



An Empathy Navigation Pathway® Programme

Bridging Empathy, Civility and Resilience Under Pressure

NATIONAL
FRAMEWORK
APPROVED
TRAINER

Why do we sometimes lose patience, make snap judgements, or feel disconnected, even when we genuinely care?

This session explores why we under-utilise our empathy, where it goes when we're under pressure, and what we can do to reconnect with it and build resilience.

Carolyn Cleveland, founder of C&C Empathy Training Ltd, works with multiple health and social care professionals, housing associations, councils and the legal sector on empathy, emotional intelligence, civility and personal well-being

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About C&C Empathy Training (CCET)

Carolyn Cleveland and her company C&C Empathy Training provides training, consultancy and keynote speaking, to motivate and empower organisations and individuals to develop their Empathy Navigation Pathway®, build emotional awareness and strengthen personal resilience - all to promote well being, kindness and compassionate action. Carolyn is an approved trainer on the national framework, member of the Professional Speaking Association and part of the Civility Saves Lives movement.



From a background of counselling and psychology, and the adversity of the loss of a her 15 year old child, Carolyn has travelled a path both academically and through lived experience of challenging social norms, and digging deep, not only into the power of empathy, but also why we under utilise this ability, in multiple contexts. Carolyn has been public speaking since 2006. She has reached audiences including government officials, medical and legal professionals, leaders and frontline staff.

Through thought provoking and insightful material, Carolyn takes attendees on a journey, evoking, analysing and exploring empathy and emotional development. But let's hear from her...

A few words from Carolyn Cleveland

"My sessions aren't about getting it right all the time. They are about creating the space to pause and reflect on ourselves, on each other, and on the people we care for."



My own journey into empathy began not in a classroom, but in real life, recognising how stress or trauma can narrow our empathy, even when our intentions are good. Without honest awareness, we can get stuck in outlooks and patterns of behaviour.

My session invites people into an honest, reflective and thought-provoking space, a journey into the power of empathy, especially when it's hardest to find."

"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 and caring for others. My take-away from the day; self-awareness, empathy and compassion are beautiful gifts to self from which help to others can flow. Life learning not just for work."

Nikki Patton, Borough Council of West Norfolk and King's Lynn

Find out more about Carolyn and her work [here](#)

PROGRAMME:

Bridging Empathy, Civility and Resilience Under Pressure

Session running: Monday 2nd of March 2026 | 10:00 – 12:30

- **It was enlightening and progressive in communications**
- **I really learnt to reflect more on not just stepping in others shoe but acknowledge how it might feel different to them than I would have felt.**
- **The best training I have had in 17 years**

• **Introduction -The Power of Narratives, the Journey and Outlook:** Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will introduce you to the session and her work and start setting the scene. Carolyn will introduce the importance of narratives, journeys and emotional connections.

• **The Empathy Navigation Pathway®- Taking empathy out of the textbook into real life compassionate action:**

Carolyn will share a learning narrative and the origins of the Empathy Navigation Pathway (ENP) and provide an opportunity to reflect on the intersection between well-being and empathy. You will explore the ENP 4 R's model, Recognise | Relate | Reflect | Respond. Carolyn will then lead you through different perceptions and how easily we go into type 1 thinking. Do we always see what's there for someone else?



• **Empathy Meets Civility -The Brain Science Behind Incivility and Emotional Contagion:**

The work of Civility Saves Lives will be shared and how important awareness of our own behaviours is and the impact of others' behaviours, on working dynamics and psychological safety. How easily we catch emotions, and attitudes of each other.

• **How Emotions Influence Judgments: Recognising Bias in Your Reactions**

From cognitive bias, personalities, self talk and different levels of thinking, Carolyn will examine what gets in the way of our Empathy Navigation Pathway.

• **Turning Frustration into Action: Emotional Intelligence for Growth and Collaboration:** This session will draw together the vital importance of self care and its relation to empathy, focusing on how we support our own outlook to move from relief behaviours to manage unwanted stuff, to satisfaction behaviours to achieve what matters to you. Supporting our empathy levels to not deplete too much, negatively affecting our Empathy Navigation Pathway®, to guard against compassion fatigue.

• **Strengthening Professional Well-Being: Using Empathy-Driven Resilience:** Drawing the session to a close, resilience will be a focus, with the importance of laughter for mental and physical health and to support kind, empathic and emotionally intelligent communication and outlooks.

Learning Outcomes - Attendees will:

- Understand the power of narratives, journeys and outlook, consider that behind every fact always sits an emotional component
- Feel, recognise and engage with their Empathy Navigation Pathway® using a powerful narrative
- Appreciate the 'Funnel of Life' - linking empathy to well-being, psychological safety and perspective taking abilities
- Observe and relate to catching emotions, team incivility and the importance of curiosity
- Recognise cognitive bias and how our self talk and levels of thinking, influences how we see ourselves, others, and the situation
- Engage with and strengthen your professional and personal wellbeing, for individual and team benefit

Attendees will be issued with a certificate of attendance plus self reflection documents for CPD.

