

Evaluation, Learning and Feedback

C&C Empathy Training Ltd
2022





A Journey Through Complaints, Incidents and Communication Using Empathy

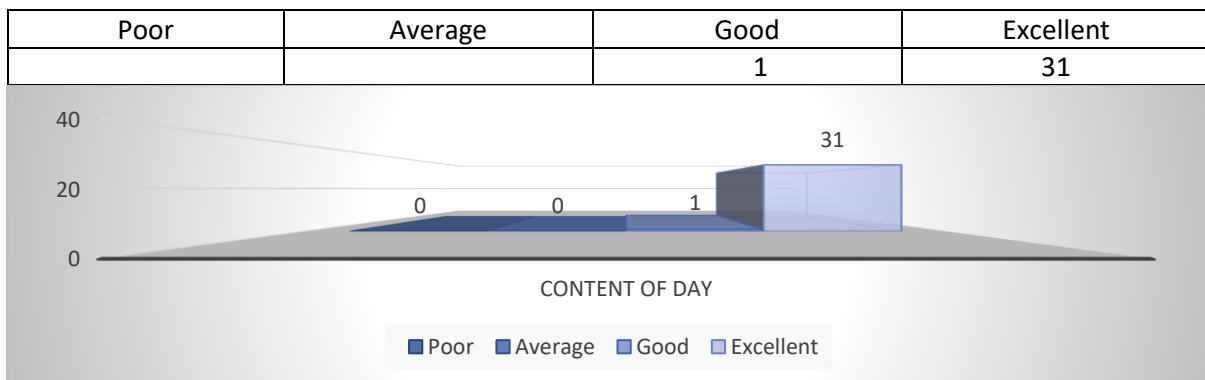
(The course started at 9.30 and concluded at 3.30 Training carried out by Carolyn Cleveland, virtually)

1. What was your overall impression of the course?

- Brilliant! Was very good and very informative. Loved it!! Thank you.
- Fantastic training, thank you Carolyn. Today exceeded my expectations despite me having a good idea and understanding of the underlying personal narrative of your experience with your beloved Sophie that ran through today's event. Your virtual delivery via Zoom, with breakout rooms, videos, and exercises, interspersed with fun exercises and laughter, was perfectly pitched and impactful.
- The course was excellent. I had no idea what to expect from it, but it was thought provoking, emotional, interactive and definitely created some compassion and empathy. Thank you for sharing your story.
- Really thought provoking and absolutely, thoroughly enjoyable.
- Thought provoking.
- Excellent, very interesting and really well put together.
- Excellent, very informative and enjoyable.
- Excellent, was not sure what to expect with the training session being virtual but it was very good, Carolyn ran the course well and was in control at all times, even with a little IT issue on her side, did not spoil the event at all – we would not have noticed had Carolyn not said so!
- Really good, very well structured, and easy to understand/follow.
- Very professionally led with lots of relevant content for my working practice. Fellow participants were proactive with their contributions also.
- Really enjoyed the course, valuable and an effective way to raise the issues discussed – a very interactive session.
- Very well ran course, especially considering it was carried out using Zoom.
- It was a great day to reflect on how we relate to the families that we care for and colleagues. Not only in how we handle complaints but perhaps every day on the ground in our services.
- Fantastic, really moving, and powerful! I thought you were a brilliant presenter. Thank you.
- Excellent, really focused on empathy, I thought I knew a lot about this but was taught so much more.
- Really impressed, especially after the year we have had need to look deeper into our own empathy reserve and experiences.
- Loved the day, the learning and how it was delivered by Carolyn.
- Very well led. Lots of different formats which helped to break the day up. Carolyn led it very well and I felt was very welcoming and approachable as a host.
- Fantastic course, probably the most real experience I have had on a workshop in the last 16 plus years. Carolyn's ability to draw on her own experience and uses this in the most positive way to change behaviour and support people in becoming better human beings is excellent. It was inspiring, interesting, engaging and so relevant.
- The course was really interesting, I found it kept me engaged with lots of different types of interactions throughout. I thought using such a personal example to link all the theory to made everything relatable and real.

- Excellently delivered.
- Excellent delivery and content. Good use of break out smaller groups for discussion. Thought provoking to relate to my current role.
- Very thought provoking.
- The training was extremely well delivered, it was relevant and informative. Gave a real insight into empathy.
- Fabulous course and I really got a great deal from it.
- Really enjoyed the course. I have been on all ends of the scenarios. It is interesting how as you reflect on situations at different times in your life you see things differently again. Thought provoking.
- Exceed my expectation, was very thought provoking, made me laugh and cry whilst proving a valuable overview of empathy which will support me throughout my career.
- I really enjoyed the day, the informal, relaxed learning made it more interactive and engaging. It focused on different methods of learning via video, case studies, cohort discussion and smaller group discussions. Highly recommend.
- This was a very well-paced, varied, and interesting course. It made me think of consider throughout. Carolyn (the course lead) was very personable, confident, and balanced in her approach. I enjoyed it much more than I expected to. Many thanks
- Excellent, very informative, useful, and interesting – really enjoyed it.
- Very enjoyable and thought-provoking content, I also enjoyed working with colleagues who I would not normally meet.
- Very informative and enjoyable.

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



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

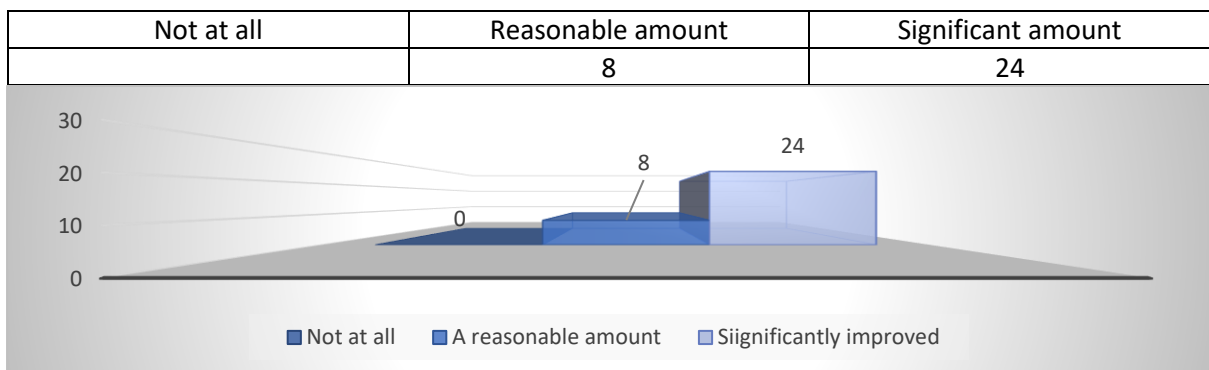
- That we are all human, we need to always think about the other persons feelings.
- How powerful it is to truly listen and understand another person's experience, situation and perceptions enables you to take a few steps in their shoes, enabling me to better communication and respond to them with empathy and kindness, in the right way at the right time.
- That we need to look after ourselves and our health, mentally and physically, to be able to truly maintain empathy because if we become bogged down by too much, we will lose our ability without even realising.
- Sometimes I am not as empathetic as I thought I was.



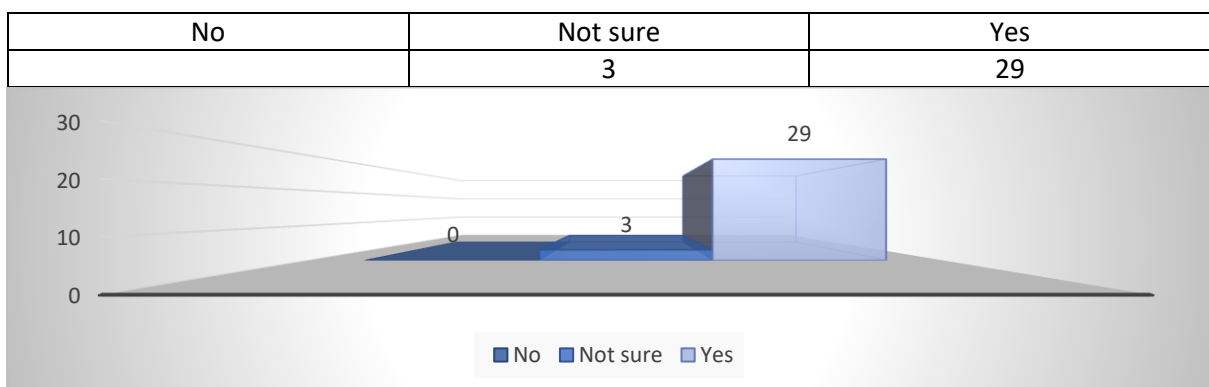
- Role of empathy in avoiding psychological harm.
- To be conscious of impact that everyday life has on ability to be empathetic.
- Ensuring that I look after my personal resilience.
- To rewrite my patient complaint response which was completed yesterday! I will not be focused on presenting facts in future when responding, I will be more considerate and will strive to make changes via improvement plans, not just taking a tick box attitude because I am expected to complete them.
- To be more mindful of other people's perception of what you say, how it is delivered and to enhance the communication between a patient complaint try and understand how they are feeling.
- When engaging in conversation with someone 'they will hear your words but feel your attitude'.
- I am a very empathetic person, more than I realised and that it is ok to sometimes not feel as empathetic as you feel you should be because of circumstances.
- To remember that the complainant maybe dealing with a variety of things going on in their life.
- Move away from tasks that have to be done and see the person in front of me.
- Funnel of life – thought this was very good and made me think. Bookcase analogy.
- Try harder to understand the other person experience and feelings and reduce their harm.
- I will certainly practice active empathy as much as I can in my work.
- lots of different tips and aids on how to address complaints with more empathy and understanding.
- To put myself in the puddle.
- So much. Emotions are contagious... this is subconscious usually but when I say it out loud it actively changes my mindset to want to be better. The reminder that you never know what is going on for someone and understanding my own barriers to demonstration empathy.
- It is imperative to make time for people, to listen and understand not just what they are saying but how they feel about what they are telling you.
- Blockers to empathy.
- Greater deeper detail to analyse and understand empathy and the importance within my role. Provoking reflection on my own empathic attributes and building my confidence within this subject matter.
- Not everything is as it seems and try to remember there is often a reason why people who seem to be unreasonable are acting the way they are.
- To ensure I validate and acknowledge others when being empathetic.
- To ensure I utilised the skills I have learnt today and always try to look at the bigger picture when looking after patients, also when dealing with complaints.
- Discussions in the smaller group – when discussing as managers of staff that even with empathy and understanding sometimes the overall decision remains the same. This does not mean you did not apply empathy, but the decision remains the same.
- To try and see the emotive points from the 'complaint' and be more empathetic.
- To be aware of my empathetic approach when I am stressed/having a bad day etc to ensure I do not lose sight of the real concerns/issues at hand.

- A clearer grasp of empathy and how our lives affect our actions. I have new learning about cognitive and affective empathy – which I can now apply with a greater depth of understanding.
- Truly being empathetic, rather than sympathetic. Being aware of negative feelings you may have and how to over- come them.
- I deal with complaints very regularly, and I will now look at the letters/emails in a very different way and ensure that my role both as case manager and as part of the review and sign off on complaints in the Division will contain much more understanding and empathy interwoven in the response.
- We cannot achieve perfection.

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



5. Have you learnt something new about yourself?



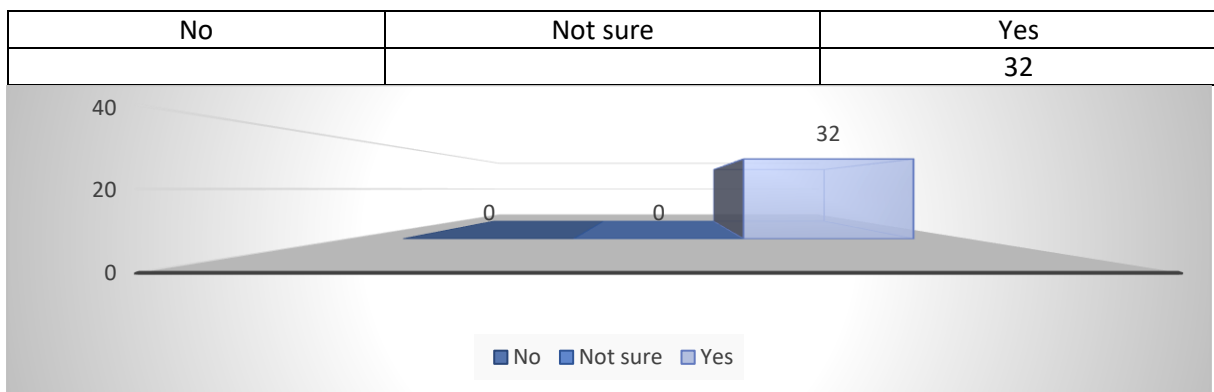


If yes, name one thing you are more aware about yourself?

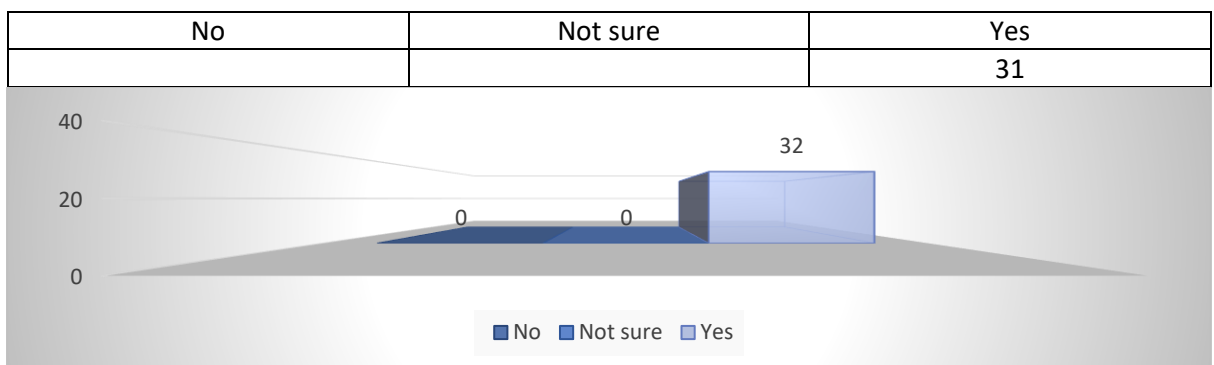
- No matter how stressed you are feeling think of the people around you have feelings also!
- The idea that it is good to acknowledge that you might not know what to say at that moment to a person but by saying just that, you are acknowledging their feelings and making a connection.
- That actually when I am tired, I lose my ability, but I never realised before.
- Conduct in meetings.
- Importance of individual's previous experience in current presenting behaviour.
- It is ok to use the level of empathy that I do.
- I will be more aware of the psychological damage the patients/relatives may experience as a result of their concern/complaint.
- How others might perceive me.
- It reminded me to consider what else might be leading to someone's displayed behaviour.
- My own empathetic ability.
- That I do have empathy even if I do not show it often enough especially when reading complaints.
- That I have been trying to do a job where I need to be empathetic all the time when I am often running low on energy due to other people's demands.
- That I am empathic but could do more.
- I need to develop my communication skills to have empathy woven in rather than expressing apologies.
- See more of wider picture.
- My own responses when dealing with situations.
- Barriers to demonstrating empathy towards others and this is not new, but it is helpful to remind myself of my own bias.
- Barriers to empathy.
- The impact of Emotional Data on empathy.
- I am not alone in self-doubting myself.
- The things that make me less empathetic.
- That sometimes I may have not been as empathetic as I could have been in some circumstances.
- Selfcare my biggest struggle as manager has been to find the strength to continually boost morale and offer support. This uses all your own energy reserve. But at the end of the session selfcare hit home. I found myself having empathy for "Gaynor the person, mum and wife" and "Gaynor the ward manager".
- Own bias.
- I do feel I am an empathetic person. However, it was a reminder to myself to be aware of my body language, communication, facial expressions when my funnel of life is full.

- There is always something that I can improve in my empathetic skills: just keep looking where you can improve.
- How I react in a situation.
- I have a greater understanding of my own bias and how in the past I have not been quite as understanding of the complainants' feelings.
- My own limitations.

6. Would you view and/or respond to someone raising a concern more empathically after the training?



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



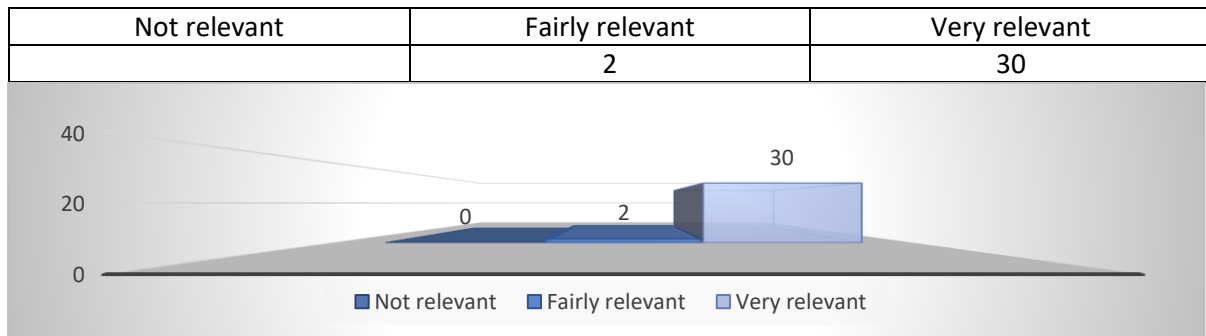
8. Name one thing you will do differently since having the training.

- Time out for mindfulness at home.
- Be less judgemental.
- Properly listening to people when they have a concern or complaint, to ensure I understand what it is they want or need, instead of just assuming that I know
- Being more aware of people's personal circumstances.



- Self-awareness of own responses.
- Reflecting upon my own cognitive and affective empathy.
- Listen more.
- In future I will try to investigate a patient complaint being more empathetic and not see these additional designated duties as a hindrance but strive to give anyone with raised concerns closure.
- Think before I speak.
- Improving my listening skills, acknowledging that I cannot change everyone's past experiences.
- Ensuring that anyone complaining has appropriate support available to them.
- Reflect on what the person is saying, wants and the meaning behind their complaint.
- Be more mindful in everyday practice of everyone I work with including families and colleagues – as well as with myself and how I am.
- I personally think that I will be more aware of situations that they are not always as they appear to be. After the session Friday I reflected on my work.
- Be more aware of own bias.
- Develop my communication skills.
- Speaking to complainant more on the phone.
- Looking at situations from the other persons perspective and considering the wider picture.
- I think being more present, having more patience and taking time to really listen.
- I will reflect on my interactions with others and try to be more aware of how I communicate and empathise, ideally improving how often I show true empathy and not sympathy.
- Pause and reflect if I am aware of a bias when dealing with issues.
- Seeing the fuller picture, in order to understand the narrative of the complaint.
- Ensuring I give everything ample time and thought, do not rush to conclusions.
- I will ask more questions and be more authentic.
- Make sure I do not judge but listen to concerns raised and am empathetic with my others.
- Selfcare.
- Take more time to see motions within the complaints and see how the person is feeling.
- Awareness.
- Going into complaints/concerns meeting with more consideration of how the meeting could be perceived.
- Taking time to reflect and prepare initially and think about these before launching into a situation.
- Greater understanding of my own bias and how in the past I have not been quite as understanding of a complainants' feelings.
- Trying to look at things with no bias.

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

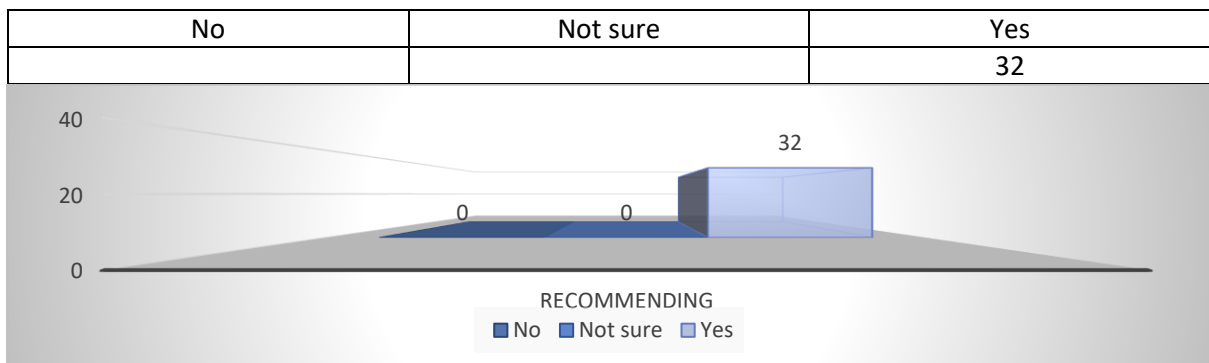


10 In your opinion, who do you think would benefit from this approach of training?

- All front- line staff.
- It is relevant to everyone in every profession and walk of life.
- Medical staff.
- All staff of all grades not just in relation to complaints but in working with patients, families, and each other.
- Healthcare colleagues and not just colleagues who manage complaints.
- All clinical facing -staff.
- Consultants, middle grades, and junior doctors – all level of clinical staff.
- Clinical staff not just managers.
- All colleagues, it should be linked with the conflict resolution training as a way to reduce and improve managements of conflict situations.
- Everyone.
- Anyone who has to answer a complaint either face to face or in a letter.
- Every staff member – as I think it would be useful for people to understand their impact of how they are on a daily basis.
- Floor nurses and Doctors.
- Ward Manager and deputy ward managers.
- All NHS staff.
- I cannot see who would not benefit.
- I think staff who work face to face with patients, families and their carer's and may have to speak with patients who are calling to discuss concerns or complaints would benefit from this session. I think as patients will often call the department involved as a first point of call this would include senior staff who would be available to talk with person who had called directly.
- I think almost all staff would benefit.

- This would be beneficial to all professional working within the organisation especially those with responsibility for managing teams, dealing with complaints form and readily access and apply to their roles.
- All clinical staff.
- All staff within the caring profession.
- Everyone.
- Carolyn had been in the situation when there was not any empathy given to her. Carolyn's story really touched me and all the emotions she had been through and the way she had been treated.
- All staff, from senior managers, clinical, administration, etc.
- All healthcare staff and all staff who are patient facing in some way (e.g. admin).
- All staff throughout the trust, definitely team leaders as this had been offered initially to more senior managers and I will be putting others in the team forward for this.
- In our division band 8a or above staff are on the 'case manager' rota, allocated a complaint to respond to. All case managers should have this training to support their skills in responding to complaints.
- Any member of staff in the caring profession.

11 Would you recommend this training to colleagues?



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?

- Best training, I have ever attended – so engaging, relevant and thought provoking which is beneficial to both work and home life. Get the session booked, you will not regret it!
- An excellent way to make you consider your actions and words, to ensure that the people you come into contact with feel that you actually care.
- Advise any one to go who has dealings with anyone who may be unhappy.
- Definitely give it a go.
- Go head, you will not regret it!



- I was nominated to attend – I am glad I was as I am not sure I would have seen this course advertised and may have doubted my suitability to attend. Was an excellent course and very moving at times, changed my blinkered view on complaints.
- It makes you think about how you are perceived and consider other's thoughts and feelings.
- It is not just a day course of someone telling you how to do something, it can change your work- based effectiveness. Between the emotional content of you are feeling low emotional resilience, but it will make the course learning stick with mw for a long time.
- That I felt it was a very worthwhile course.
- To attend, you may learn something about yourself.
- Just go for it – you will develop your insights into yourself and others and the impact you do have and how you can try and maximise your positive impact on the people you care for and colleagues.
- Just do it, you will learn more about yourself then you think!
- Do it you will really enjoy the day.
- I would strongly recommend.
- just do it!
- That the session will give them greater insight into understanding and demonstrating empathy in both their work and personal lives.
- That they will enjoy Carolyn's delivery.
- Absolutely attend this training, I would also consider this training as mandatory for staff.
- That it is an excellent training day and how much I got from it. Also, how it has made me think about my own actions and how I could deal with situations or complaints in the future.
- That the discussions on the course with other staff groups validates your own thoughts.
- Such a powerful thought-provoking training day that will influence your practice.
- Attend with an open-minded attitude and you will learn more about yourself.
- Very interesting and more enjoyable than I expected.
- Be open minded and participate fully in the session.
- I would encourage anyone to attend this training, it was very thought provoking.
- Attend as it is very informative and beneficial to the role.

13 Is there anything Carolyn could do to improve your training experience?

- No.
- No, it was perfect, thank you.
- No. it was excellent, interactive, funny, emotional and it kept the audience captive.
- No.
- Face to face would be good but delivered very well in the circumstances.
- Perhaps outline of day and time of breaks/lunch at beginning of training session.
- No, it was fantastic.
- I had an excellent learning experience and was given a lot to think about and has empowered me to change my attitude.
- No, it was great.



- I really would have enjoyed the session being face to face as sometimes the extra learning/networking from the breakout session/breaks can enhance a course interaction.
- Not at all, considering it was via Zoom! Still felt it was very interactive.
- No.
- No, it was a really well ran virtual study day.
- No not at all.
- No.
- Yes lots.
- Nothing.
- No, she was fantastic...loved the polls, loved the media clips, loved the story telling.
- I think the session would have been more interactive face to face, however this is not possible at the minute due to COVID-19.
- No – difficult for a full day on Zoom but managed perfectly.
- No, an excellent training session, thank you.
- No, Carolyn was excellent, she executed the training with compassion and by sharing her very personal experiences made the training authentic and interactive. Thank- you Carolyn for that.
- Nothing at all it was excellent.
- No, Carolyn was really good.
- No, although the training was done virtually it was still very interactive and emotional. A very powerful session.
- Sweeties via Zoom would have been immense 😊
- No.
- No.
- No.
- No.

Any additional comments

- Loved all the interaction and participation with colleagues around the trust.
- Amazing day. Really well ran on ZOOM.
- Truly excellent day, thank you for sharing your story and using it to a positive effect. Sophie is teaching people all these years later. Thank you.
- Thank you for an interesting and insightful day, also for sharing your personal experience. I am sure Sophie would be very proud of you.
- Excellent course, good participants.
- I would be very interested in the trust engaging Carolyn as a facilitator for future training topics.
- Thank you so much, such an insightful day.
- Thank you so much for sharing your experience. A am sure Sophie would be so proud of her mum and the brilliant work you are doing!
- Thank you for sharing your painful experience.
- Thank you for enabling me to be part of your training.



- Thank you so much to Carolyn for sharing her own experiences with us.
- Sharing her journey, I will hope I will be mindful of other's feelings and more empathetic when investigating complaints and in my career as a whole.
- Please may I thank you for sharing your personal story. It made a positive difference and helped my learning.
- Excellent session – thank you.
- Thank you very much for the session, I really enjoyed it and took a lot from it.