

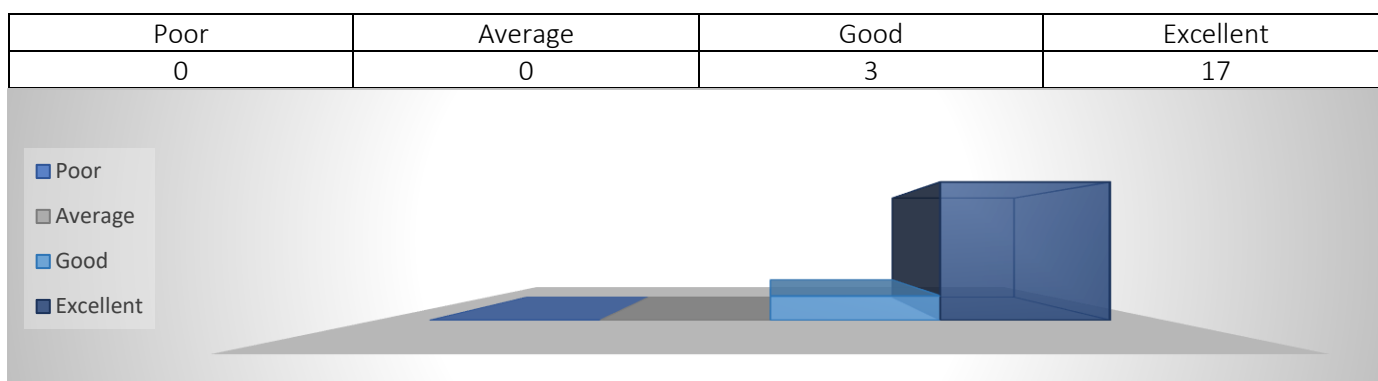
Session Title: BE HUMAN Model – Developing Emotional Resilience and Guarding Against Compassion Fatigue

(9am – 1.30. delivered by Carolyn Cleveland virtually)

1. What was your overall impression of the course?

- I really enjoyed the group. I think it was presented really well and the information given was very helpful.
- Enjoyed it thank you, time for personal reflection and 'taking stock' of my own life to avoid compassion fatigue
- Excellent
- Excellent. Served as a reminder of what we do and why along with the importance of self-care - self-preservation.
- I thought the session was very informative and useful. Despite it being virtual I found it engaging and personal. I left the session feeling positive I will implement some of the tools discussed.
- Very interesting, positive, life affirming!
- very insightful and helpful.
- Excellently conducted.
- Very enjoyable and informative.
- Found the session really engaging and an enjoyable experience despite some difficult themes coming up I consider myself to be quite a resilient person most of the time but came away from the session with new skills and strategies for enhancing my personal resilience. It was also beneficial to spend some time in work not thinking about others (colleagues, service users etc) but about me individually.
- I found the session very good. Was nice to have time out of work mode to think about the area of resilience and how can look after ourselves in these times.
- Excellent! The session was really interesting, engaging and relevant. Carolyn is a really passionate, engaging and inspiring trainer and made the training really interactive (but without being intimidating!) and fun. I will definitely be recommending it to colleagues!
- Brilliant, lots of useful information, safe space, should be mandatory.
- Really good experience – good time to stop and reflect on own practice.
- I could not speak highly enough of this training. Carolyn is an amazing trainer, and I left this session feeling so motivated. I know that by having a greater understanding of emotional awareness this will help me when working with children and families.
- I found the training to be very helpful in terms of being aware of what being resilient means to me and how I can manage my own wellbeing.
- The training felt really positive-looking at ways to support ourselves but also realistic with expectations. It was nice to have the different examples and the breakout rooms to talk it through with others.
- Really useful.
- Excellent.
- I found this session really interesting. It was mentioned at the beginning that we do not often get the opportunity to think about ourselves and our own wellbeing, so having the space to do this was great and felt really safe.

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

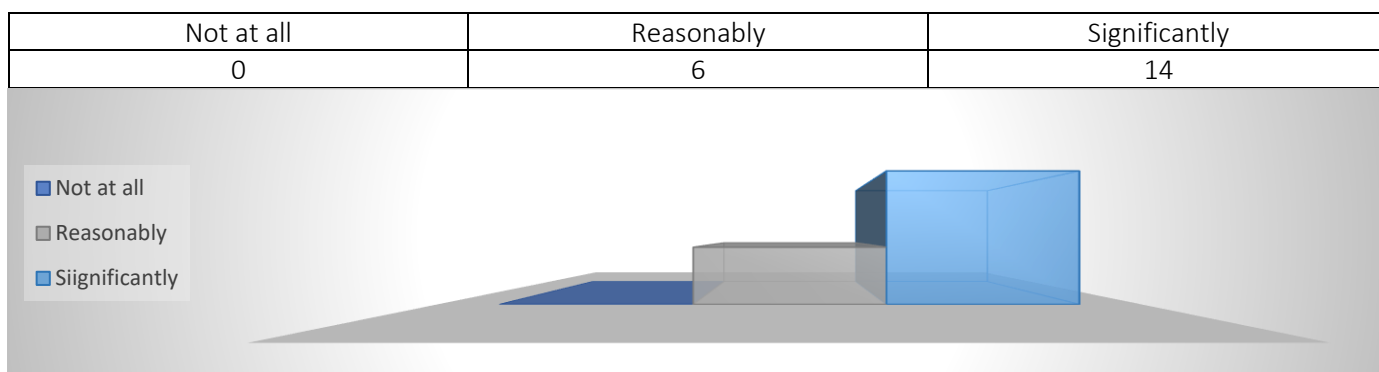


3. What will be your takeaway point from today's session?

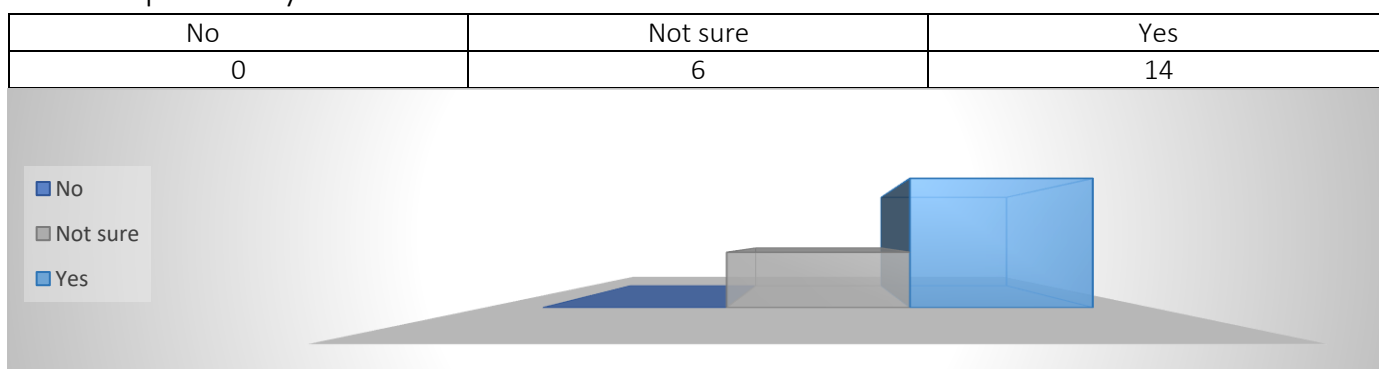
- I will take away some of the models that were presented and think more about how I can apply them to my everyday living but also how I can share these with staff on the ward too.
- Say yes to saying no! Disappointment vs resentment Make time to laugh daily!
- Acknowledging when things get difficult or stressful to be compassionate to self and do things that help to combat stress.
- Reframing and bringing into perspective the flip side of things. Also, the Funnel and increased awareness regards impact of the 'deposits' in the funnel having an impact upon me, myself and those around me - their funnels.
- Recognising the importance of connectivity and actively seeking ways of staying connected. Remembering and believing that compassion isn't complete if I'm not compassionate to myself.
- Being human is complicated! And we are all human, something organisations/systems/machines/technology can make us forget! One hand to care for others and one hand to care for yourself is very balancing and puts it in perspective, the 4 steps to supporting a positive outlook is going to be posted on the wall next to my PC!
- What will be your takeaway po: using the one to three points model.
- The 3 to 1 model.
- Two key things for me – saying yes to saying no and remembering the idea of discomfort vs resentment. Discomfort is short term and resentment can fester. I do not think I always considered this, so I found these 2 things are key for me.
- That vocalising or writing down info strongly diminishes the power of negative emotions as well as the 1:3 model.
- I like the one to three model as it is so easy to let the negative take over but doing this model helps to identify things have succeeded at also.
- Remember to look after yourself! Try to balance a negative thought/criticism with 3 success acknowledgements. do not try to carry other people's emotions.
- Do not move into the other persons home "emotions", you can still be as helpful just visiting.
- Visiting someone's house not moving in 70% of our thoughts are negative.
- To try and visit people's emotions rather than packing a suitcase and moving in!
- That life is never going to be free of adversity it is how we adapt to it that makes us resilient.
- The power and use of language, such as "I succeeded in...."
- To remember to check in with myself.
- To finally try to change my personal narrative by practicing making positive statements about myself.
- I was pleased that we are being given a workbook and I really want to make time for myself to have a look through this and start practicing some of the skills that Carolyn shared. I was interested to hear how negatively biased the human brain is and I will try to think more around naming three positive things for

things that I do that I perceive to be bad. I experience imposter syndrome on a day to day basis, so I will try to use some of the tools that Carolyn shared to challenge this belief.

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



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



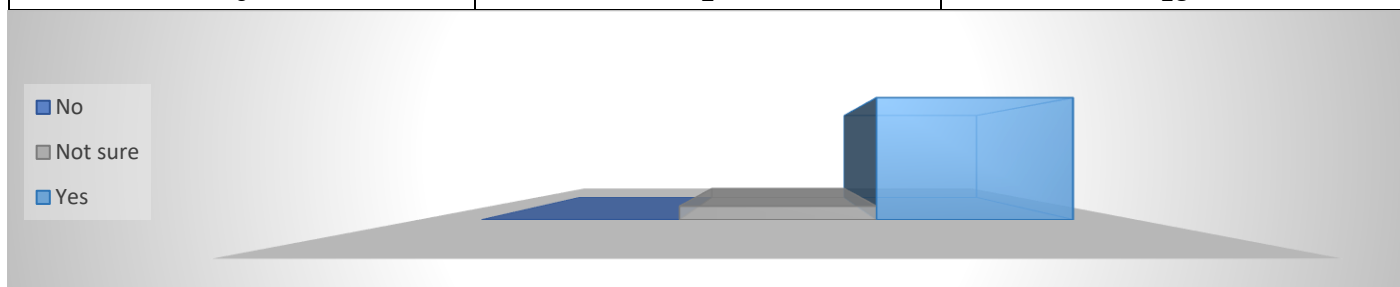
If yes, name something you are more aware of about yourself?

- I have learned to change some semantics and language I say to myself. Such as change saying "it's okay" to "I've managed"
- Not absorbing too much as an empath- 'you're only visiting not moving in
- Resilience takes practice
- How unconnected I am from people outside of work.
- Care fatigue and saying yes to saying no, discomfort being better than long term resentment - I often dodge discomfort due to anxiety and it really doesn't work, this has reframed it for me thank you.
- How laughter can help your mood.
- That I actually succeed at a lot more things than I thought I did!
- It is ok to take time out to look after yourself and it is needed! I really liked the quote "you cannot give a hungry person food if your plate is empty".
- Some of the personality traits in others, which annoy me.
- Being aware of my emotional reactions.

- I can be extremely self-critical, and I am more aware of how this can have an impact on my emotions and behaviours.
- It made me more aware of types of behaviours in others that I can really struggle with.
- Given the information around what resilience is that I am somewhat resilient. I have fallen down many, many times but my view of and therefore the way I talk to myself will help me with this.

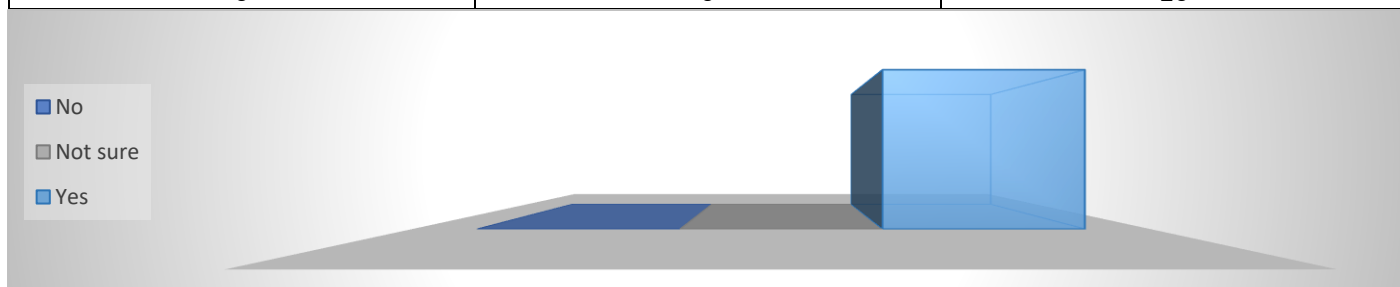
6. Do you have more appreciation of how emotional resilience and long-term empathy engagement are connected?

No	Not sure	Yes
0	2	18



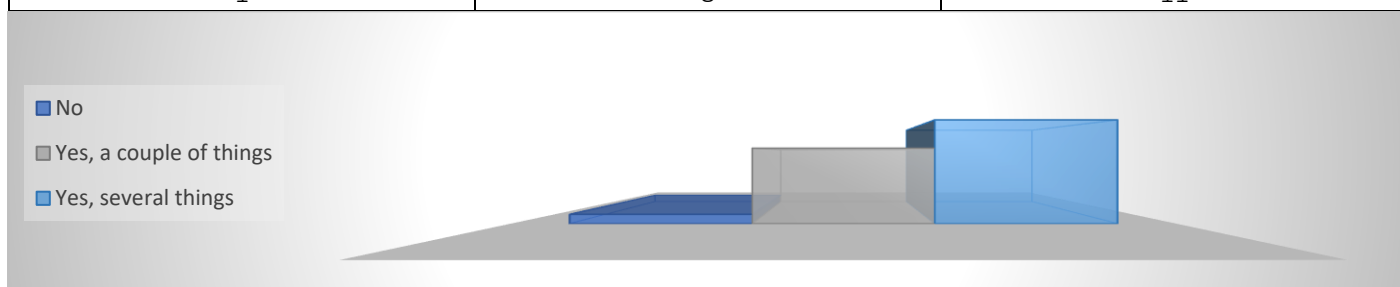
7. Are you more aware of the influence of emotions and biases can have on behaviours and outcomes?

No	Not sure	Yes
0	0	20



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

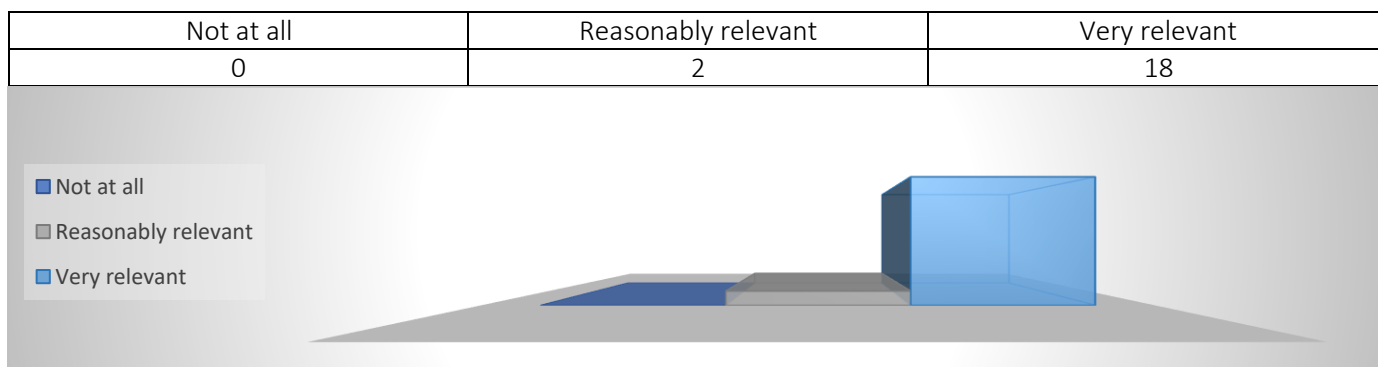
No	Yes, a couple of things	Yes, several things
1	8	11



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

- Following the session, I will start reframing my negative thoughts that I notice I may be saying to myself.
- Spend more time with friends who make me laugh.
- Be more self-compassionate.
- Use of my therapeutic self and self-care - looking at what I do in my own time +/-.
- To use the one to three balance model at the end of each day.
- I will be using the 3 to 1 balance activity.
- I will aim to be aware of my 'discomfort' signals and to address them rather than trying to avoid them leading to rumination/festering. I will write down what i can and can't control and what actions i can take to control how I feel and react.
- Being aware of how my environment impacts me. Today I was in a busy office and felt I could not participate as much as I wanted to.
- More reframing.
- Accept discomfort to avoid resentment.
- Aim to engage in the 1:3 way of thinking when I encounter a negative emotion or feeling, while still acknowledging and allowing space for the difficult emotion.
- Reframing my negative thoughts more often instead of letting them take over.
- Trying to notice and reframe my thoughts.
- Ensure I am using the skills I learnt today, to avoid negative overload.
- Being firmer with my boundaries, delating to others, prioritising and remembering that people do not need an answer straight away.
- To be mindful of how my colleagues may be feeling and how workloads impact.
Use of language, "I succeeded in.....".
Remember to look at things I have done well and praise myself.
Becoming more positive about my ability as a trainer and try to reframe the anxiety I feel before and during each session.
I will try to name 3 things that I succeed in when I feel I have done something wrong.

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

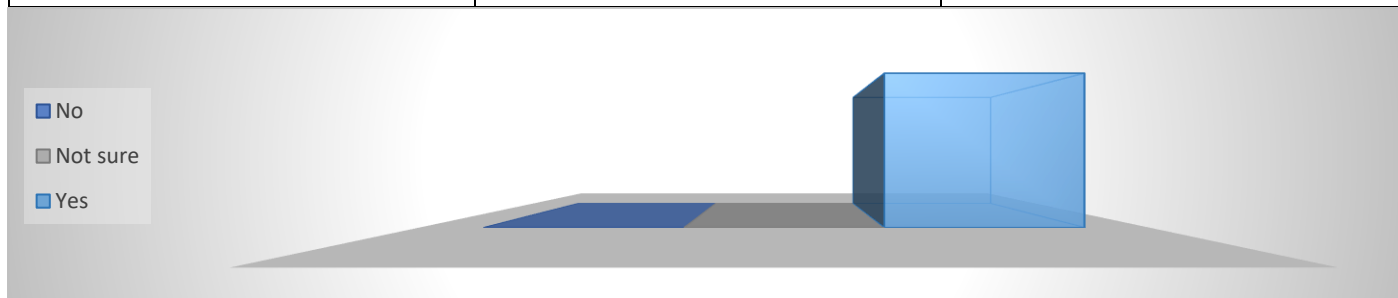


11. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- I think ward staff such as nurses and healthcare assistants would benefit from this training as they are more likely to be exposed to secondary trauma. The difficulty is that they may not have time to do this training.
- Anyone and everyone
- Everyone. Anyone
- I believe anyone would benefit from this training. However, particularly anyone struggling with self-compassion, low self-esteem, or self-confidence.
- Everyone.
- Mainstream secondary schools – teachers and pupils
- Everyone!
- Everyone!
- Everyone!
- Everyone, in every job.
- Everyone.
- Everyone. This should be mandatory.
- Everyone.
- Newly qualified professionals-particularly with covid because the jump between studying and practicing is quite big. I have worked with several newly qualified staff in recent years who have really struggled with the transition.
- My whole team
- I will be recommending it to my immediate colleagues, but I feel that it is something that all groups would benefit from.
- All staff.

12. Would you recommend this training to colleagues?

No	Not sure	Yes
0	0	20



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

- It's a great session and you can learn a lot from it. It will be really helpful in understanding how to improve your own resilience.
- It's really worthwhile and valuable info to support your wellbeing especially when working in a stressful job



- Attend with an open mind. Have your mind expanded.
- I would say it provides practical and realistic ways of developing resilience in everyday life, be it personal or professional; so, there is something to take away for anyone attending.
- Absolutely anyone! People dealing with stress or anxiety in home or work life or dealing with others who are dealing with it!
- Just attend and see what they learn. It was very friendly and insightful.
- Do it, it is brilliant.
- Carolyn is a very engaging and personable trainer who will put you at ease and guide you through the training and exercises as opposed to just delivering the information.
- Definitely do it! It is really useful and practical and delivered in a really fun and interesting way. You will take a lot from it.
- You will feel better after attending.
- That they should definitely go.
- I would highly recommend them to attend, and I am sure they will find it beneficial.
- Do it, you will be surprised at how much you will enjoy it.
- It is a safe place, warm friendly and informative.
- What have you got to lose.
- Absolutely, do it. You will learn things you did not know about yourself.
- I would recommend it and inform them that I got a lot from it.

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

- I don't think the breakout rooms need to be as long, but I understand if there was more in a group, perhaps more conversation would be generated.
- No
- No
- Can't think of anything
- The groupwork could have been shorter. It felt quite awkward to me, it was difficult to get any flow of conversation.
- No, she had a friendly approach.
- No.
- No.
- No.
- Had two short breaks instead of one.
- Nothing.
- No.
- No.
- No.
- No.
- No.
- No.

Any additional comments:

- Thank you for the training session, Carolyn
- No – well presented, thank you.



- Thank you, Carolyn! Really enjoyable training that reminds us of what we can do to effectively look after ourselves and others.
- Many thanks
- Really thought provoking. Those 4 hours could have a significant impact on how the rest of the week/month/life, future interactions go if these ideas are implemented. Thank you.
- Thank you for your session.
- I really enjoyed this course. I love the neuroscience bits! Would recommend to others.
- Thank you!
- Today's training was excellent – thank you very much! 😊
- Thank you, Carolyn.
- I gained so much from this training, and I feel that Carolyn is one of the best trainers we have. Carolyn makes you feel so comfortable, and this makes it so easy to participate in all of the group activities etc. this really is a skill. The training is fun, at times emotional, thought provoking, informative and very well presented. I have taken away many things that I will use in my work going forward. I feel so lucky to have attended this training. Thank you so much.
- Thank you for the training today – it was really helpful to have the space to do this.
- Thank you for your kind and compassionate approach. You are an inspiration.
- Thank you, Carolyn, for sharing your story and your expertise with us today. You provided what felt like a really safe, interactive environment for us to think in and learn from.
- Thank you so much for today's training Carolyn. It was one of the best I have done with the trust to date and I found it so helpful. I hope to attend some more of your training in the future.