



IDEAL FOR... All involved with NHS Complaints, Patient safety, PSIRF, Complaints Standards Framework, Duty of Candour, PALS, investigators, and anyone involved in quality, patient experience, managers, executive teams and frontline staff

A JOURNEY THROUGH COMPLAINTS & INCIDENTS USING EMPATHY & COMPASSIONATE ENGAGEMENT

Linking into PSIRF, Complaints Standards Framework and Duty of Candour

NHS
FRAMEWORK
APPROVED
TRAINING



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts and providers, BMI Healthcare, National Coroner's Officer Training Programme, NHS Resolution, GP surgeries, NAPICU, AvMA

A Journey Through Complaints & Incidents Using Empathy & Compassionate Engagement

Linking into PSIRF, Complaints Standards Framework and Duty of Candour

Description: This one day session of experiential learning not only identifies what empathy is but enables those attending to 'feel' empathy, recognise compassionate engagement and involvement, analyse it, and understand the emotional complexity of complaints and incidents on a deeper level, to understand WHY it is so important, to create a just, compassionate and psychologically safe learning culture and protect personal well-being.

The session will take empathy out of the text book and into real life as delegates go on a journey of empathy and emotional awareness and the importance of both these things when working within complaints, patient safety incidents and vulnerable people in the process to engage staff, patients and families compassionately.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine how we all view things differently, exploring how our own biases and frameworks can get in the way of empathic communication and system focussed thinking. At the same time, recognising the importance of personal well-being, emotional development and self compassion in this process.



Using emotive and thought provoking material, yet balanced with the science of empathy and all important humour, the real impact of compassion, or lack of it, will be explored. Supporting staff to nurture their own existing empathic attributes, and build confidence in developing awareness of how they can enhance this outlook and communication.

Key learning outcomes:

- Understand and dig deeper into a thought-provoking journey through a complaint and incident, understanding some of the complex 'emotional data', for true learning
- Build confidence in compassionately engaging and involving bereaved and vulnerable people
- Seeing perspectives, the fuller picture, and understanding emotional motivations within behaviour and behind a complaint systems and how easily we all see things differently.
- Identifying and understanding empathic and emotionally focused thinking to understand the emotional complexities in complaints for all involved
- Learn how the 'funnel of life' can impact on our empathic communication and our own resilience, and how our emotions influence us, and impact on others.
- Understand how a lack of empathy and compassion has the potential to cause psychological harm, negatively impacting on being a just, fair and learning culture and preventing complying meaningfully with the new Patient Safety Incident Response Framework, Complaints Standards Framework and the Duty of Candour
- Build confidence in knowing what empathy is and what it isn't, to be skilled to use compassionate empathy in a reasoned way, but create the optimum mind-set for a personalised approach to responding to a complaint.
- Identify and explore the difference between empathy, sympathy and apathy in challenging situations.
- Explore and analyse how biases and judgments in communication prevents fostering psychological safety. Understand the concept of Safeguarded Personal Resolution (SPR[®])
- Understand yourself better to safeguard your own mental health and personal well-being.

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTL5)

Carolyn, has a background in psychology, counselling, and conceived C&C Empathy Training from her direct experience of patient safety issues, and compassionate communication failure, in the inquest system and the NHS complaints process.



Carolyn experienced the loss of a child and found many of these systems did not grasp her complex emotional experiences, motivations, or needs, following this tragic loss. This was apparent individually and culturally, feeding into staff behaviour and negatively impacting on outcomes

Carolyn is passionate about promoting long term change through training and development by humanising systems and empowering staff to compassionately support patients, loved ones, colleagues themselves, all carried out in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions, empathy and compassion in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in the process and in vulnerable positions, as well as staff personal emotional responses and well-being. Those who have worked with Carolyn include many NHS and private organisations, NHS England, NHS Resolution, legal firms, Ministry of Justice and she worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This is joined together with her academic study, analysis and personality, along with her belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital, and supportive in long term positive change and development, both individually and culturally.

TESTIMONIALS

As a trained and (previously) practising Family Liaison Officer, interviewer for serious and complex crimes, specialist interviewer for children and a SOIT (interviewer for victims of serious sexual offences), I didn't think there was much more I could learn about the power of getting communication right and the consequences of getting it wrong. I attended 'A Journey Through Complaints Using Empathy' and had my knowledge and understanding around this multi-layered topic truly opened. A thought provoking and relevant training programme for anyone in a complaints, investigations, or governance role. I highly recommend this course.

Cheryl Siggers, Experienced Manager across Law Enforcement, the NHS and Education Sector

"Carolyn presented to our healthcare team and clients on ensuring we deal with patients and their loved ones empathetically once an incident arises in a hospital setting. We all often assume we are being empathetic but it was very powerful to listen to Carolyn's case studies and personal experience, as part of her training, and consider how we can all do so much better when managing an incident. Whilst obviously a sensitive subject it was delivered in an exceptionally powerful and interesting way. There is no doubt that Carolyn's training has assisted us in managing incidents in a more human and sensitive way which will be to the benefit of patients, their loved ones and staff".

Christopher Malla, Partner, Kennedys Law

PROGRAMME: A Journey Through Complaints & Incidents Using Empathy & Compassionate Engagement - Linking into PSIRF, Complaints Standards Framework and Duty of Candour

09:00 - 09.30 ARRIVAL AND REGISTRATION

09.30 - 11.00 Session 1: Who are we really? the human connection and presence and absence of empathy and

Part 1: Feeling empathy and compassion: Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful, thought provoking, personal narrative, highlighting the presence and absence of empathy and compassion in a healthcare incident. The scene will be set to start to examine seeing the whole person, bigger picture, and the 'Funnel of Life'.

Part 2: Understanding the complexity of emotions & perspectives -the science behind our behaviour

Delegates will start exploring the world from the 'inside out' and understand emotionally and empathetic focused thinking. What is the emotion behind the complaint?

Part 3: Linking empathy and compassion and catching emotions, attitudes and ideas

This session starts to unpack empathy and looks at the neuroscience of empathy; what is happening in the brain. How static are we? How influenced are we by others and cultures.

15 MINUTE BREAK

11.15 - 13:00 Session 2: Identify potential psychological harm, (Duty of Candour) analysing compassionate engagement, (PSIRF) and a just, fair and learning culture - are we communicating Empathy, sympathy or Apathy?

Identify the difference between sympathy, empathy and apathy and how a lack of empathy has the potential to prevent compassionate engagement and involvement and cause psychological harm:

Analysing real life video case studies, natural biases and unconscious thought processes and systems will be examined. Delegates will learn how to identify how a lack of empathy and compassion in interactions can cause psychological harm that goes on long after the initial interaction and negatively affect professional relationships. Do we always get it right? What might we need? Exactly what is the difference between empathy, sympathy and apathy? And what about different kinds of empathy - linking into compassion?

13:00-14:00 BREAK LUNCH

14:00- 15:30 Session 3: understanding the emotional data and experience in complaints

Part 1: How to recognise and understand 'emotional data': Understanding the story

By focusing in on 'emotional data' and thinking about the story, delegates will use an enquiring mind, to examine the emotional experience even when something else is communicated. This session will help to empower individuals to support them in seeing and hearing the emotion, to develop compassionate communication. They will gain understanding the importance of authenticity and seeing the story of others, considering the contributing systems affecting emotions and behaviour.

Part 2: Oh and then there are personalities!

Delegates will take a humorous look at personalities along the way, and what can get in the way of empathy and compassion..

BREAK

15: 45 - 16.30 Session 4 : how to achieve a safeguarded personal Resolution (SPR®)

Part 1: Understanding and implementing a Safeguarded Personal Resolution®

This session helps professionals to understand the deeper message behind 'I don't want this to happen to anyone else', empowering them to embed the 'personal' into responses and interactions.

Part 2: Your own resilience and the importance of using reasoned empathy

This session will draw together the vital importance of self care and its relation to empathy, making sure our empathy levels don't deplete too much and to guard against compassion fatigue.

16.30 Close and further questions Please note a narrative runs throughout the day and concludes in the last session



Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD and a follow up support email.

Sessions can be delivered face to face, virtually or via E-learning.