

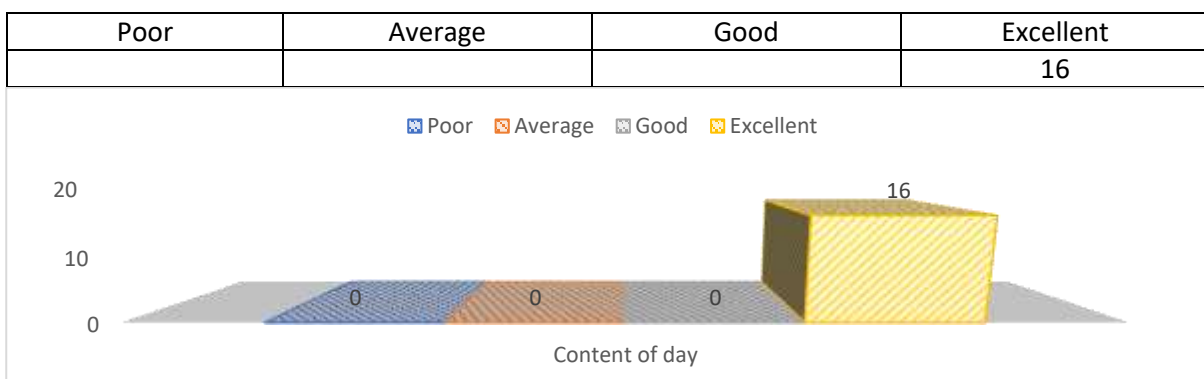
A Journey Through Empathy and Emotional Awareness 16th December 2019, NHFT

(The course started at 9.30 and concluded at 4.00. Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- Was a really important learning session
- Thought it was really good and interesting. Trainer was lovely
- Very worthwhile training. Something that needs to be discussed more!!!
- Very well structured and pre planned
- It was aa very relevant training session.
- Interesting/thought provoking
- I found it very engaging, especially the group activities
- I enjoyed the training. Different format to other training that I have attended
- Very informative, making you think about the way I interact with people and the affect it can have on others
- Really organised and informative. Amazing !!
- Very helpful, insightful and enlightening, although it was an emotional experience, development and empathy are a good quality when it is used to offer help and support
- Very good. Looked in depth at empathy
- It was very interesting, helpful and a lot of information about empathy and good use of putting into perspective with a real life situation
- Relevant
- Very informative and interesting – very good how personal the training is.
- Very informative and engaging

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

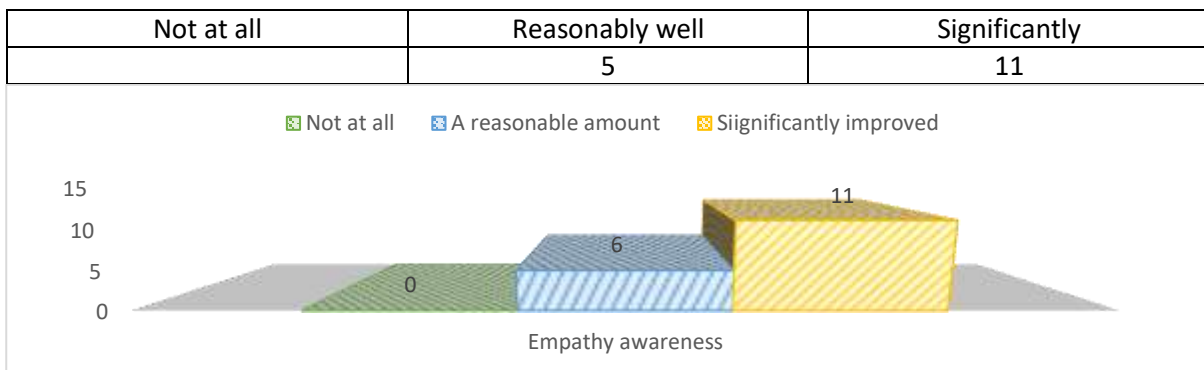


3. What will be your take away point from today's session?

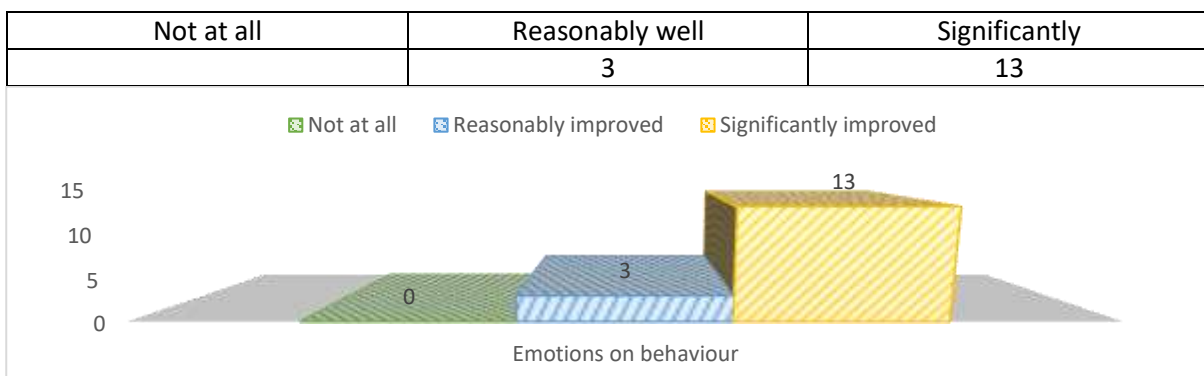
- Communications and emotions
- Empathy is important in our daily work with patients
- I have knowledge on empathy and difference between empathy, sympathy and apathy
- Do not fix – empathise and understanding individuals perspectives – not molding
- I have some knowledge, but apathy wasn't one and studying a diploma makes this great to take away.
- Remembering self care

- That it is ok to not always be able to be empathetic all the time and walking away from the situation could be the best thing allowing someone else to support and take over.
- People go through different stages in their lives, their behaviours don't always show their character.
- Reflecting on how I communicate with others
- Empathy and compassion is at the core of everything we do as nurses
- Personal resilience and remain calm
- Always reflect and empathise
- That it is ok to slip and lose empathy as long as you recognise it.
- To know it is ok to find empathy hard and be less empathetic but need to be aware. Also the difference between empathy and sympathy
- All of it

4. Has your understanding/knowledge of empathy and emotional awareness been enhanced following attending 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? On half day sessions this is not as relevant owing to self-development time, but left in for the opportunity for any personal reflection

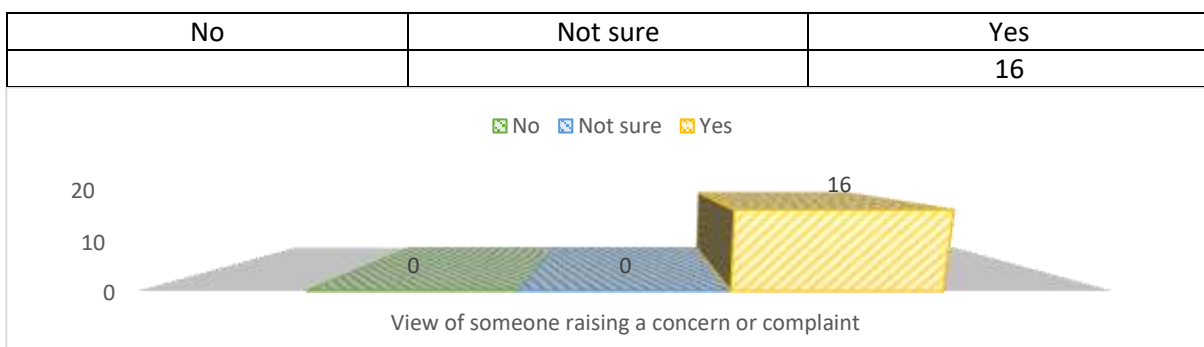
No	In some areas	Yes
	1	15



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

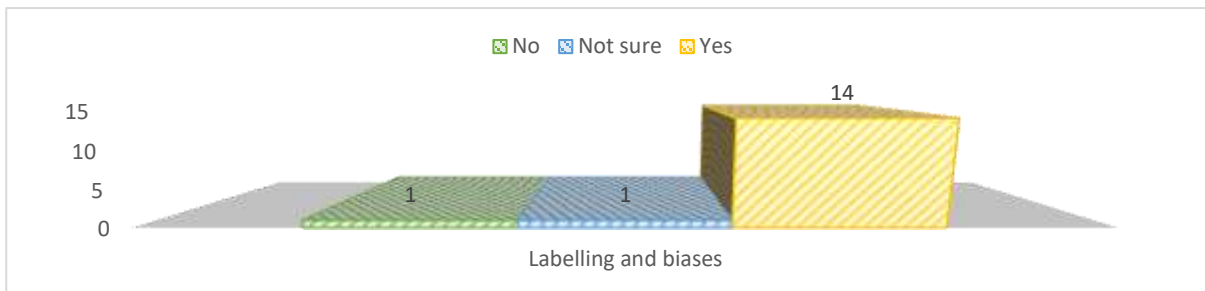
- A good reminder that we have to think about others' experiences, not only our own
- That it is ok sometimes to not always understand others
- Always learning both personally and professionally, excellent days like today, help with this
- That am more empathetic than I realised
- I let myself care so much about how others feel, I forget to remember myself
- I need to be more open and less reserved
- That I need to actively practice empathy and putting self into another's shoes
- That I do not always think about what others have going on in their life, but I need to
- How powerful emotions are
- That I make time on empathy for others' but I do not evaluate or appreciate my own self care
- Wanting to 'fix' people may be a reflection of caring, but is probably not always in the individual's best interests
- Different questions that I can ask about a situation and dealing with a difficult situation
- Professionally – look at the whole picture

7. Would you view someone raising a concern or complaint more empathically after the training? (Optional for this specific training day)



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

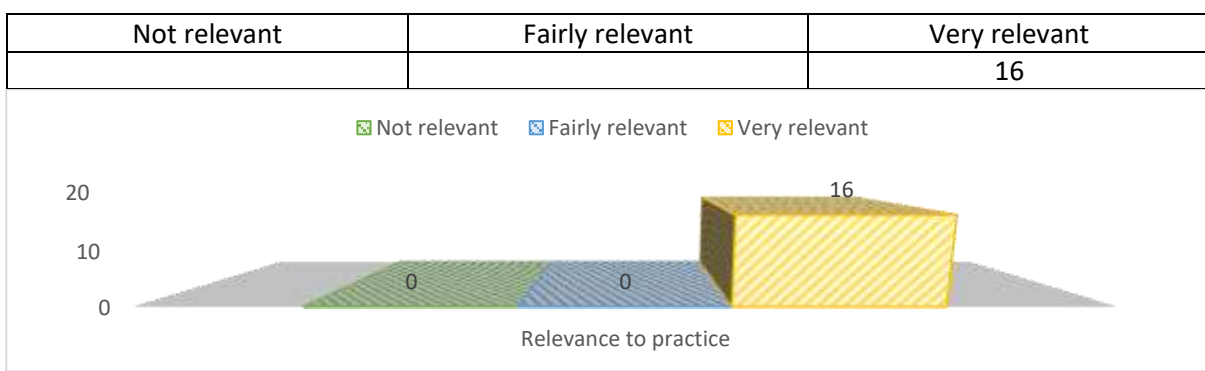
No	Not sure	Yes
1	1	14



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

- Not go on first impressions
- Remember there are emotions under someones' behaviours
- Be more mindful
- Being constantly aware, especially about biases.
- To see others perceptions/views
- To be more empathetic
- To recognise when I am not being empathetic, work out why and re-evaluate my approach/attitude
- Putting myself in other peoples' shoes
- Understanding people differently
- To say I understand less, changing my words to acknowledge feelings instead
- Listening more effectively
- Not to make assumptions based on my own views and beliefs
- Being more empathetic, less sympathetic
- Raising a concern in a more empathetic manner and acting on concerns raised.
- Judge less – listen more

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?

- Everyone!
- All health professionals and non clinical positions such as receptionists
- Everyone
- I am studying counselling therapy at college for a diploma and I think this is a good eye opener for that course and will be a useful tool

- Community services – would be beneficial for all staff to attend, especially in terms of complaints etc
- A training day to all student nurses as part of the degree to understand empathy and it's place within practice
- All healthcare professionals
- Staff, all healthcare professionals and patients
- Th entire world –including the postman!
- Anyone! I think everyone needs this training
- Everybody with contact with patients
- All groups, especially those who have little interaction/practice with people
- Anybody who works in the community

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

