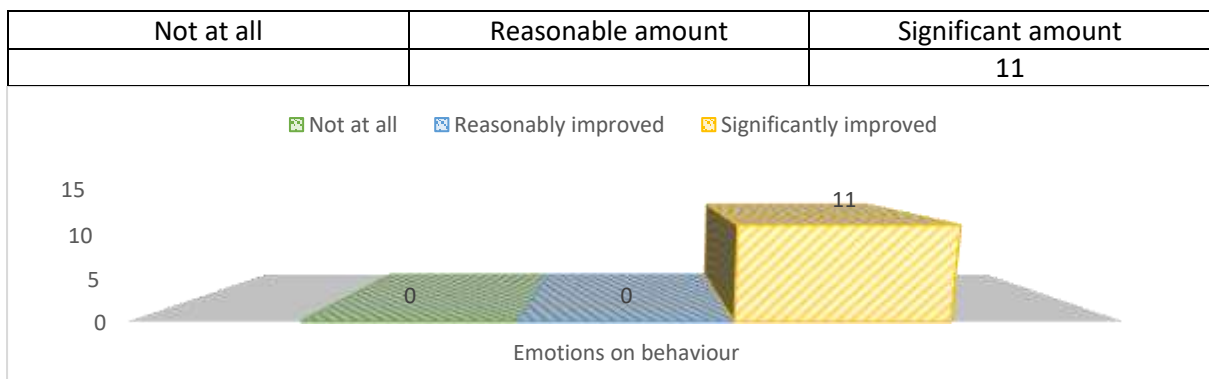
- That when I react "I am not going crazy" but also put myself in others' shoes
- Understand empathy better
- How I and people perceive things can be different from the reality understand perspectives
- To stop before acting, for my own self care and to help others
- Empathy can be applied to all situations, whether work or personal and can massively change how someone is feeling and needs to be on the agenda
- The human connection and the impact policy has on this and well being
- Barriers to communication and how we can all react differently in different situations
- Consider what others are feeling and why
- Don't forget – you don't know what people are going through

- Skills and motivation to use and be empathetic in my leadership role

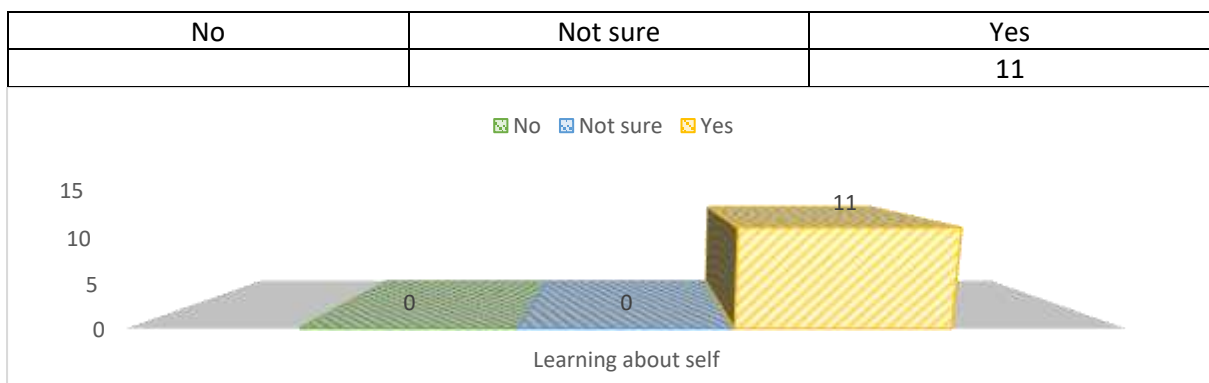
#### 4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



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



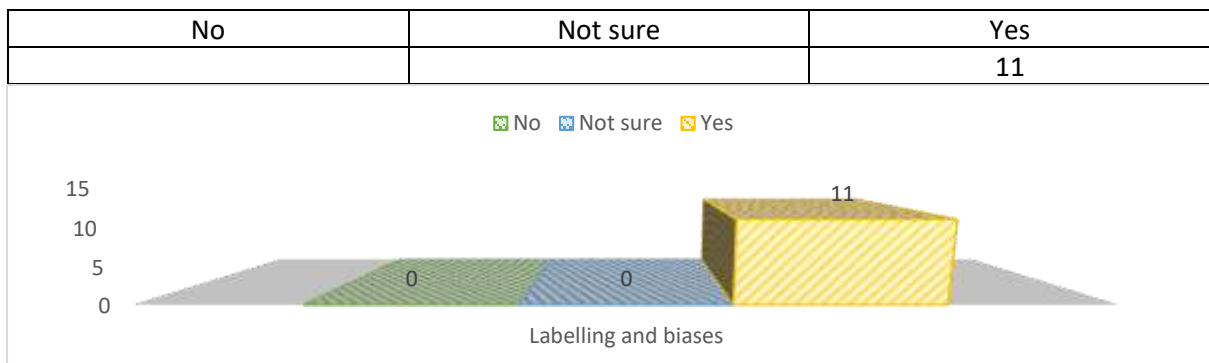
#### 6. Have you learnt something new about yourself either professionally or personally?



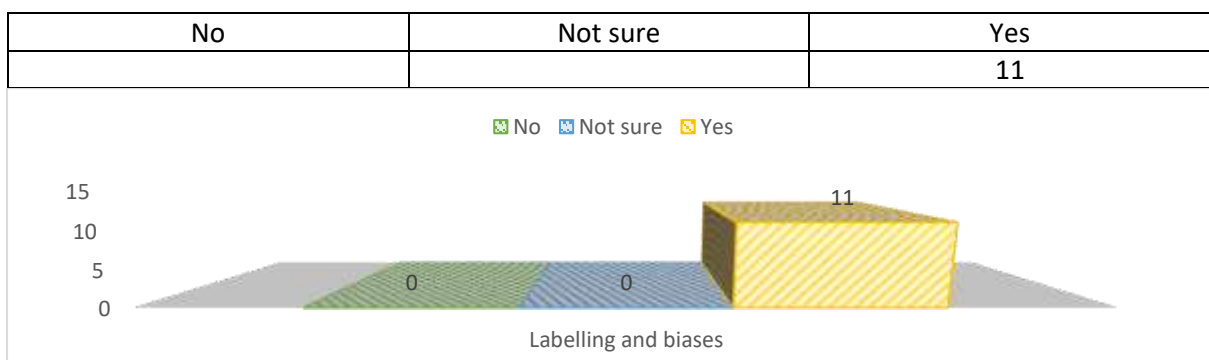
If yes, name one thing you are more aware of about yourself:

- It is ok to think through things the way I do! Questioning oneself as long as I action “we all have our own funnel of life”!
- Put myself in ‘people’s’ shoes more and have an empathic approach to both professional but to help me in my personal relationships.
- How sometimes I perceive people’s actions and behaviours wrongly and take things personally
- That I tend to take things too personally and I end up mirroring other’s negativity. If I stop and step back before reacting, I can become more empathetic in supporting others but crucially myself.
- Open listening - saying it’s ok to feel this way, and not always trying to ‘fix’ situations
- That empathy costs nothing but has a significant impact on individuals
- The concept of ‘negative freedom’ on well being
- I am self-centred and need to open more with others about how I feel in order to understand them better
- I feel I am a lovely emotionally intelligent person and can apply empathy, but I know now how to apply empathy to a multitude of difficult areas
- That I am an emotionally deep person and focus on a caring relationship rather than task focused

### 7. Would you view and/or respond to someone raising a concern more empathetically after the training?



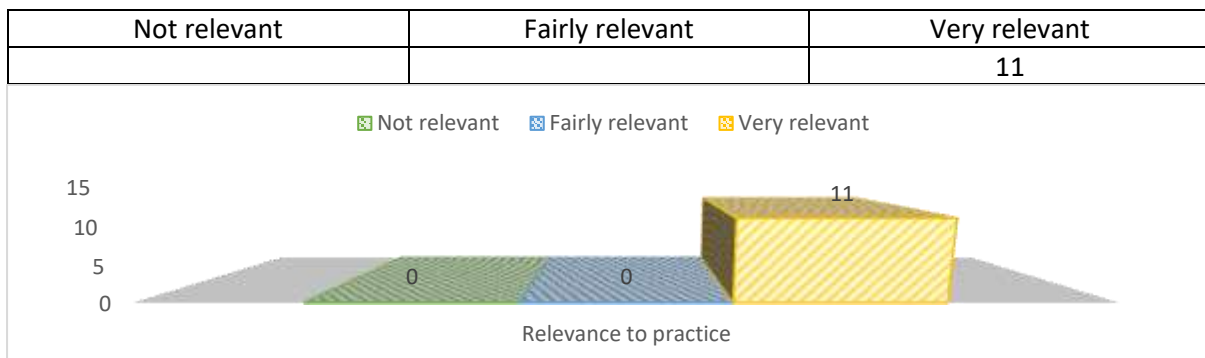
### 8. Are you more aware of labelling and your own biases and those of others, having attended the training?



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

- Positive action!
- Differentiate the difference between empathy and sympathy. Be empathetic
- Realise when a colleague and/or I am struggling. They may be task orientated; I may be relationship orientated. It is not bad, just different.
- Less judgemental and not taking on others negativity
- Be less reactive to a situation and consider why someone has acted that way and respond appropriately
- Allow people to be open and honest – give time
- Observe body language – in myself and the other person
- Take more time to listen and question so that I can understand better
- Whilst utilising policies and procedures, not allowing these to cloud ability for empathy to be used
- Encouraging team to be empathetic in their work approach to public and each other

### 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?

- I actually think this is suitable to anyone working with people on any level. Maybe more “leaders” should attend.
- Everyone who has a people facing position and managing emotions
- Security staff at hospitals or anywhere, those who provide conflict resolution training, social workers and third sector
- All staff having to have person facing contact. All managers at all levels. NHS including doctors, consultants, student nurses and doctors
- Medical staff – especially doctors. Frontline admin staff
- I believe this training should be available/provided to student nurses and doctors to support empathy and personal resilience.
- Junior doctors, apprentices or people in training to work with difficult situations
- I feel all working within healthcare would benefit.
- Everyone

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

No	Not sure	Yes
		11*



- Thank you – excellent course. Your personal narrative certainly brings a more realistic touch in a different perspective to psychological wellbeing.
- \* Absolutely would recommend