



Care & Compassion Empathy Training

A one day training session 9.15 am - 4.15 pm

EMOTIONAL INTELLIGENCE

NHS
FRAMEWORK
APPROVED
TRAINING



FOSTERING EMOTIONAL INTELLIGENCE: NURTURING SELF-AWARENESS AND SOCIAL CONNECTIVITY

Training that prioritises emotional intelligence fostering self-awareness, understanding complex emotions, and incorporating re-framing techniques from positive psychology. This holistic approach promotes a positive, empathic and resilient mindset, enhancing both personal and professional interactions.

About C&C Empathy Training (CCET)

Carolyn Cleveland and her company CCET provides training, consultancy and keynote speaking, through it's unique LEED Communications Programme, to motivate and empower organisations and individuals to develop reasoned empathy, emotional awareness and personal resilience in order to promote well being and a compassionate and ethical organisational culture.

Covering subject matters such as leadership, complaints, incidents, inquests, staff well-being, resilience, managing adversity and communication, CCET prides itself on humanising policies, processes and practices for staff and those that use their services. CCET's philosophy is simple, support individuals to understand vulnerability in themselves and others to help prevent psychological harm, and do this in a thought provoking, humorous, supportive and motivational way for long term learning.



Introduction

In any context, the foundation of emotional intelligence is paramount for personal and collective growth. Navigating the intricacies of emotional intelligence demands authentic self-awareness and a curious mindset. Often, individuals traverse their professional and personal landscapes without a deep understanding of the impact of their emotions on themselves and others. Recognizing the profound influence of emotional intelligence, embracing empathy, and cultivating resilience become essential strategies for navigating these complex terrains.

CCET's training program views emotional intelligence as more than just a skill set; it's a transformative journey acknowledging the challenges individuals face in this process. Facilitator Carolyn Cleveland, recognized for her candid discussions on life events and stress influencing emotional well-being and communication, brings a unique perspective. Leveraging models like CCET's Funnel of Life and Optimum Self, supported by research on emotional intelligence and empathy science, our program equips individuals with actionable strategies. Join us to explore the powerful impact of emotional intelligence in reshaping personal growth, fostering empathy, and empowering individuals to navigate professional and personal challenges with resilience.

"This is person centred training and much better than what I could have expected. A really good reminder of the big picture. It isn't a passive training module where you sit at your screen, muted, with your camera off, thinking about what's for dinner. It's an opportunity to reflect on yourself and your attitudes in a safe, contained environment."

Joyce Meloni, Policy Officer, Ministry of Justice

Who you will be working with

Carolyn Cleveland

Founder of C&C Empathy Training (BSc Hons Open, Cert counselling, PTTLs)



Carolyn, has a background in psychology and counselling, specialising in loss, fear and vulnerability, and conceived C&C Empathy Training from her study and personal experiences of adversity within life, trauma, healthcare incidents, and vulnerability.

Carolyn experienced the loss of a child in a healthcare incident and found many individuals and organisations struggled with the emotional and relational intelligence aspect. Mis-management of stress and fear, along with communication and behaviours lacking compassion and reflection, caused harm rather than understanding the lived emotional experience, motivations and needs, impacting on psychological safety. Carolyn works with several healthcare trusts, NHS England, public and private organisations, legal firms, and whose work has the endorsement of the former Chief Coroner following her work on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought-provoking experience, told with honesty and candour, along with humour. This is joined together with her academic study, analysis and her personality, and belief that understanding 'why' something needs doing, rather than just 'what' needs doing, is vital and supportive in long term positive change for all.

Carolyn is an advocate emotional intelligence which aligns with her long standing her approach to empathy and reflective development. She actively fosters a training environment which promotes genuine understanding, personal reflection, and kindness in a real, human and supportive way.

What was your overall impression of the session? - *I really enjoyed the day and was so grateful to all those who shared stories. Its a real reality check that this is everyday life and how words and behaviours can impact the day. The inclusion of very personal subject matter allows a very genuine approach, and I am very appreciative that was shared with us to assist us in our future.*

Who do you think would benefit from this approach to civility training? - *Everyone! I think its important for everyone to have this training. It should be mandatory.*

What would you say to a colleague, who was unsure about attending? *I will be stressing the importance of self care, and the affects of bad behaviours on the workforce. This course helps you understand and process events.*

Practice Development Midwife, West Suffolk NHS Foundation Trust

A wonderful opportunity -take if you can get it. Gentle but powerful session to look at myself in a non-intrusive way. Carolyn's honesty, vulnerability and humour throughout helped me to see parts of myself, identify some of my not so helpful thinking and even change my mind all whilst caring for the person I am. My take way from the day- Self-awareness and self-compassion are beautiful gifts to self from which help to others can flow. Life learning not just for work. Thank you".

Nikki Patton, Housing Needs, Borough Council of Kings and Lynn West Norfolk



Emotional Intelligence

Fostering Emotional Intelligence: Nurturing Self-Awareness and Social Connectivity

Description: In this immersive one-day session, the primary focus is on unlocking the transformative power of Emotional Intelligence with a strong emphasis on developing emotional awareness and incorporating principles of positive psychology. The training aims to create an experiential learning environment, fostering the cultivation of empathy, kindness, and personal well-being.

Emotional Intelligence, defined as our mind's ability to perceive, manage, and express emotions effectively in real life, takes centre stage in this journey. The immersive training acknowledges the individual variations in emotional intelligence and recognises the potential for growth in understanding and dealing with emotions, emphasising how well-being and psychological safety can either enhance or hijack our abilities in this realm.

Through this experiential approach, participants are empowered to not only develop their emotional intelligence but also to deepen their emotional awareness. This emphasis on heightened emotional awareness, combined with principles of positive psychology, provides a comprehensive framework for personal growth. The training equips individuals with the skills to make emotionally intelligent decisions, fostering psychological safety, building trust, enhancing creativity, and embodying the qualities of a positive and emotionally intelligent person.

Key learning outcomes:

- **Transformative Emotional Intelligence:** Understand and apply Emotional Intelligence, emphasising awareness and positive psychology.
- **Cultivate Empathy and Kindness:** Equip for empathy, kindness, and personal well-being in interactions.
- **Acknowledge Emotional Variations:** Recognise and appreciate diversity in emotional intelligence, fostering growth.
- **Navigate Well-being:** Explore well-being's impact, gaining resilience strategies for diverse environments.
- **Deepen Emotional Awareness:** Cultivate holistic personal growth through experiential emotional learning.
- **Apply Positive Psychology:** Integrate positive psychology for a comprehensive approach to personal growth.
- **Harnessing Success:** Explore how recognising successes becomes a powerful tool for making positive and emotionally intelligent decisions, fostering trust and creativity.

TRAINING EVENT: Emotional Intelligence

Other than start and end time, timings may vary, but are aimed to be as approximate as possible

ARRIVAL TIME AND INTRODUCTIONS 9.00 - 9.30 AM

Welcome to the session and introductions

9.30 AM: Session 1: Emotional positioning and the Funnel of Life?

Emotional Insight: The day begins with Carolyn Cleveland, Founder of C&C Empathy Training Ltd, guiding delegates through a thought-provoking experiential journey. This immersive experience sets the stage for a holistic exploration of emotional intelligence, delving into how individuals can effectively manage various aspects of life. Topics include cultivating empathy for others, making decisions, and navigating external factors. This session addresses how stress levels, trauma, burnout and lack of psychological safety might impact on our emotional intelligence. Participants will be introduced to the 'Funnel of Life' and the 4 Points model, examining how our emotional positioning shifts what we see and process.

COMFORT BREAK - 15 MINUTES

11.00 AM: Session 2: Inside Out Alignment: Nurturing Relational Intelligence and Cultivating Psychologically Safe Relationships

Digging deeper: This session delves into relational intelligence, focusing on our relationship with ourselves. Participants will explore self-perception, uncovering unconscious feelings beneath conscious emotions. The session explores the concept of our optimum self and outcomes, connecting emotional intelligence with psychological safety. Additionally, participants will evaluate behaviors and characteristic of emotionally intelligent individuals, recognising parallels with their own actions and practices and how this supports psychologically safe relationships and cultures.

LUNCH BREAK - 45 MINUTES (APPROXIMATELY 13.00)

1.45 PM: Session 3: Reframing for Personal Mastery

Fostering positive psychology: In this session, participants will delve into the concepts of positive psychology and reframing. The session will touch upon the neuroscience and cognitive processes underpinning these concepts, allowing participants to explore the profound positive impacts on both life and work. Emphasis will be placed on understanding the correlation between these practices and happiness, along with harnessing our brain's resources to cultivate a more optimistic outlook. Real-world examples will be provided, offering practical illustrations, and participants will engage in small group discussions to apply these concepts in an interactive setting.

COMFORT BREAK - 10 MINUTES

3.20 PM: Resilient Minds: Navigating Challenges and Fostering Well-being

Thriving Through Challenges: In this final session, we'll highlight the importance of recognising and learning from challenges, promoting a mindset of self-compassion and success. We'll also underscore the significance of supporting colleagues in adopting this positive outlook. The session will conclude by emphasizing the value of laughter and cultivating emotional intelligence for enhanced personal resilience and overall well-being.

4.15 PM COURSE COMPLETION TIME (followed by an opportunity for questions)

The day will be a mixture of presentations, full group discussions, small group discussions, imagery, videos and analysis.

The day will be very relaxed, with no one put on the spot. But discussion is encouraged and the main learning tool.

The day contains emotive material used as an evaluation tool to help explore some of the concepts and models.

All delegates will get a follow up email from Carolyn as part of her duty of care, so if there is anything that is wished to be discussed in a more private forum following this training, there will be the opportunity to do so.