

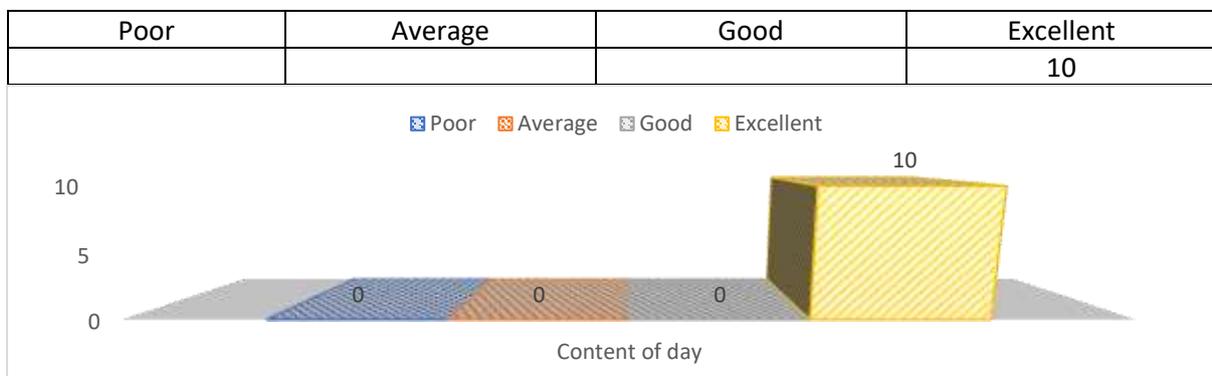
## A Journey Through Leadership Using Empathy 21<sup>st</sup> August 2019, Northampton

(The course started at 9.30 and concluded at 1. Training carried out by Carolyn Cleveland)

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

- This training made me think of the views of patients, staff and family
- Very good and thought provoking
- Brilliant few hours, very engaging
- I have found this training very insightful, courageous and thought provoking
- Engaging, thought provoking and worthwhile
- We've gone through some incredible emotions and overall, I feel carolyn has enabled me to understand more about emotion evolution – it was brilliant (in short)
- Very good and informative. A good balance of material to ensure the session remained positive despite the difficult subject discussions.
- Really unique to have a lived experience as the theme for the day – this should be done more!
- Excellent – thought provoking and emotional!
- Fabulous, thought provoking, motivational, emotional, moving, inspiring.

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

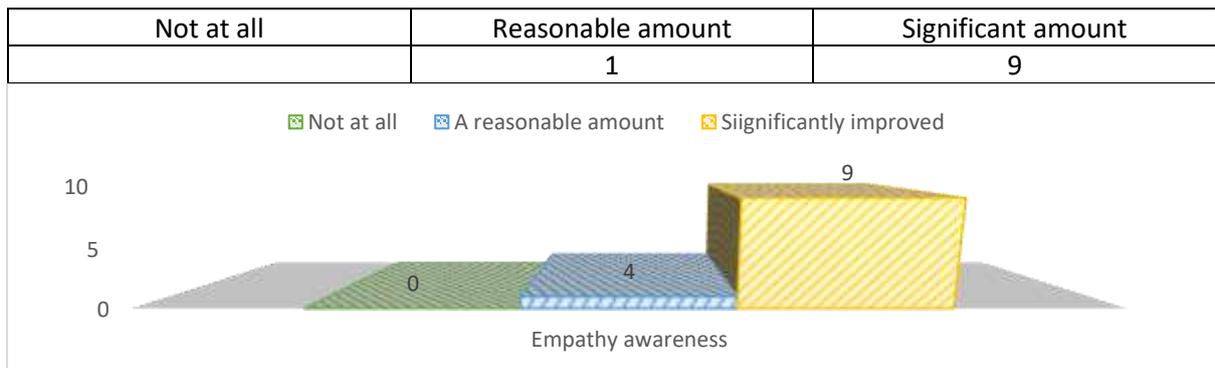


### 3. What will be your take away point from today's session?

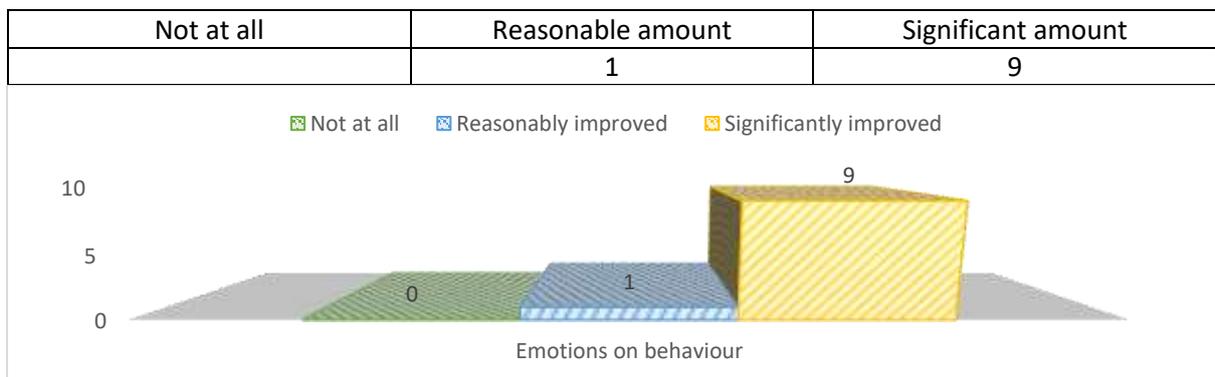
- Using empathy, and I can't fix everything.
- To not judge people's reactions/moods, instead, empathise with that person and try and understand.
- The importance of empathy (being empathetic to myself also)
- Thinking about my own emotional intelligence and how I am in the workplace
- Self-care and its importance
- I need to manage my emotions before I strive to help others. Getting lost in emotions doesn't help everyone.
- How to show support to both staff and patients and the importance of self-care
- That empathy is a skill, as well as an emotion used every day.
- Remembering the 'Funnel of Life' and how it can impact on individuals.

- Self-care – the ‘Funnel of Life’ – useful tools in my new job

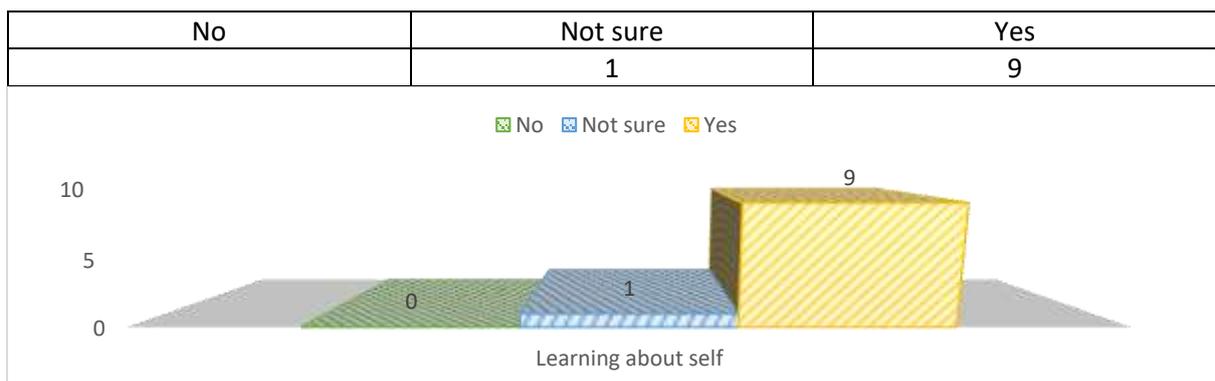
#### 4. Has your understanding/knowledge of empathy and emotional awareness improved following this training?



#### 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:**

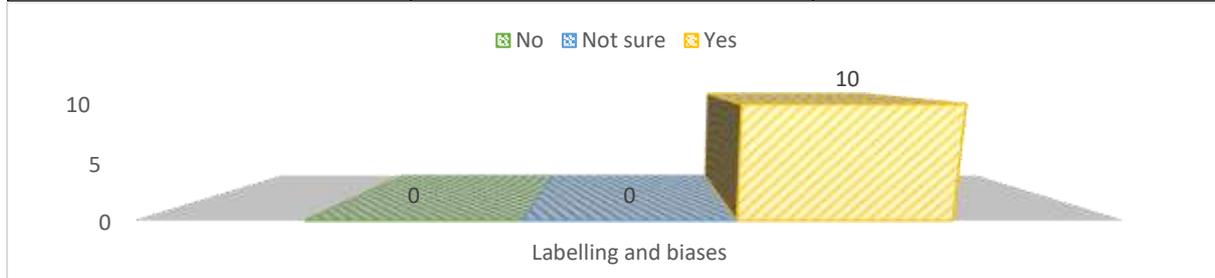
- My approach
- Not to hold the glass of water for too long
- That I have some empathic traits already but can always build on them
- I can confuse sympathy with empathy. I don't need to be sympathetic instead I need to separate my feelings and others
- I won't always be able to solve problems/know what to say to people but that's ok
- Not to try and fix all of the time
- How I can affect other people's feeling/thoughts/The need to be resilient and have self-care to support others
- What I think about myself/what others think about themselves.

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

No	Not sure	Yes
	1	9

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

No	Not sure	Yes
1		10

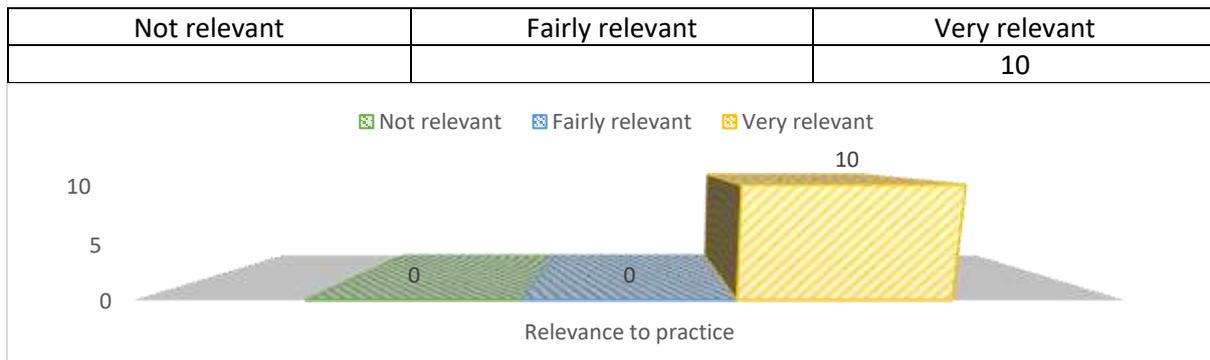


**9. Name one thing you will do differently since having the training?**

- Encouraging apathetic colleagues to book on this training!!! And look after myself more.
- More empathy in 1-1 meetings and patients raising concerns
- To avoid labelling/making snap judgements. Everyone is fighting a battle that you can't always see
- I know how important it is to give people the time that they need and the importance of empathy
- Being more emotionally aware of others 'Funnel of Life'
- Looking beyond just what people say and how they behave to achieve better communications and relationships

- Look after me a bit better and concentrate and validating my own emotions rather than brushing them aside to deal with others first
- Don't say 'at least'
- Not to be too quick to judge
- Try not to be judgmental when observing behaviours. Use more open ended questioning when discussing, to be empathetic rather than sympathetic.

### 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?

- Managers
- All trust employees
- Everyone!
- Line Managers
- This should be a full day training session. The emotions experienced are incredible but would like the full day.
- Anyone would benefit as useful for both personal and professional
- All whom I work with, including patients' relatives
- Everyone!!
- All
- Social care/GP's/Medical professionals from all disciplines/teachers

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

No	Not sure	Yes
		10

#### Extra comments

- Thank you so much for sharing your story Carolyn 😊
- I would definitely recommend
- Absolutely would recommend
- One of, if not the best leadership course I've ever attended