

Aspiring Leadership Programme

Session Title: A Journey Through Leadership Using Empathy

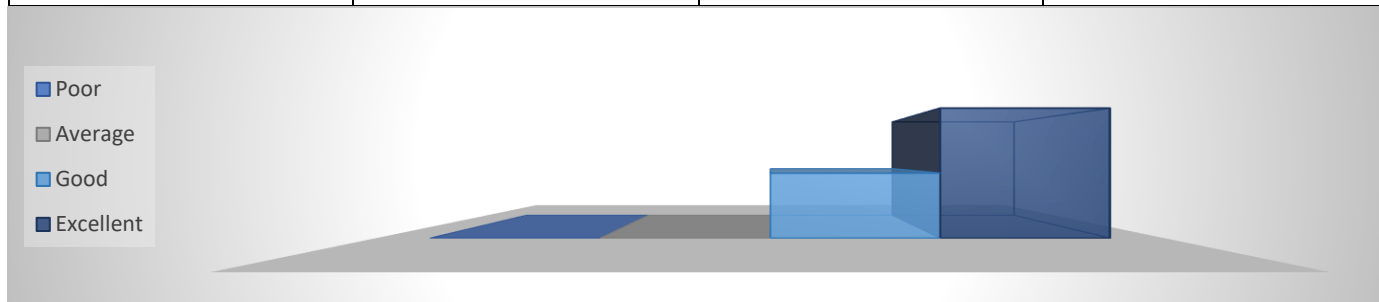
(9am -4pm Training carried out by C&C Empathy Training LTD Virtual.)

1. What was your overall impression of the course?

- Very good – possibly the most engaging session so far.
- Very deep and thought provoking. Sometimes had to feel empathy once knowing the situation we were reviewing was your own.
- Very interesting.
- Good engaging content very thought provoking.
- Fantastic.
- Really informative and thought provoking.
- I loved today. It was emotive, funny, sad but very well run.
- Really really informative. Very powerful subject, journey, and learning.
- Excellent.
- Very useful, emotive, and pragmatic.
- Excellent. I think we can forget the importance of empathy.
- Useful and informative.
- Loved the day. Really passionate about empathy and remembering the perfect self.
- Excellent, very timely for me with some of the issues/opportunities in my role.
- Good, informative, evoked thought.
- I think this was a session of attempting to see things from a patient’s perspective rather than ‘tips’ on how to be empathetic in your environment.
- Carolyn was excellent, the pace was set perfectly and very informative. Really enjoyed the course and would benefit our team to have some of this training.

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

Poor	Average	Good	Excellent
0	0	6	13



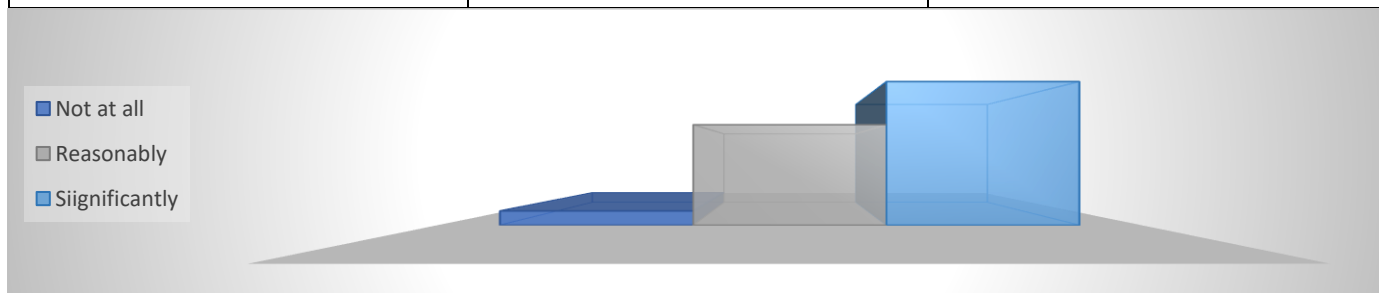
3. What will be your takeaway point from today’s session?

- Several – A really positive reminder of how I am and what I am willing to understand will influence others.

- Really see a scenario from other persons perspective.
- To think more about other people’s story and not practicing binary thinking.
- Being able to us aspects of the content when dealing with tricky situations which may be out of my empathic comfort zone.
- 1) The impressive level of empathy shown by Carolyn in her personal circumstances.
- 2) Empathy is not about ABSORBING.
- The importance of empathy.
- ‘Without empathy democracy would not be possible’.
- How my own triggers can affect my empathy and alter my responses.
- Goodness – lots learnt and to work on. Learnt I am tuned in but much work to do.
- The style of the presenter’s delivery – very calm and effective. The challenges of the topic and getting it right.
- The conversation needs to happen, even if it was not perfect.
- Great insight on how to show empathy and engage.
- Lots of good points on empathy -> 2-way street, authentic, try to avoid accusatory thinking.
- To remember vulnerability is a clinician – let patients/colleagues see we are ‘just human’.
- To put myself in others’ shoes more often and to try and widen my perspective.
- To aim for the optimum outcome in a complaint meeting.
- Empathy requires management.
- This training helps to embed that it doesn’t matter what the feeling is, it is that the person often will not forget these feelings.
- A lot of the context resonates and to always think about what could be going on for other people. To try and listen actively to others, communicate, and try to understand others.

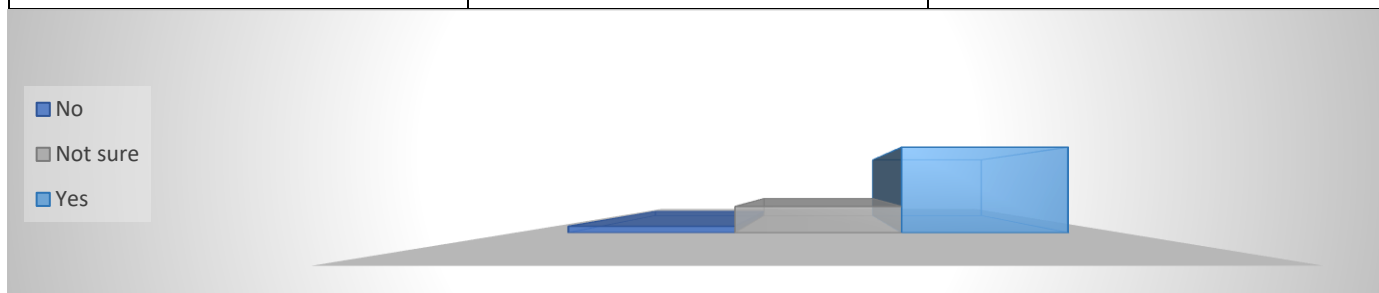
4. Has your understanding/knowledge of empathy and emotional awareness improved following attending this training?

Not at all	Reasonably	Significantly
1	8	10



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

No	Not sure	Yes
1	4	14

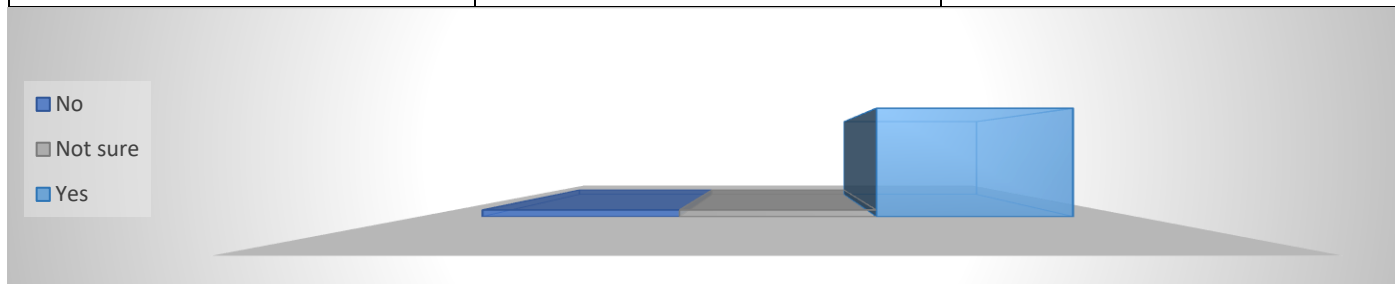


If yes, name something you are more aware of about yourself?

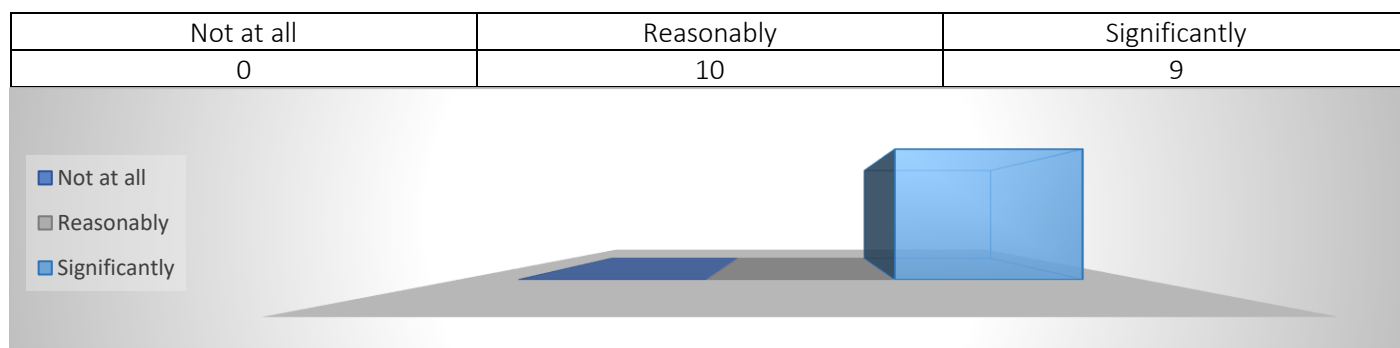
- I also matter and need to build that more into interaction and how to help others.
- Have perceived outcomes in my head prior to some encounters.
- Depending on the amount of empathy I deliver largely depends upon my energy levels and what I have endured.
- My inherent bias against intransigence.
- Impact of my life funnel.
- Boundaries – ‘visit the house’ then leave.
- My triggers! Which are multiple 😊
- Authenticity with your emotions – bandwidth.
- I do not need to get it right all of the time.
- Ability to analyse and understand/imagine which might be making someone behave as they are.
- I need to take time to understand the other persons perspective, especially when it seems initially not aligned to my way of thinking.
- I confused sympathy with empathy.
- That I am naturally empathic and the person people ‘tell everything/go to’ – need to be aware of my own self – to avoid judgment – practice empathy from afar.
- That my pressures are not someone else’s pressures.

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

No	Not sure	Yes
1	1	17



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

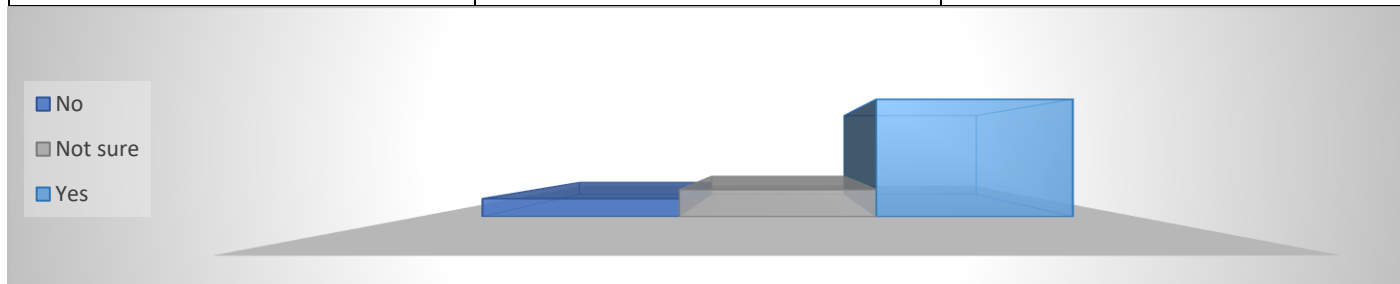


8. Name one thing that you will be aiming to do differently since having the training.

- Continuing to develop awareness of others and how they or what makes them see things as they do.
- Take more of a moment to think of others' feelings.
- Not wear a mask in certain situations when having difficult conversations.
- I little more self – compassion/empathy.
- Trying very hard to always ask 'why' to ignore someone might be behaving in a particular way and focusing on addressing that (if possible).
- More listening and understanding.
- Being aware before I get to word about anything that may impact on my empathy levels and working to mitigate this.
- More time and making sure the environment is right for those difficult conversations.
- Actively listen.
- Considering what was happening with the person before thy walked into the meeting.
- Listen, understands other perspectives.
- Stay open minded and not get to invested.
- Protect self – to remain empathetic – not take on other people's emotions (do not move in the flat – remember to just visit!!) 😊.
- Understand and think about others' life funnel.
- Try to use more empathy!
- Attempt to be aware of my body language when handling complaints.
- To sit more with staff as apposed to emailing a quick response. I know this takes more time but often emails lead to extra time as people do not get the response or someone's attention wholly which can lead to time then back tracking when face to face.

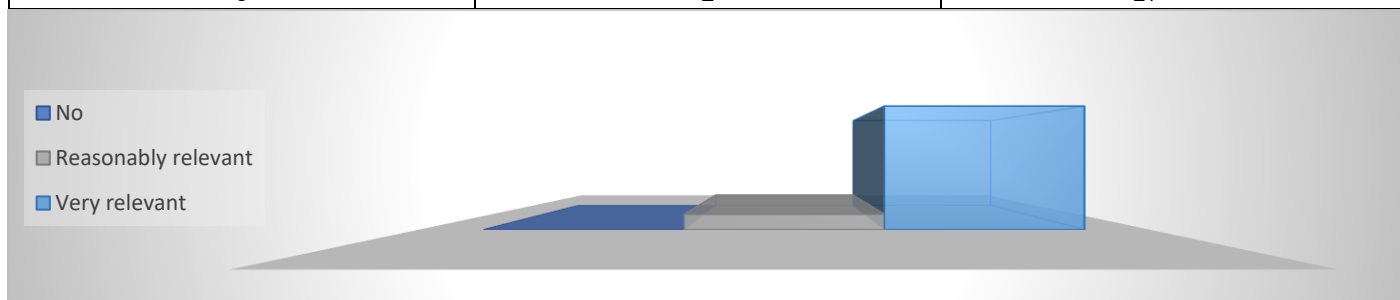
9. Do you feel more confident in applying the main components of empathy to develop a psychologically safe culture?

No	Not sure	Yes
2	3	14



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

Not at all	Reasonably relevant	Very relevant
0	2	17

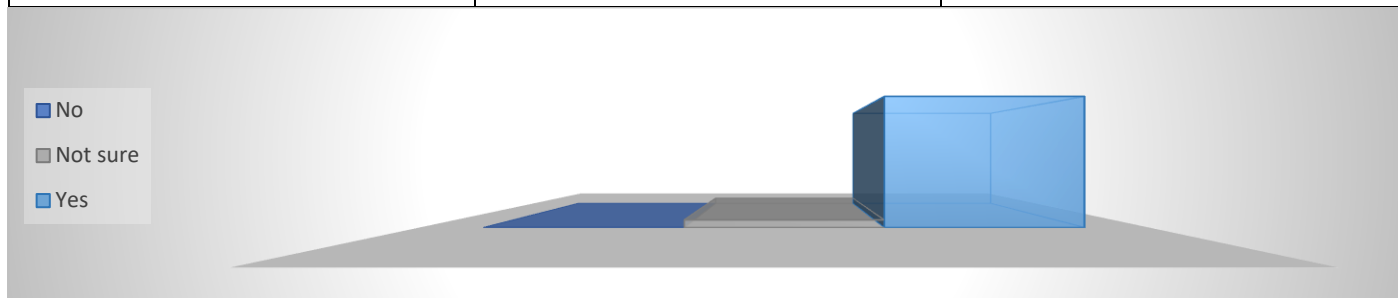


11. In your opinion, who do you think would benefit from Carolyn's approach to empathy and emotional awareness training?

- Leaders – perhaps lower/middle leaders who have very challenging staff demographic.
- All levels of staff.
- Many people.
- The entire human race! In all seriousness, anyone in a role that involves working within a small/large team.
- Everyone.
- My team! And everyone in healthcare, either clinical or non-clinical.
- Many many people!
- All NHS staff – from the top to the bottom.
- All clinicians, solicitors, people who forget to be and show humility.
- Everyone!
- The team I work in.

12. Would you recommend this training to colleagues?

No	Not sure	Yes
0	1	18



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

- Really engaging – good balance of theory and real life/situational delivery – fun
- It will give you a different perspective on interactions.
- Very informative with great examples.
- Be open minded; be prepared to be surprised.
- Everyone will gain something.
- Do it! This is so worthwhile.
- Be as open and honest as Carolyn and prepare to learn the most important part of teamwork.
- It gives insight and reflection. Formal not too demonstrative or self-examining is an open arena.
- Be open to it. We cannot avoid the impact our emotions and biases have on our actions and behaviours.
- It is important to reflect and see other perspectives.
- Do it. Thought provoking.
- Go.
- That it is quite an emotive training session but because it is so personalised it homes in quite a different way to other training sessions which is what makes the information so much more easier to retain and to use.

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

- No. 😊
- Nothing, by using her own experience as the base for teaching Carolyn is able to provide an unsurpassed intimacy to the day that makes all her points hammer home.
- More practical – how to be more empathetic in different situations. For a medical audience more about empathy in healthcare in the clinic and on the ward.
- No.
- I do not think so.
- None – style, content excellent. Enjoyed the day.
- N/A.
- Nope – perfect.
- More tips on how to create this in a team. I am already convinced but would like practice on ensuring a team would adopt this approach.
- No.

Any additional comments:



- (Received the following day) Thank you for sharing what is a very emotive and sad story that Sophie, yourself and your loved ones have had to endure. I think this had been one of the most capturing training sessions I have had for a very long time because not only is it real but the way in which you delivered this is truly heartfelt. I could not imagine or even begin to imagine the pain you have gone through and still do. I have tried even today to be more personal with a staff member who is struggling at work at the moment with homelife being very hectic and stressful for her. I have even had a 'hug' from her after a difficult conversation about her time keeping because we have explored ways in which we can help. Something which does not come naturally with me with colleagues.
- The story throughout pulling everything together and was very powerful. Thank you for sharing an emotional part of your life with us.
- Thank you so much, Carolyn, a very supportive day and psychologically safe of the emotive content. You are fab!
- Thank you for sharing Sophie's story with us. It cannot be easy to revisit all the time.
- Thank you for sharing your story 😊
- Fantastic day.