

A Journey Through Leadership Using Empathy

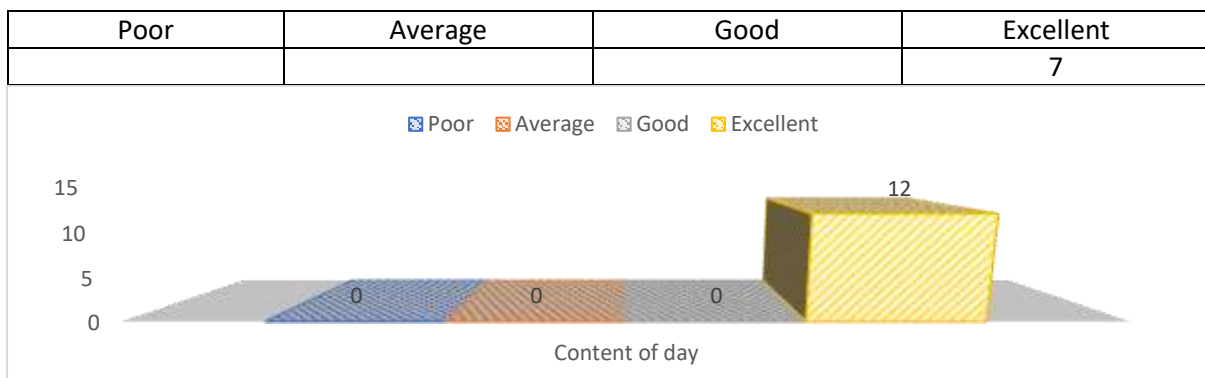
7th September 2018, Northampton

(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?

- A very informative session. Good and well structured by the facilitator
- Fabulous training, thought provoking, inspiring and hope giving. Thank you for sharing your personal journey – it was very impactful.
- Thought provoking. Enjoyed the personal story throughout the day with a conclusion – helped me to see how empathy works – makes it real. Also use of cat pictures – purrfect 😊
- Good
- Enjoyable, thought provoking, emotionally challenging and delivered with considerable empathy
- Good day
- Very good/excellent in terms of content. Perhaps consider ways of making participants mover around more

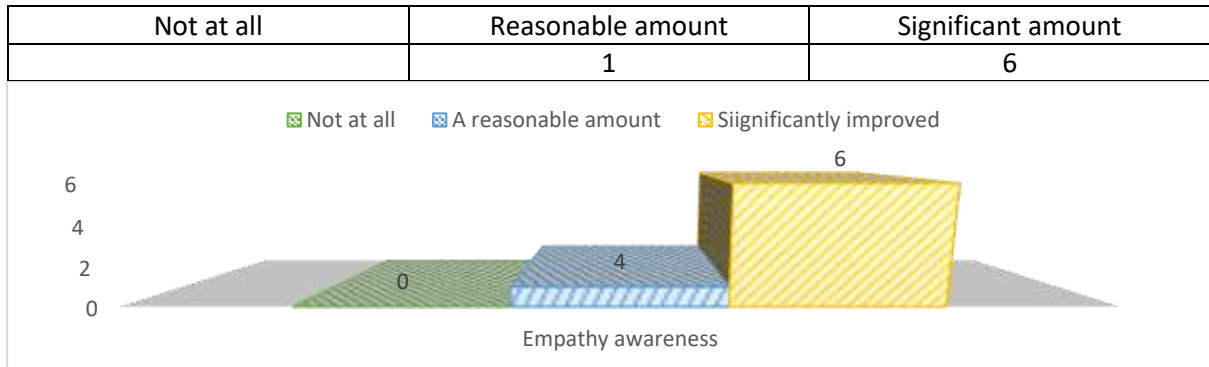
2. How would you rate the content of the training day?



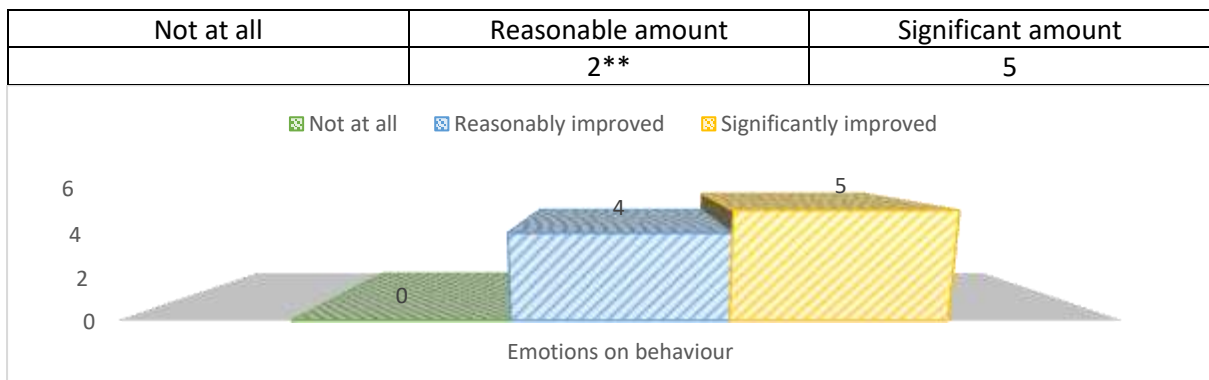
3. What will be your take away point from today's session?

- To listen well, more reflective
- Always try (in the moment or reflectively if not possible) to stand back and think about their 'Funnel of Life'
- It will help me think about how to react to situations and provide me with more tools to help if needed by others
- Listening more – active listening and not being a fixer
- Think about others' 'Funnel of Like', and my own
- Empathy does not mean you are agreeing
- Consideration on people's lives are having an effect on them – particularly when they respond differently to how you expect 'Funnel of Life'?

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

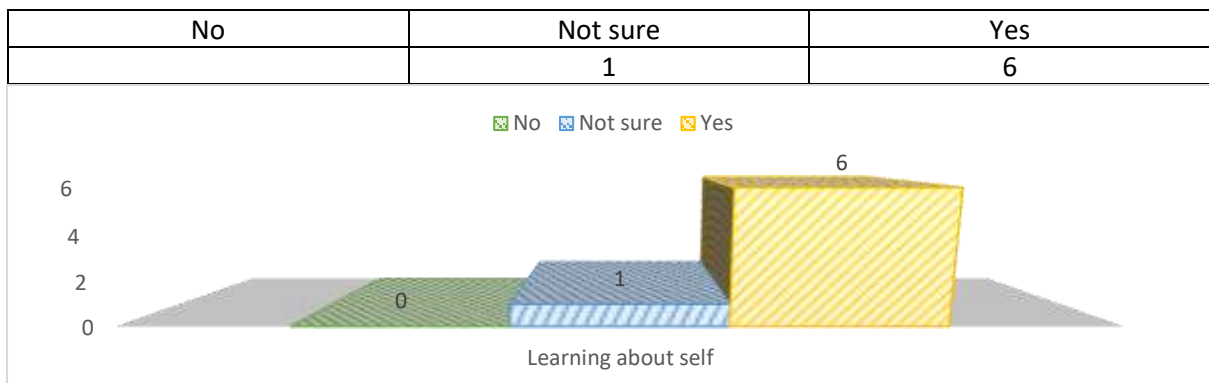


5. Are you more aware of the influence of emotions on behaviours and communication?



** Empathy a big part of my role so had a lot of previous experience

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



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

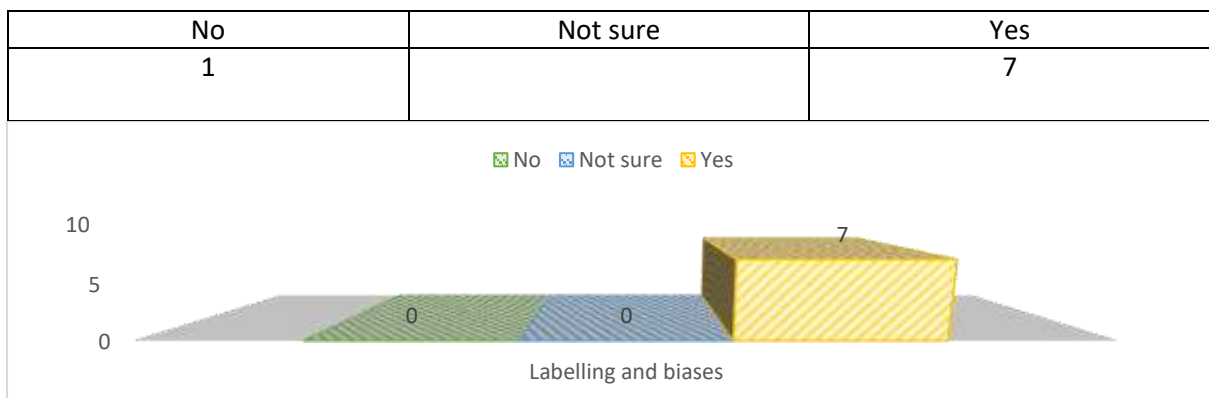
- Not to let just my emotions impact on the way I think about different situations.

- It's about perspective and thinking more of the other. They may be having a really bad time.
- Not to use sympathy instead of empathy / look at the person as a human being with real issues / listen more
- I am too quick to judge another's emotional situation and too slow to consider their 'Funnel of Life'
- Try not to judge by behaviour you see – the 'real' person can be completely different

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

No	Not sure	Yes
		7** (* I person said definitely)

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

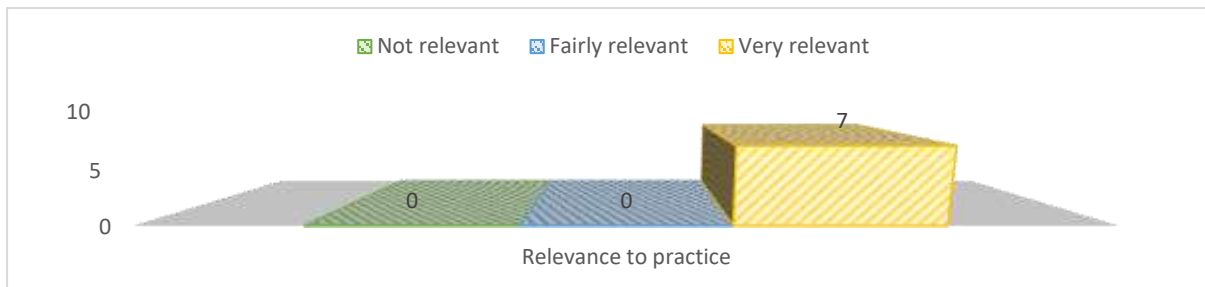


9. Name one thing you will do differently since having the training?

- To observe and ensure that Negative Freedom does not adversely affect people in my role.
- Make sure that I mindful of their 'Funnel of Life' If I can't do it in the moment, reflect.
- I do care and listen but there are times when perhaps my focus shifts – I will look to change this and try and give more 100% at all times
- Develop that human relationship when empathising
- Look for key emotional aspects of others' communication and respond empathetically
- Put myself in the other person's shoes 😊 more often
- Consider and identify bias

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

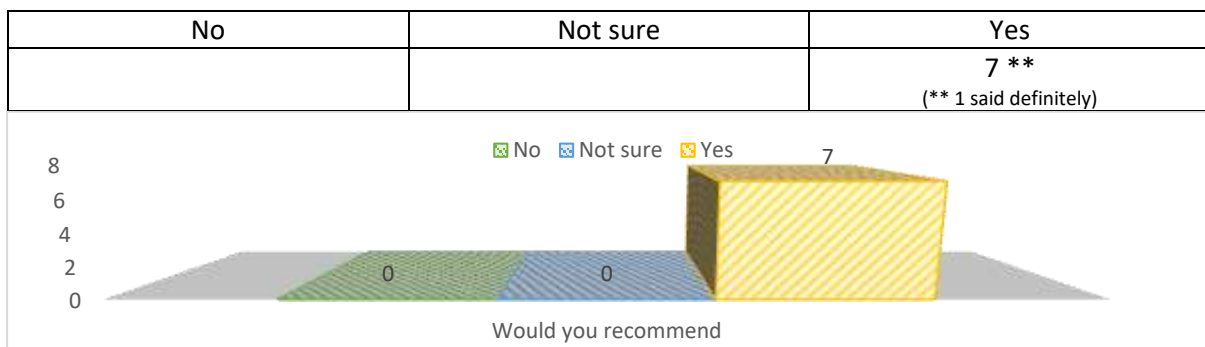
Not relevant	Fairly relevant	Very relevant
		7



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

- Anyone who works with people
- Definitely all healthcare and public sector staff
- Definitely open to managers but open to all who would feel the benefit and help others across all areas
- Clinicians (nurses)
- Trust boards/ CEO's and Directors from Senior Management teams
- Everyone. It's about people's skills generally and becoming a more effective leader
- Will encourage others in division to attend

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



Extra comments

- Thank you Carolyn