



EVALUATION OF LEARNING

Measurement Report

A Journey Through Leadership Using Empathy

Leading with Empathy, focussing on psychological safety, civility, and cognitive bias

C&C Empathy Training Ltd

Session Title: A Journey Through Empathy.

Date Delivered: 17th July 2025

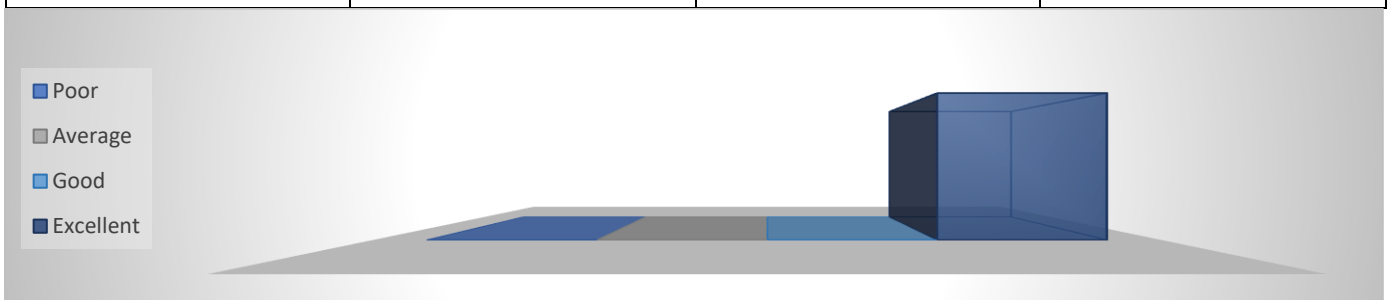
(Delivered face to face 9am – 4.00pm Training carried out by C&C Empathy training LTD)

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

- Fantastic! Carolyn was one of the most engaging and brave presenters I have very had to deliver training (in 16 years as a nurse).
- Excellent look at empathy – I really appreciated the candour of the personal journey and how things related to empathy in healthcare.
- You are a fantastic speaker. I learnt a lot with being as it came from a personal experience.
- Great to take time to reflect, discuss and muse without great detail on scenarios, but mor to unpick concepts and challenges.
- Interesting and useful.
- Good – very emotive.
- It was a well organised and ran programme allowing interaction.
- Very positive from something so terrible.
- Excellent. Really thought-provoking, even though I am clinging onto the right-side hand of Simon Baron Cohen's Bell – 'Curve' by my fingernails.
- Interesting and valuable.
- Really thoroughly planned and executed. Impressive ability to remember names.
- Very inspiring day, good to have time and space to reflect, helpful skills to transfer to home, work and social situations.
- Excellent training – really engaging.
- Really interesting – so well taught. Engaging and thought-provoking. Thank you for sharing your story.
- Excellent. Summarised well – things I have learnt on Psychological Safety, Civility and difficult conversations.
- Really powerful. I have done some of this training with Carolyn at a previous Trust but still found the shole day engaging.
- This was a fabulous day. It was personal, engaging and very thought-provoking. What an incredible speaker and lady

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

Poor	Average	Good	Excellent
0	0	0	17*

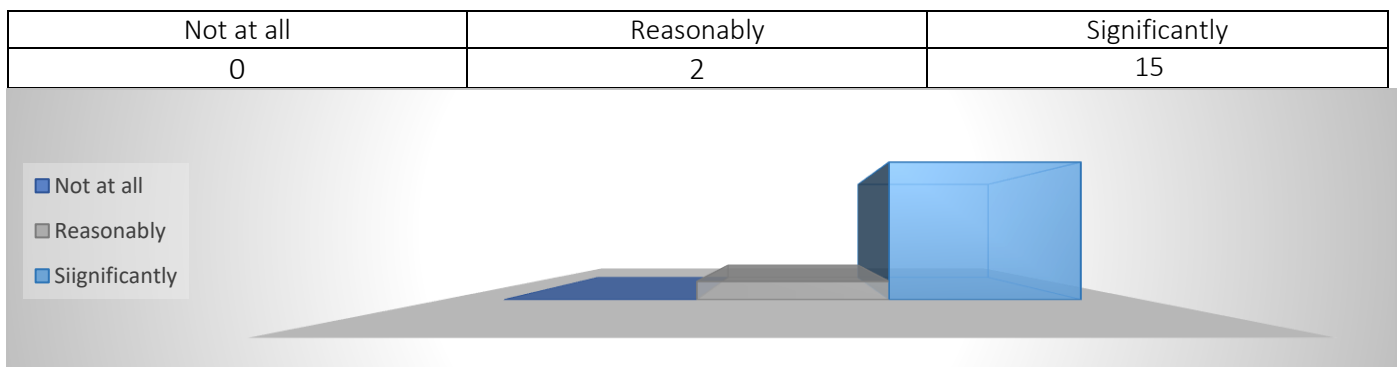


*Some attendees double marked as Excellent.

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

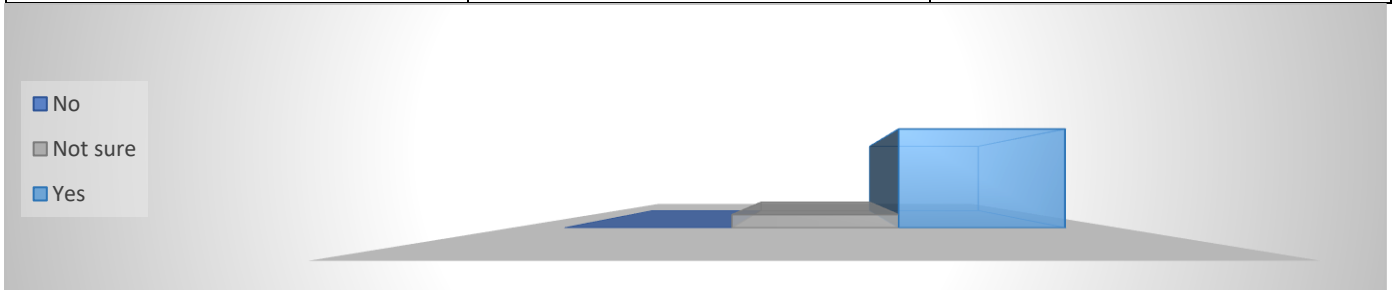
- The power of empathy and ensuring a patient/person is heard and validated. To have a more curious approach in both my professional and personal life.
- Knowing limitations and giving my honest empathy.
- Empathy is quite complex! Barriers to empathy.
- Different types of empathy and uses.
- Being curious.
- Having self-awareness of own busy life contributes.
- Awareness of situations that drain empathy. Funnel of life. Understanding someone else's position to allow change.
- Trying very hard to practice empathy actively.
- you cannot pour from an empty cup and the funnel analogy, also you don't know what is going on in someone else's life (or crocs).
- To consider that other people may be experiencing different things which may affect their reactions to situations.
- Being human will have a positive impact on how patients and cares are made it feel by my interaction with them.
- Empathy verses sympathy rides – Brenee Brown, Funnel of Life – use of analogies/teaching.
- Always approach every clinical encounter with empathy – I always did that I think, but now I will do so with curiosity.
- Taking care of myself is not something I do. Currently feeling quite burnt out and need to address this so I can maintain my empathy for others.
- The 'Funnel of Life!' how to deal better with situations requiring empathy and how important it is.
- "At least.....". my natural urge is to say make things better so gave me a different perspective.

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?

No	Not sure	Yes
0	2	15

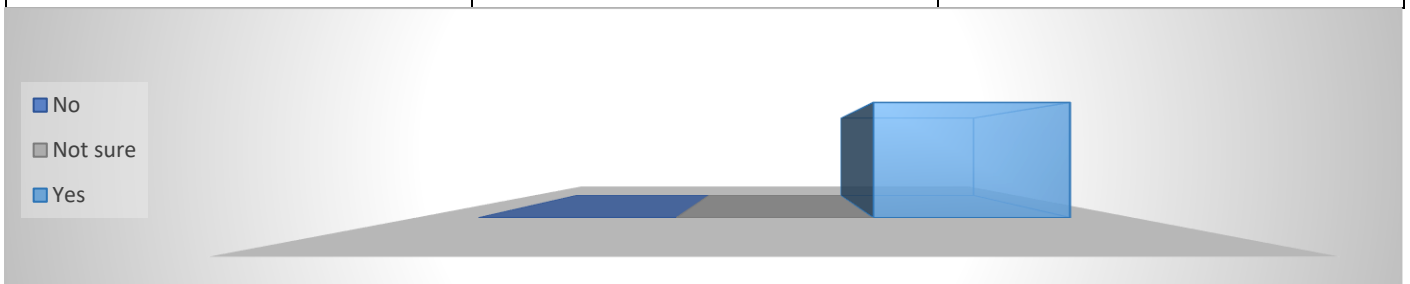


If yes, can you explain a little more about one thing you are more aware of about yourself?

- I feel I have an element of 'ruinous empathy' and now I am more aware of it, I can be mindful of it going forward.
- I can sometimes be sympathetic and not empathetic.
- Mismatched between what I deem to be empathetic verses what a patient feels.
- Importance of looking after yourself.
- Subconscious feeling/behaviours.
- That while I do some of the content instinctively, I need to practice and train on this like any other skill.
- The 'ruinous empathy' concept hit home rather. Suspect I need to work on my bravery.
- Need to be better at not absorbing too much whilst being empathic and protect own reserves!
- I sometimes struggle to keep distance re: - empathy and feeling emotional drained if I get too involved.
- Funnel of life – reducing factors before they affect my own reactions.
- That I do use empathy but realisation of The Funnel of Life being full at the moment that makes it hard sometimes.
- I need to approach every encounter with curiosity and remove any biases that may be present.
- May be sometimes I try to fix problems for people when I should just hold more space for them.

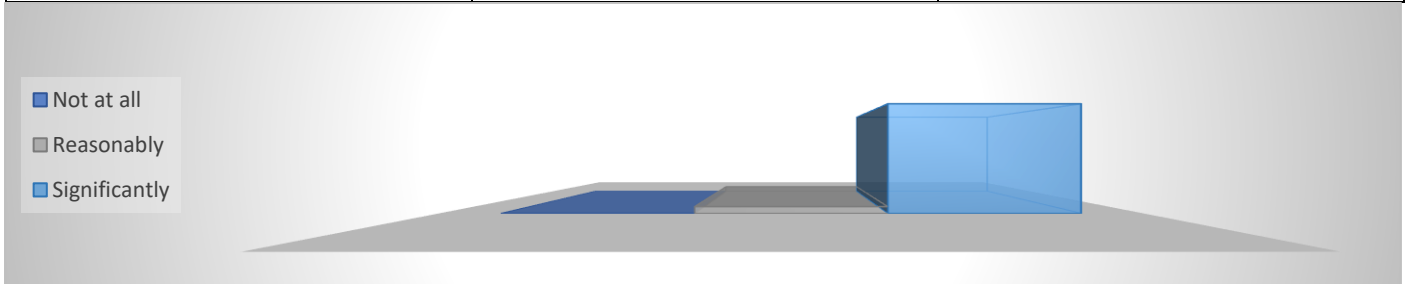
6. Would you view and/respond to someone raising a concern or more empathetically with more understanding of the emotional complexities?

No	Not sure	Yes
0	0	17



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

Not at all	Reasonably	Significantly
0	1	16

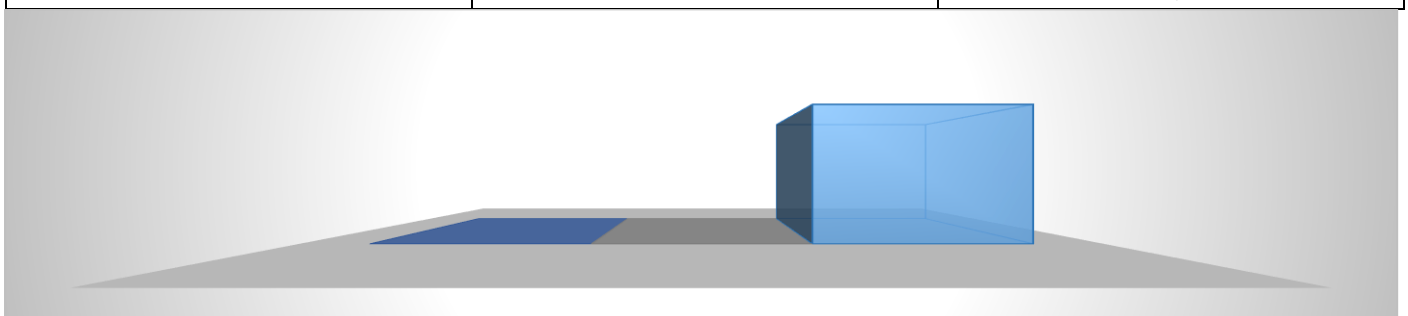


8. Name one thing you will be aiming to do differently following attending this session.

- Leading with empathy, holding it at the forefront of all I do and prioritising it within my daily role.
- Be more open and honest.
- Try to appreciate the 'before' – the things that people bring to a scenario that were more in what you want.
- Looking at different factors.
- Ensure I always take a step back and look at situations differently.
- Taking a stop, breath and trying to reflect on the other persons position before starting.
- I am going to continue to work on my feelings/emotions around complaints letter/responses/the whole process in the context of healthcare and the NHS.
- Use the term/phrase 'Tell me what the optimum outcome here FOR YOU would be'.
- Acknowledge peoples' emotions. Refrain from judging people – instead try and understand their perspective/context
- Think before sending emails if feeling emotionally influenced.
- Use of terminology in difficult conversations and non-verbal communication.
- Really try and think more about the reason behind people's responses/behaviours.
- That people may display behaviours that could be perceived as 'difficult' might actually be going through stuff and may just need to be heard/seen.
- Pause before responding/relating. Consider all contributing factors.
- Be more aware of everyone's funnel!

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

Not relevant	Reasonably relevant	Very relevant
0	0	17

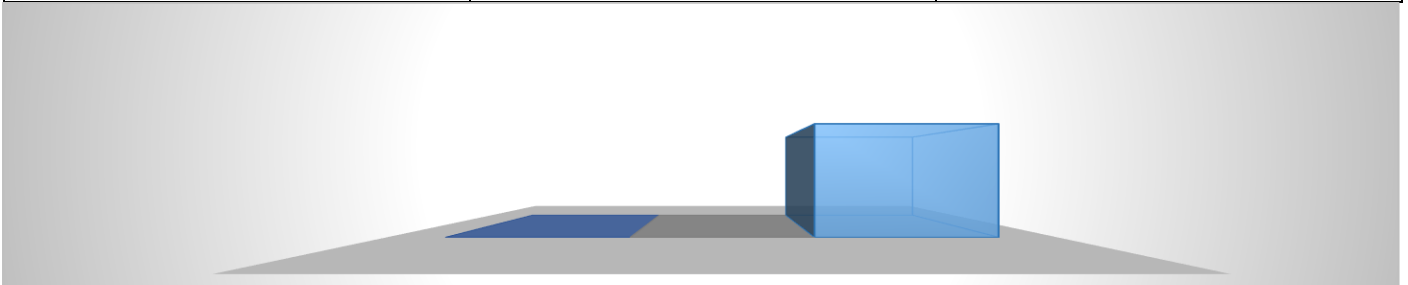


10. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- I feel this should be universal, it would be relevant in all employment/senior schools but especially for all healthcare staff.
- All staff.
- Trainers/mentors – eg more supporting doctors in training.
- Many companies across all areas of work.
- Everyone.
- Everyone.
- Everyone.
- All staff members within the NHS.
- Everyone!
- Everyone that works in the NHS.
- Everyone! Certainly, in my department.
- Everyone.

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

No	Not sure	Yes
0	0	17



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?

- I would advise them to attend, no matter what job role or personal circumstances it is 100% relevant and relatable.
- Informative and practical, helps you understand what/how we can do things better.
- Time away from clinical work to reflect, unpick, delve deeper and be a little vulnerable within a safe space.
- Helpful and interesting training.
- If you are dealing with people and communication this is vital to your role, this is a very thought provoking and powerful.
- Useful reflective opportunity and worthwhile attending.
- Do it!
- If you don't think you need to go you DEFINITELY need to go. Similarly, if you don't fancy a day talking about empathy you need a day taking about empathy.

- Powerful and engaging which also promote some self-reflection.
- Go and don't be reserved.
- Inspired deep thought and reflection, whilst some of the concepts I already know this deepened understanding and how much empathy can influence workplace relationships and practice.
- It is a very powerful course with great practical tips/thoughts.
- Excellent training.
- Try it – very engaging and helpful. Very powerful.
- “You need this training – trust me”.
- It gives an opportunity in a safe environment to challenge yourself and your thinking/actions/understanding.

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

- Nothing – I have never attended training like is before where I would not change a single thing.
- No, thank you.
- Possibly less reading direct from slides.
- Im one of the rare people for whom background music paralyses my thinking! But happy to go with the majority – lots of people find it helpful.
- No.
- No.
- No.
- No.
- No.

Any additional comments:

- Wonderful session – thank you so much for your bravery and openness, I found it emotional but so useful and fulfilling.
- Wonderful day!
- Session length.
- Thank you for sharing your story 😊
- Very good course and day, thank you.
- No.
- THANK YOU! So very powerful and thought-provoking.
- Thank you for sharing your experience with us.
- Thank you, Carolyn, really impressive ability to share your personal story for hopefully the improvements of everyone's experience of healthcare and quality of healthcare.
- Thank you.
- Thank you for your honesty.