

Session Title: BE HUMAN Model – Developing Emotional Resilience and Guarding Against Compassion Fatigue

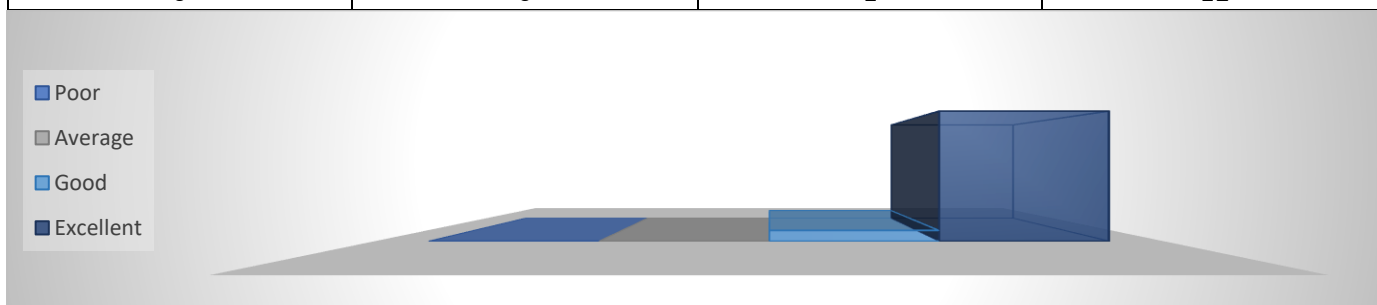
(Delivered Face to Face 9am – 3.30pm Training carried out by C&C Empathy Training LTD)

1. What was your overall impression of the course?

- Provided some really useful tools for resilience.
- I felt as though during work I can be slightly heartless and not put my clients’ feelings into consideration, this training has helped me with looking at everyone.
- I really enjoyed the course and will take lots away from it.
- Excellent, thought provoking and fun.
- Very good and insightful.
- Informative session on different types of empathy.
- Informative and empowering.
- Enjoyable and thought provoking.
- Very useful and informative – much to think about. Put into practice.
- Very informative. Tough subject presented in engaging and good way.
- I found it very good – I was engaged throughout and found it useful.
- Very interesting and engaging session.
- Very good.

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

Poor	Average	Good	Excellent
0	0	1	12

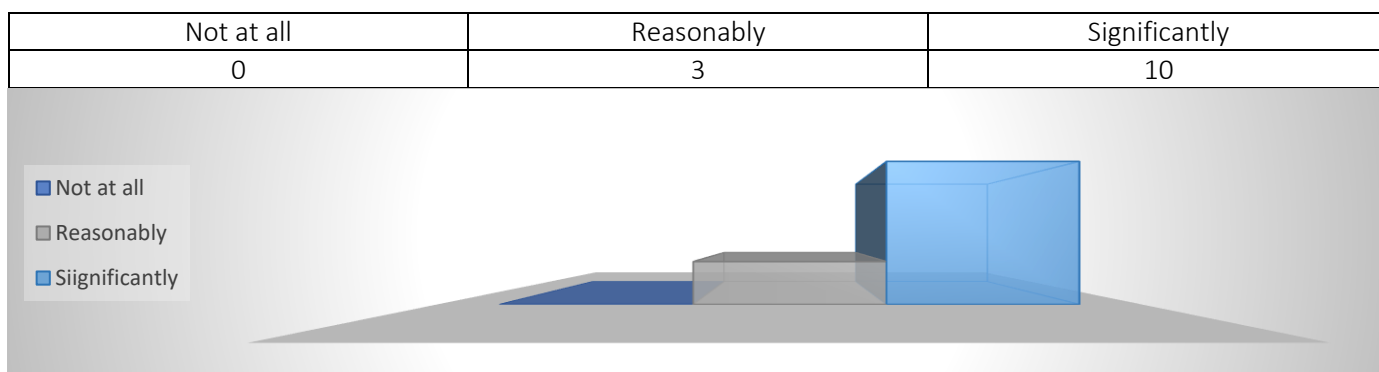


3. What will be your takeaway point from today’s session?

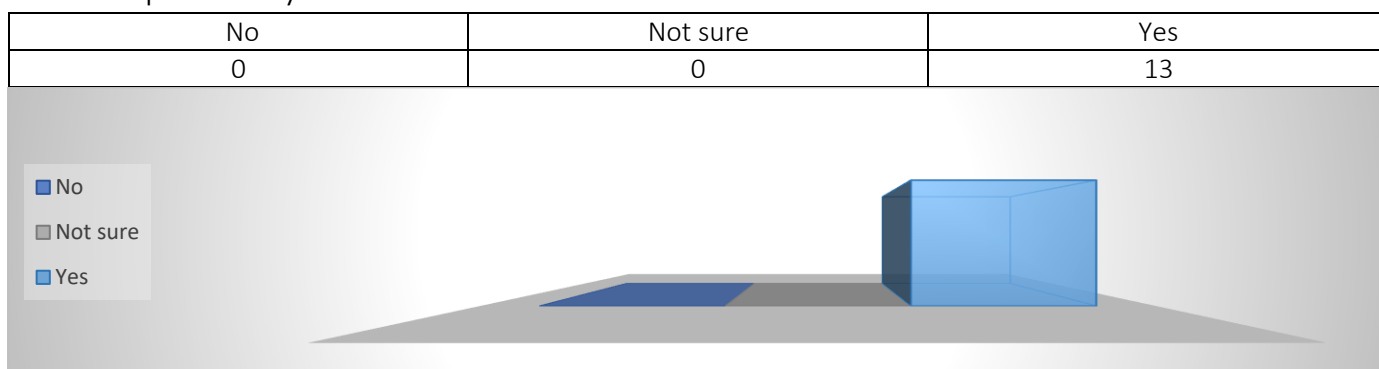
- To look after myself too.
- Self-care.
- The need to assess the situation of myself similar to how I would a case.
- Coping methods and ways to deal with situations.
- Challenging behaviours/impact/feelings and understanding.
- Reframing/3-1 balance.
- The 1 to 3 balance model –for personal use and work though
- Reframing!
- Always smile 😊 Always tell myself what is going wrong and frame-working it.

- Be kinder to myself.
- The importance of keeping this at the front of my mind.
- Recognising empathy to others
- A lot of thoughts.

4. Has your understanding/awareness about emotional resilience and guarding against compassion fatigue been enhanced following this session?



5. Have you learnt something new about yourself/more aware of, either professionally or personally?



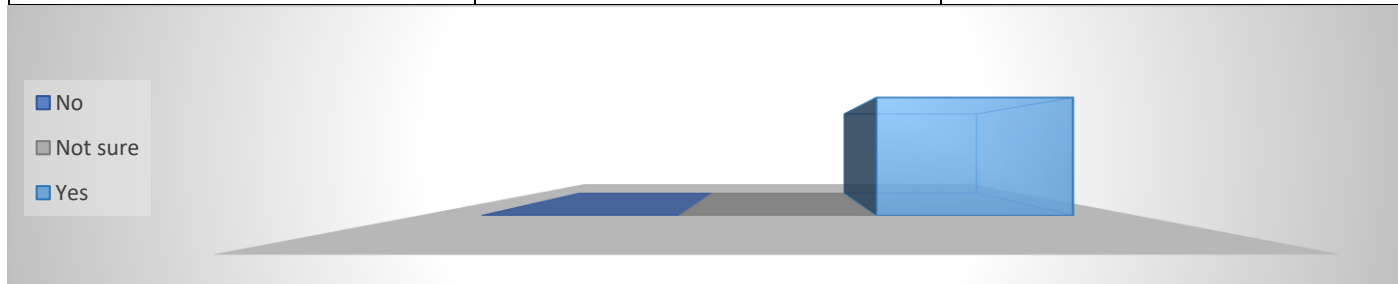
If yes, name something you are more aware of about yourself?

- I can put a positive spin on things and think differently.
- I often forget about self-care or put it bottom of the pile.
- My vulnerabilities to help others without helping myself.
- More aware of situations around myself.
- I was already well aware of how I can struggle with some things emotionally or controlling my emotions, but I feel I have learnt how I can improve on this!
- I look to much at what I have not succeeded at, rather than what I have.
- I need to think about my own self-care.
- Self-care and to avoid compassionate fatigue.
- That I am more resilient than I thought I was and have automatic responses and coping methods.
- How you impact on others.

- How I explain things.

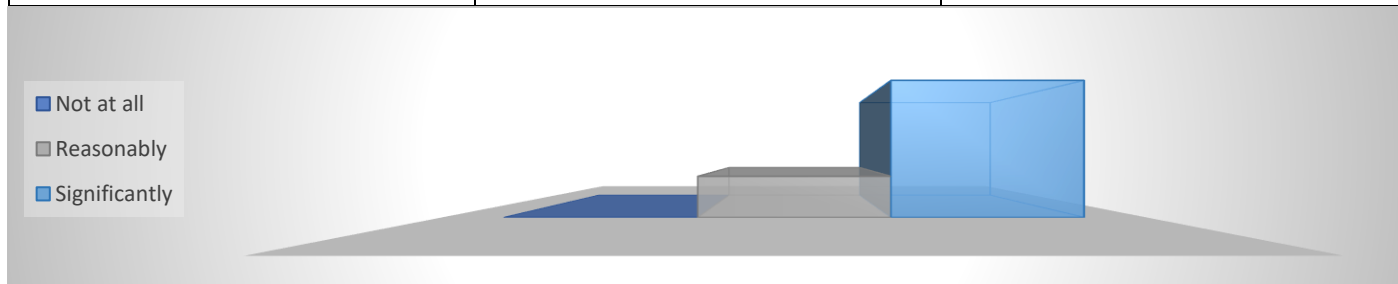
6. Do you have more appreciation of how emotional resilience and long-term empathy engagement are connected?

No	Not sure	Yes
0	0	13



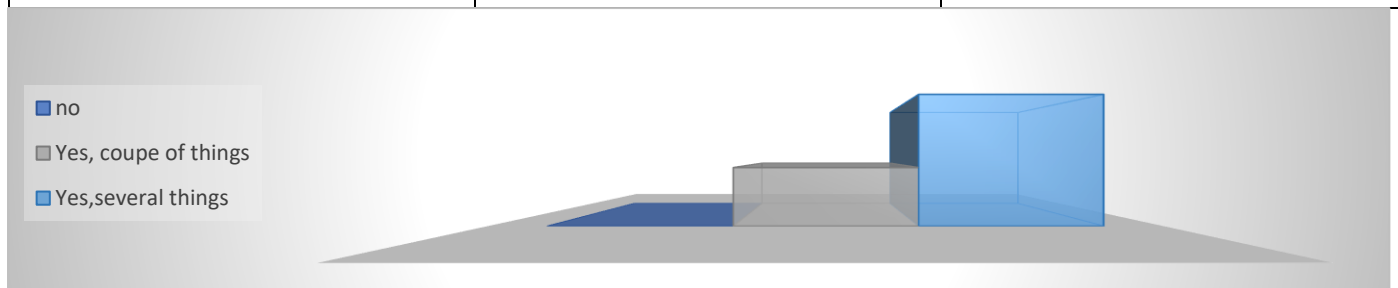
7. Are you more aware of the influence that our own belief systems and thoughts can have on emotions, behaviours, and outcomes?

Not at all	Reasonably	Significantly
0	3	10



8. Have you learnt things to support you to continue to develop your own emotional resilience and outlook?

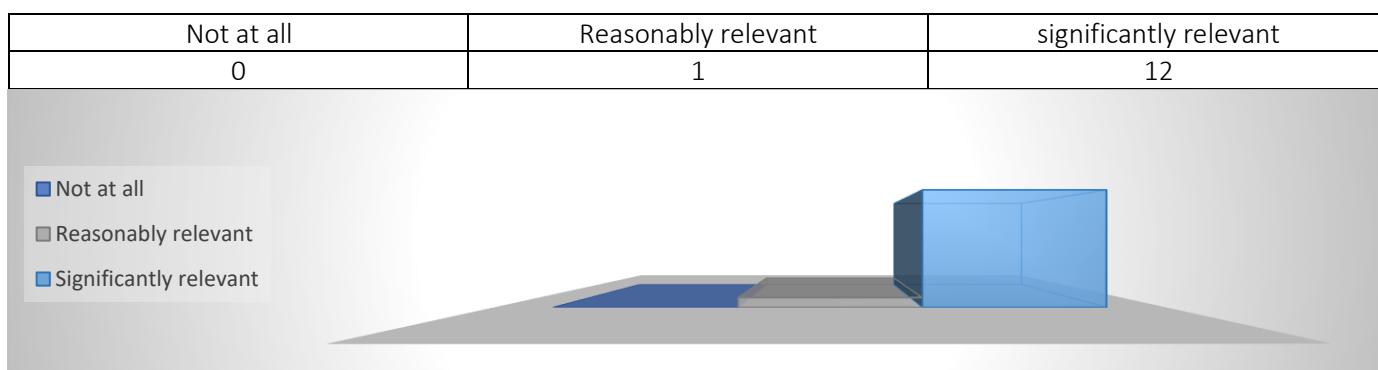
No	Yes, a couple of things	Yes, several things.
0	4	9



9. Name one thing that you will be aiming to do differently since having the training.

- One in three balance model.
- One to three balance model on daily basis.
- Look for positives.
- Deal with people on an individual abases instead of the whole picture.
- 'To make time'.
- Focusing more on what I am doing well.
- Being more aware of 'choosing' how to react to things that happen.
- Not to absorb other feelings but empathise.
- Emphasising others.
- 1 to 3 methods of recognising what I have achieved over what I have not.
- Reframing situations both at work and homelife.
- Listening more.

10. Do you feel this training has been relevant to your professional and/or personal development and practice?

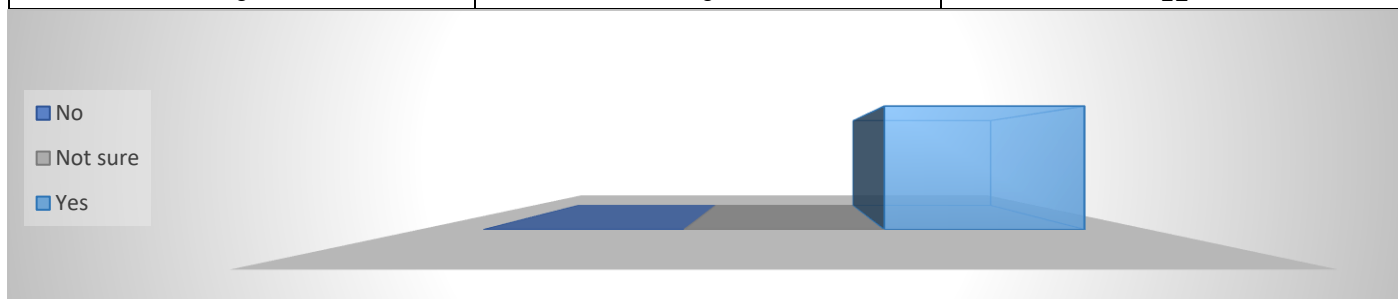


11. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- Anyone who feels they are struggling and juggling.
- Everyone!
- Everyone.
- Unison exec team and generally most teams.
- Other teams in building, managers at different departments.
- Anyone and everyone.
- Me more than anyone, but then that will knock on to family, colleagues, and clients.
- my colleagues.
- Any first line staff dealing with public.
- Everyone in any workspace.
- Everyone.

12. Would you recommend this training to colleagues?

No	Not sure	Yes
0	0	12



13. What would you say to a colleague unsure about attending this training session?

- How helpful and insightful it is.
- Do it, you will not regret it. It is a real opportunity to gently look at yourself in a non-intrusive way.
- Attend with an open mind and be prepared to learn a lot.
- It has been a useful course and opened my eyes.
- Put aside any doubts about its relevance and give it a try.
- It will give you tools and understanding in both professional and personal life.
- To definitely have a go, it will change you way of thinking.
- Open mind and active listening.
- That it is a course that is beneficial in life, not just for work.
- Go, it will be enjoyable.

14. Is there anything carolyn could have done differently to improve this training?

- No, set at right pace and content.
- No.
- No.
- No.
- No.
- No.
- No. Very good, live music in activities as did not feel people were listening to us.
- No.

Any additional comments:

- Carolyn you were engaging and a pleasure to learn from. Thank you so much!
- Really enjoyed this training and found the humorous aspect really helped.