

# COLLATED FEEDBACK

## Evaluation of Learning Report

**Aston University**

1 full day session – 15<sup>th</sup> and 22<sup>nd</sup> of July 2025 for PA students.

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## Session Title:

# A Journey Through Complaints & Incidents Using Empathy

## *Linking to the Duty of Candour & PSIRF*

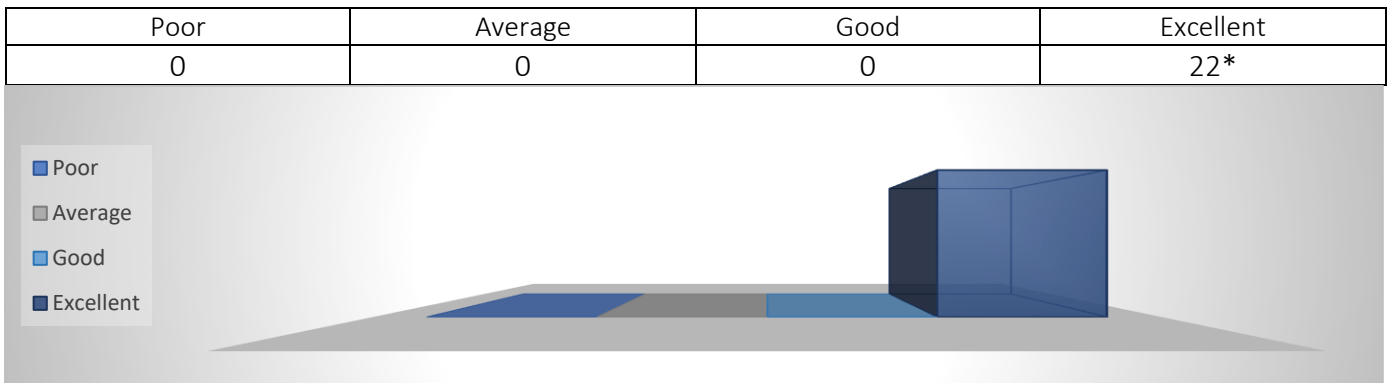
**Date Delivered: 15<sup>th</sup> & 22<sup>nd</sup> of July 2025**

(Delivered face to face. 9am – 4.30pm Training carried out by C&C Empathy training Ltd)

### 1. What was your overall impression of this training day?

- Very impressed – much needed and appreciated. Wish we could have more implemented across the two years.
- I thoroughly enjoyed the session today! I learned so much about how to display and embody empathy to others as well as myself. I hope to apply these to clinical sceneries when I practice, thank you!
- I loved the interactive aspect; it allowed me to reflect on my personal life and see how what was being said could help me.
- Very engaging and thought provoking.
- Very well structured, good delivery and an excellent educator.
- Very informative session and well structured. Great interactive segments in between. Walking away with lots of insight and information.
- Really interactive and informative, made me dig deep and consider the empathy navigation pathway when communicating with patients.
- It was very informative and interactive – great session and learnt lots.
- It was a good immersive experience and allowed me to reflect on my personal life.
- Thoroughly enjoyed as it was useful and helpful to learn empathy skills.
- I thoroughly enjoyed the session with Carolyn. I learnt so much about how to actually be empathetic and how to show this through my actions. There were many good conversation/discussions.
- Good, interesting, insightful. I have a better understanding of empathy.
- Interactive, informative and insightful.
- It was very insightful and an eyeopener about the way people should be spoken to.
- Very useful and good insight.
- Really in-depth and useful.
- Overall, it has been very useful and very informative.
- Good, insightful.
- Very useful training and relevant to all roles in healthcare and other situations.
- A really impactful session and really good to learn from a personal experience.
- Really, really beneficial and insightful.
- I thought it was excellent overall

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



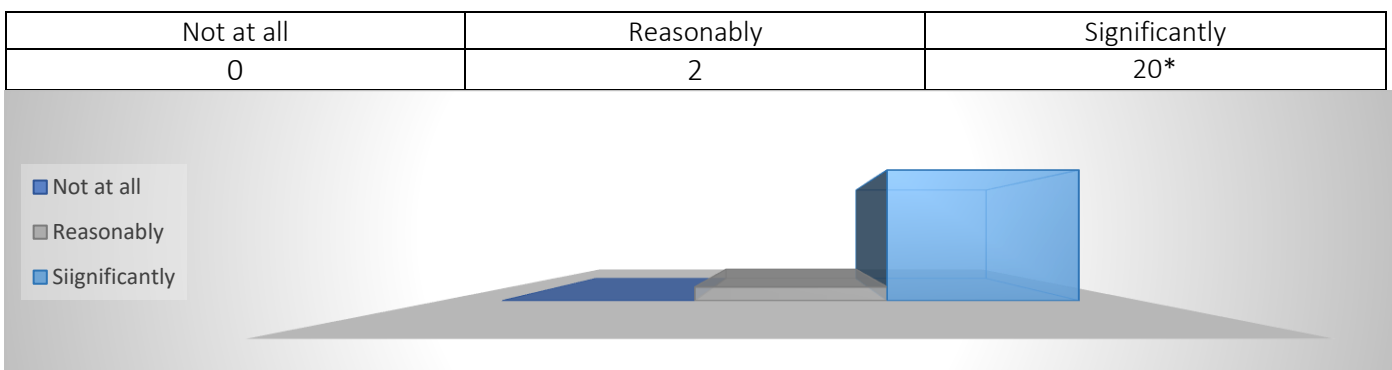
\*Some attendees triple marked as Excellent.

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

- Being more self-aware and carrying Carolyn's personal story with me and remembering it when caring for my own patients.
- The Empathy Navigation Pathway was something new I learned about today to help recognise, reflect and respond to others and their respective situations
- 3 aspects what go into good communication and empathy: - gratitude, validation, and good listening.
- The Empathy Navigation Pathway and how it can be used in various settings.
- Keep an open mind and reflect.
- Be more mindful of empathy and conduct.
- The importance of empathy in everyday situations. The 4r's – recognise. Relate, reflect and respond. The importance of taking care of your wellbeing.
- The different types of statements to consider when patients are going through difficult times e.g. gratitude and validation.
- The importance of active listening and being empathetic but also the importance of taking care of yourself as well.
- Listening and making others feel validated.
- to be mindful about how we make people feel as this can have a lasting impact but to also ensure all sides of the story are being heard. The funnel of life is something we all experience.
- Never assume. Always think outside of the box, what a person might be going through for the reason they reacted. Always be kind and assume the best and good in people.
- Always be empathetic towards people as you don't know what they are going through.
- To always read the room and listen to understand, not listen to get out of it.
- There are always biases present, stay aware of them.
- Difference between empathy and sympathy.
- Self-reflecting.
- Empathy plays a very important role in healthcare.
- The effects/impact of empathy as well as to try and put yourself in other people's shoes, the importance of wording.
- We don't get the full context to people.

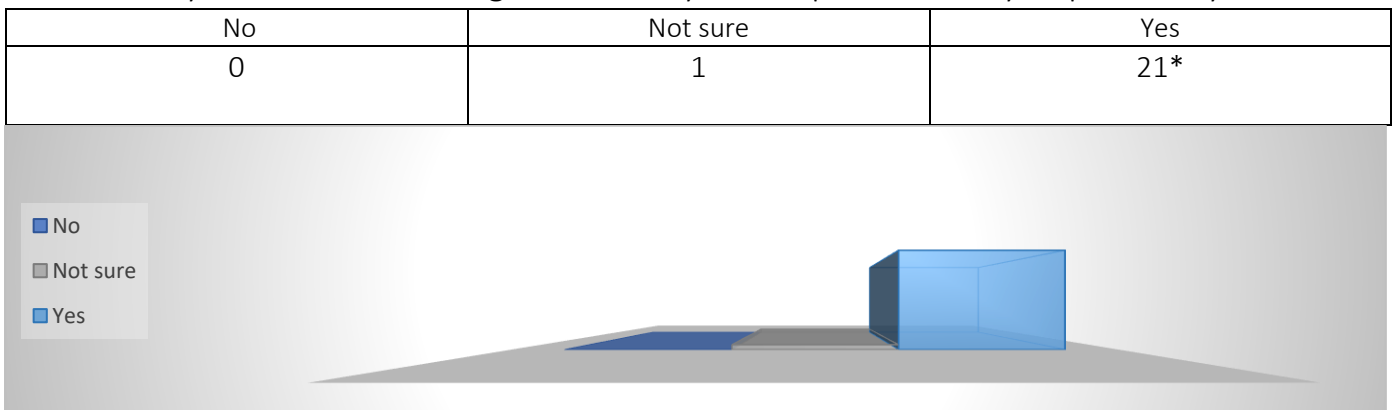
- The different strategies to ensuring empathetic consultation and the insight to acknowledging others emotionally capacity and the barriers of different biases and emotions.
- I have learnt that we all aren't only born with empathy. It is a skill that can be learnt and also an important skill to have as a health care professional. And I have learnt ways to apply this skill.

4. Has this session improved your understanding of using the Empathy Navigation Pathway and the importance of emotional awareness?



\*Some attendees triple marked as Significantly.

5. Have you learnt something new about yourself professionally or personally?



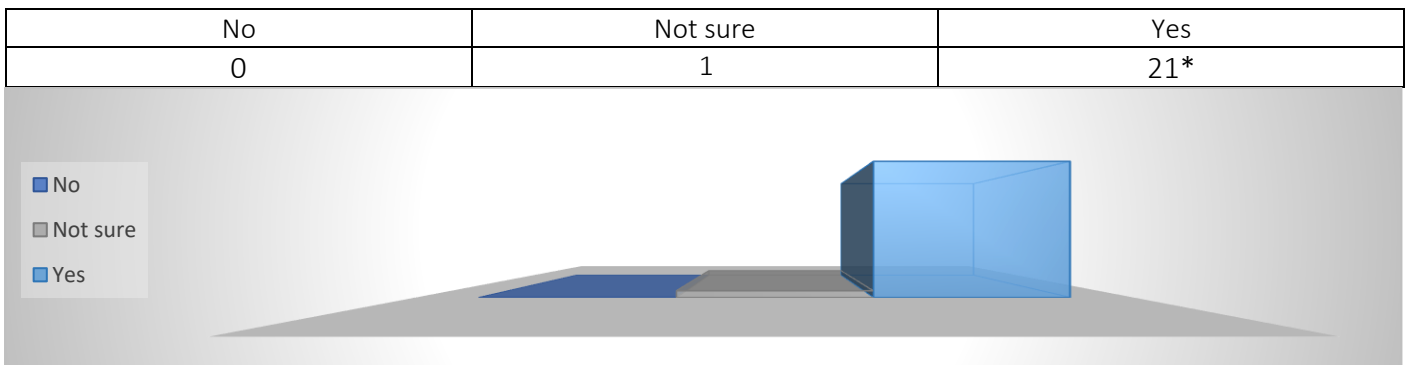
\*Some attendees triple marked as Yes.

If yes, can you explain a little more about one thing you are more aware of about yourself?

- Funnel of life!
- How I can implement validation into empathy sharing.
- I am more pragmatic but do well empathising with others. I am able to separate personal opinions with issues that can be tackled intellectually and with empathy.
- That we all have different biases that affect our communication etc.
- The importance of non-verbal cues, active listening an empathy.

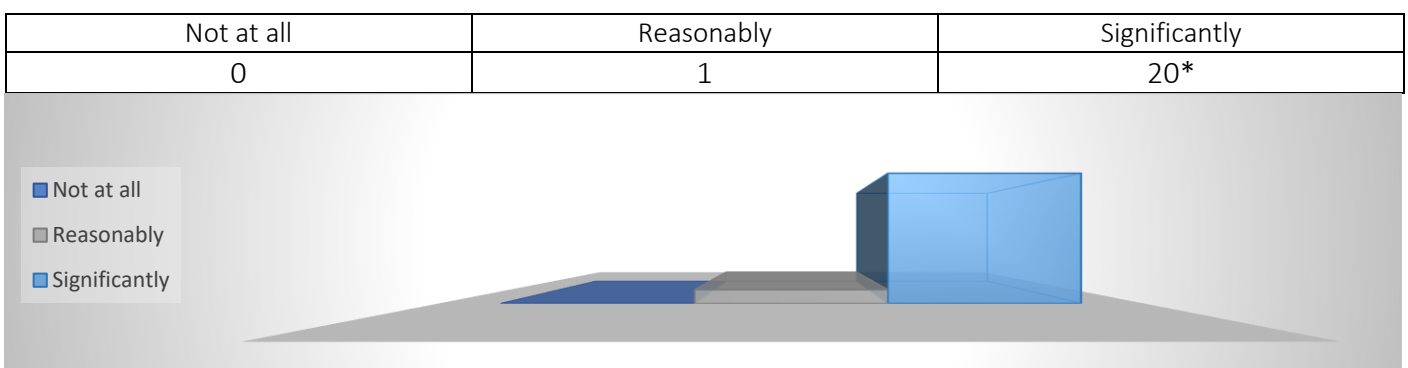
- I tend to move away and stay away from my own emotions which is not the best approach.
- I am more aware of body language and certain buzz words that can be easily misinterpreted.
- I feel like I have some values and core skills for empathy, but I don't display it as broad as I could but with this session today, I feel more confident to express my empathy and compassionate skills with others.
- How to express my feelings.
- I am aware now that we all carry biases and to ensure we provide holistic care, we need to be ready to challenge these biases.
- To rewind and take care of myself in order to help patients.
- Professionally, to have respect for patients and always address their concerns before giving input.
- The types of biases I could be potentially using and the difference about sympathy and empathy.
- That I am comfortable in validation others.
- Always approach situations with understanding about perspectives.
- I am more self-aware about my level of empathy towards people.
- How one person can have an impact as well as acknowledging my own biases.
- My own bias and how my personality influences my reactions.
- That I need to work on being and acknowledge the current barriers to empathy in myself.
- My unconscious bias

6. Would you view and/respond to someone raising a concern or more empathetically with more understanding of the emotional complexities?



\*Some attendees triple marked as Yes.

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



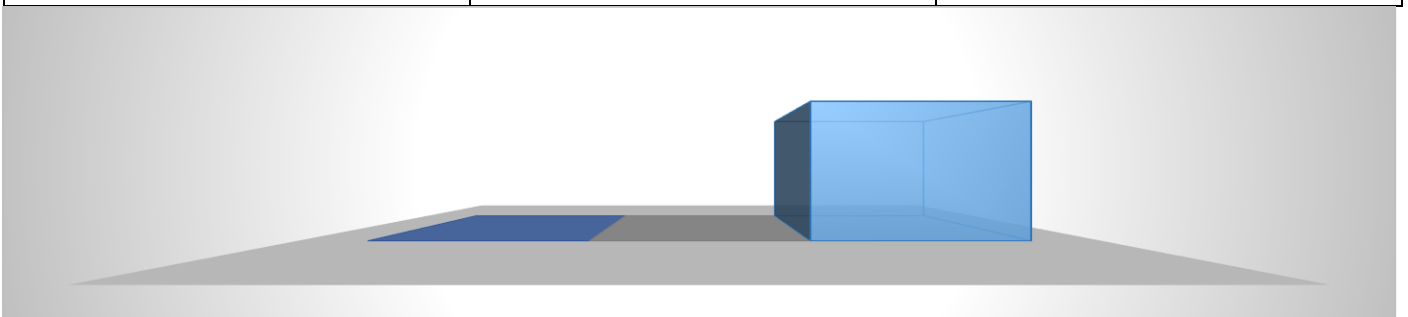
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8. Name one thing you will be aiming to do differently following attending this session.

- Using the three different types of phrasing more – especially gratitude and related.
- Implement validation into empathy sharing.
- Try to be more understanding of people's emotions and reactions to scenarios.
- Ensure I reflect on situations objectively in the long term
- To ensure I communicate with people by validating them, enquiring gratitude for opening up more.
- Being aware of biases and proactively challenging them.
- Be active in conversations when it is just showing I am listening and taking aboard the points.
- I will aim to use more supportive language which aids empathy.
- I will be more confident in expressing my communication with others both in talking to others and their feelings and experiences but also being braver to open up and talk about things that affect me.
- Facial cues, listening and eye contact.
- Ensuring I validate the person feeling's by actively listening and responding appropriately through my actions and words.
- When showing empathy, don't over do it and show excessive empathy as this can come across as not genuine.
- Understand both sides of the story.
- Improve attitude and body language.
- Try to word my sentences better, be aware of the words I use.
- I aim to recognise my own biases.
- Take into consideration what people may be going through.
- I will keep an open mind and think about people's emotions and their funnel of life.
- Have an open mind when interacting with high emotional environment.
- I will be more aware of what I say and how it can be perceived.
- Taking a step back when feeling overwhelmed in a situation that requires my empathy so I can acknowledge the barriers and work through them.
- Active listening

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

Not relevant	Reasonably relevant	Very relevant
0	0	22*



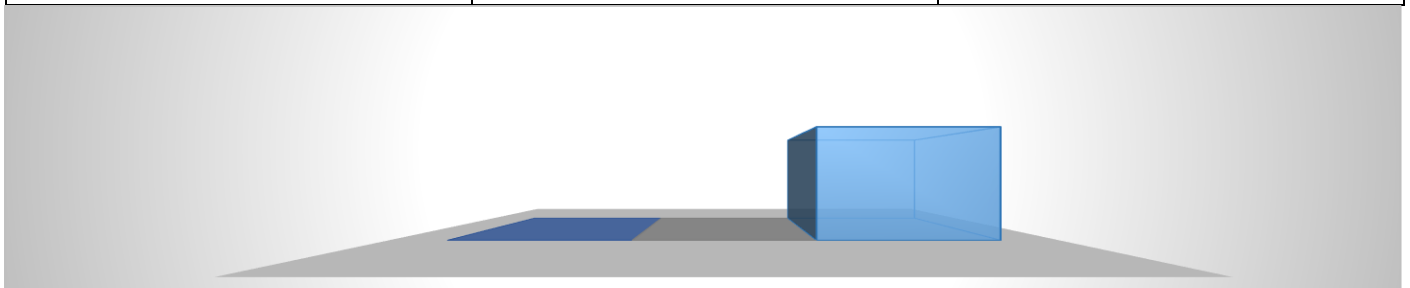
\*Some attendees triple marked as Very relevant.

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

- Should be compulsory, permanent part of the PA curriculum!!!
- Would help especially in healthcare.
- Any healthcare professional and educators.
- Every profession that engages with communications - not just healthcare.
- Every medical professional.
- All healthcare professionals and students.
- Future PA students, medical students, and nursing students.
- The session was very personal influence this what made it so engaging.
- Anyone who needs someone to understand and display empathy. As students going into a professional role. I found this very beneficial!
- Everyone and patients.
- Healthcare professionals (we are told we lack empathy).
- Healthcare professionals and teachers.
- All future clinicians.
- Everyone.
- All the aspiring healthcare professionals, including non-clinical staff.
- Consultants.
- Everyone.
- Students and staff.
- Any one in healthcare roles and management.
- Healthcare workers and managers.
- Everyone.
- All as it impacts all aspects of - Life /Work / Friendship / Family

11. Would you recommend C&C Empathy training to colleagues?

No	Not sure	Yes
0	0	22*



\*Some attendees triple marked as Yes.

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?

- That it was some of the best training I have had!
- Carolyn had been an excellent example of personal growth through experience, and she encourages a safe learning environment.
- It was a good experience.
- The programme brings back the human aspect of the patient rather than just seeing them as a condition.
- Do it.
- Definitely attend.
- That it is important for everyday communication.
- Definitely attend.
- Be open-minded and enjoy learning more about how we can help others get from a difficult place to a more comfortable setting/feeling/safer place.
- Definitely attend, best course ever.
- I would encourage them to attend the session as it is very eye opening and can change the perspective of empathy.
- I would persuade them to attend as C&C Empathy training is very insightful.
- I would recommend attending because it gives insight about the difference of empathy and sympathy.
- Really useful.
- To not hesitate and book!
- Definitely recommend, teaches you ways of respecting everyone.
- I would recommend it.
- That it was worth it and offers great insight.
- I would recommend as there are many personal and professional takeaways.
- It's definitely a very beneficial course that is not just tailored towards medical courses but would be good for any working environment.
- Go for it I think it was an amazing session. It will open your eyes

13. Is there anything Carolyn could have done to improve your training experience?

- No!
- N/A
- No.
- No, it was well delivered. Thank you for sharing your own experiences.
- N/A
- No, I loved the level of knowledge and interaction!
- No. everything was accurate, effective and professionally delivered.
- No, Carolyn you were absolutely brilliant! You have great empathy and communication skills and a lovely presence. So honoured to have met you and being part of a great session! 😊
- N/A
- No. Carolyn was amazing! Very engaging. I am grateful for the opportunity to have listened to her story.
- No.
- Have some quizzes and Q & A.
- No – it was very interactive, fun, chilled and very informative.





- No, everything was great and definitely recommend.
- No, all was good, she was brilliant and very lovely mannerisms.
- No.
- No.
- No.
- N/A
- No
- Carolyn was excellent. We need more training like this not only in healthcare but other professional areas.

#### Any additional comments:

- Thank you for today, and for sharing your story with us I have thoroughly enjoyed the day and have come away with lots to think about 😊
- Thank you for a great teaching day! 😊
- N/A
- Pleasure to have met you, wishing you all the very best an many thanks.
- Absolutely lovely speaker, very grateful for her knowledge.
- N/A
- No.
- Really good session delivered really well.
- Thank you 😊
- No.