



A Journey Through Leadership Using Empathy

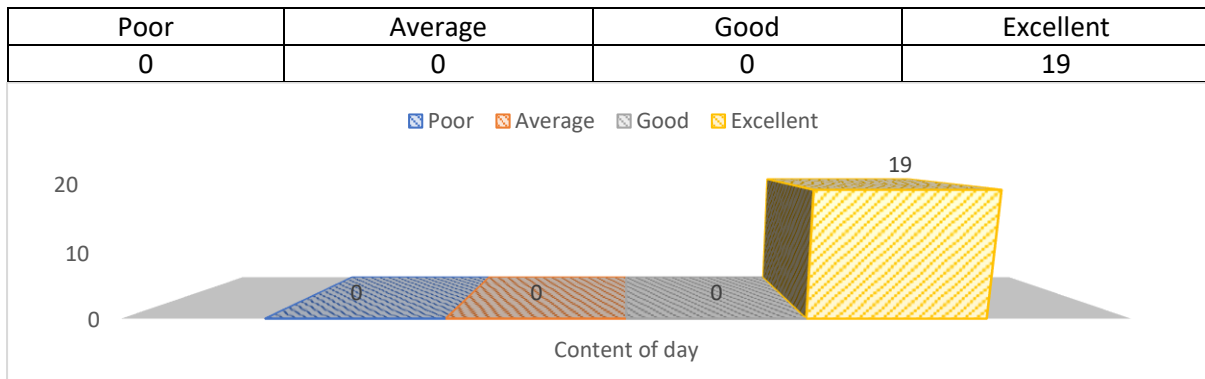
Food Standards Agency

(9.15am-4.30 pm Training carried out by Carolyn Cleveland)

1. What was your overall impression of the course?

- Fantastic.
- Very good course and totally different to other courses I have been on.
- Very interesting and useful. It provided great insight. No magic words or actions but a genuine understanding of how empathy can change many things.
- Excellent. Should be mandatory for all FSA line managers.
- Very powerful and insightful.
- Really interesting and informative.
- Interesting and thought provoking with a good mix of sliders and interaction. Course leader was approachable, and the day moved along nicely.
- It was a great session. Great content, delivery and engagement from all.
- Great layout, I like the fact this is based on a personal story – very powerful. Very engaging with lots of twists along the way. Lots of opportunities to be open and share you own personal struggles with empathy.
- An excellent course. Was worth the full day.
- Memorable.
- It was really good. It was well devised, taught and run.
- Very good, the personal element meant that it felt very real (as it was) and held my attention as we went through, what must be a very hard story to tell.
- Very strong messaging delivered very personally by Carolyn.
- Excellent.
- I really enjoyed the learning and I know it has made me think deeper about a person's circumstances and considering that aspect, not just on what you are presented with up front. Carolyn was engaging in her delivering style and some good visuals to demonstrate the points being made.
- Very powerful and effective – great opportunity to discuss thoughts and ask questions.
- Excellent.
- Excellent – very thought provoking and an excellent insight into Empathy and how what this is, how to develop empathy etc.

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

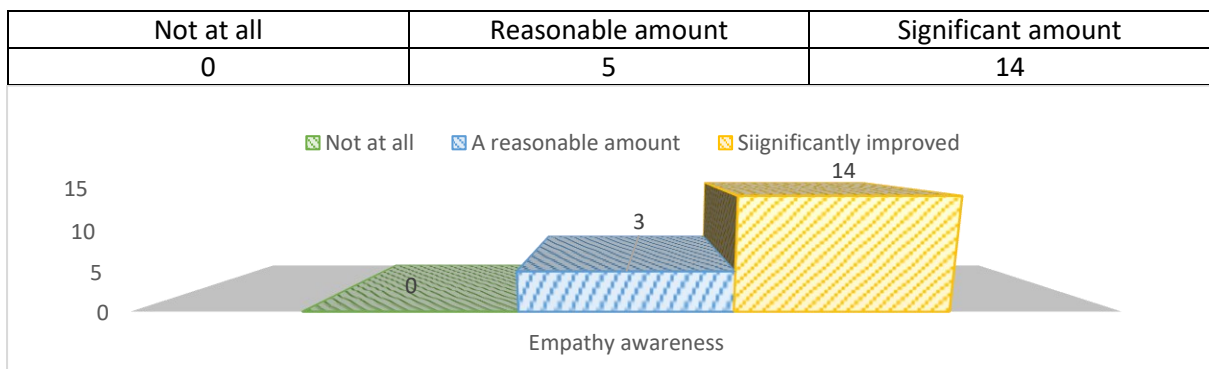


3. What will be your takeaway point from today's session?

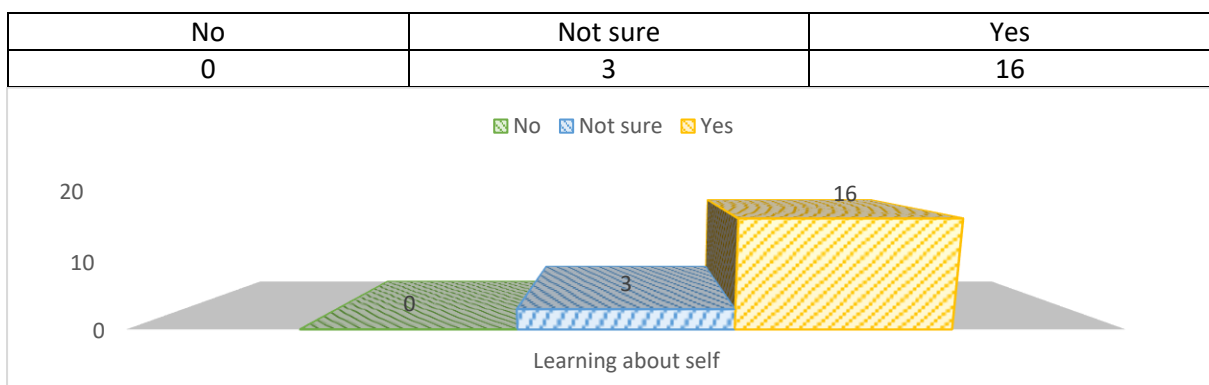
- Deeper understanding and ability to provide understanding and support both inside and outside the work environment.
- When engaging with others try and be more empathic and actively show this empathy.
- Intelligent reasoned empathy – feeling without absorbing. You must look after you to look after someone else. People hear your words but feel your attitude.
- Funnel of Life, look after self to enable effective looking after others.
- To always be mindful of the experiences of others in any interaction.
- To acknowledge someone's feelings as well as the situation and that people hear your words but feel your attitude.
- To be more aware of how circumstances/troubles can affect how people behave.
- Improve own emotional intelligence awareness, and listen to others point of view/feelings, so I can be more empathetic i.e. put myself into other's position so I can 'imagine' what it's like/feel/need.
- At times I am way more sympathetic than empathetic. I will use more visual, verbal and written empathy when chatting with my team. To be more open with own feelings.
- I believe I am generally empathetic but there is room for improvement, especially in the area of unconscious bias. I need to really try to understand the motive/driver of the action/attitude being displayed. To be more empathetic and practice implementing Proverbs 15v11 (NLT) which states, 'a gentle answer deflects anger, but harsh words make tempers flare'. (It is in line with what I have learnt today on empathy and communicating it).
- Could do better as thought I was empathetic and tend to empathise too much.
- I have about 8 pages of notes such a lot!
- A much better appreciation of my frustrations and how to better communicate empathy with others.
- Always consider what others may have in their funnel!
- More kind to all.

- Ensure you considering the individuals personal circumstances and not just 'jump in'. Ask questions to seek clarification and understand the situation better.
- The importance of listening and trying to understand a situation from the other persons perspective.
- We are all different and it is okay to be different.
- If someone seems to 'overreact' step back and think why they may have reacted that way...what was the final straw? The only way to truly know is to ask and then be aware of my responses/reactions.

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



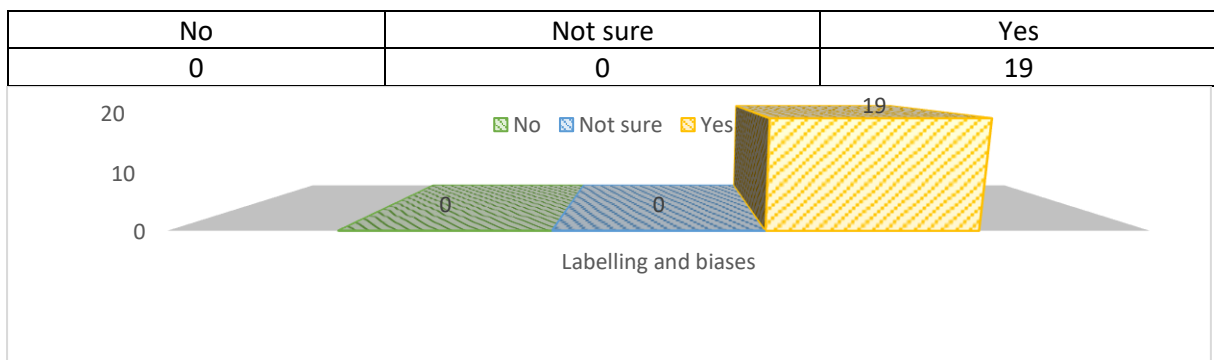
5. Have you learnt something new about yourself personally?



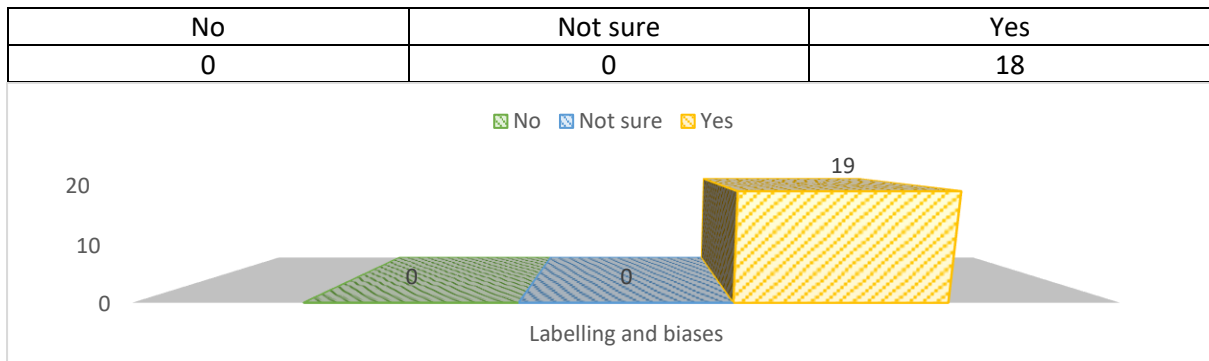
If yes, name one thing you are more aware about yourself?

- I am more empathic than I realised.
- I think I am more empathetic than I would have previously thought.
- On the whole I am empathetic but may jump in to quickly with silver linings/solutions.
- Actively listening, try not to jump in with examples of your own, carefully choose when it is appropriate.
- Being listened to makes me happy and is even more important than I thought.
- Being able to recognise emotions, put them in context, discuss feelings, empathy helps to resolve conflict, helps to manage frustration, makes you feel more positive about yourself and get you closer to those I work/love.
- My own personal closed book approach – I struggle to share my own experiences which is really valuable to be relatable for others. The need to think more carefully about myself in their shoes and my attitudes sometimes – perhaps I am a little too jokey/smiley at times.
- Unconscious bias.
- Not to take peoples emotions on board. Benefits of being empathetic.
- More aware of what frustrate me in others which may lead me to being more apathetic.
- More empathetic than being sympathetic.
- A person’s own well-being is important in being able to support others.
- My own experiences that can help me relate to a situation are helpful, but to always ensure that I take the time to ask the individual about their point of view, as although I might have been through something similar, it does not mean the individual would feel the same way as what I felt.
- It is okay to feel good and bad emotional empathy.
- Actively listen instead of just listening.

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



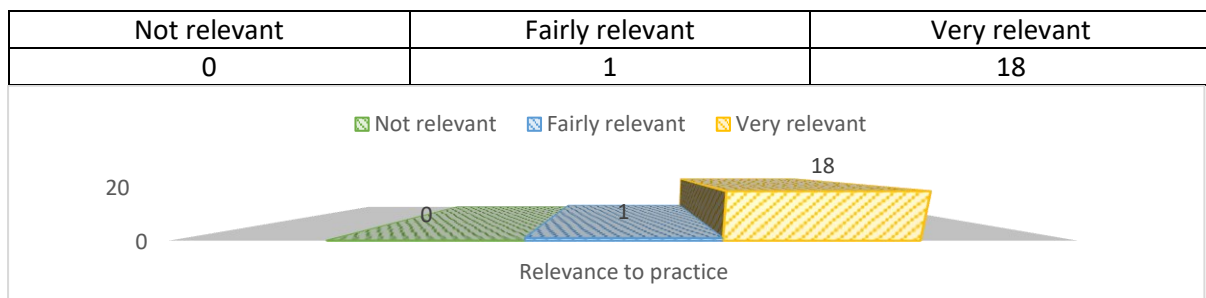
7. Are you more aware of the influence of emotions and biases can have on outcomes?



8. Name one thing you will do differently since having the training.

- Listening.
- Setting more time aside to actively listen and properly understand others' perspectives.
- Do not jump in to quickly with solutions/silver lining.
- Self-care.
- More considerate and empathetic communication of policy, even if the decision is not the desired one.
- Be more aware of body language.
- I will be braver about asking others details about their wellbeing and not worry so much about invading their privacy.
- Try to comprehend better other person point of view/feelings and better listening.
- Building these techniques into monthly development conversations.
- To try to pause and reflect on how I have handled a situation to help identify what triggered and negativity or irritation so as to handle the situation better where possible.
- Realise benefits from being empathetic.
- Telling apathetic managers to attend this course!
- Try to look after my own well-being more, so that I am in a better place to be more empathetic in the future.
- If there is an issue, consider the whole person not just the work person. What else might they have going on which could be affecting them.
- Empathy.
- Complete unconscious bias learning.
- More active listening.
- Listening more.
- Be a little more People Focussed instead of the concern being the completion of task.

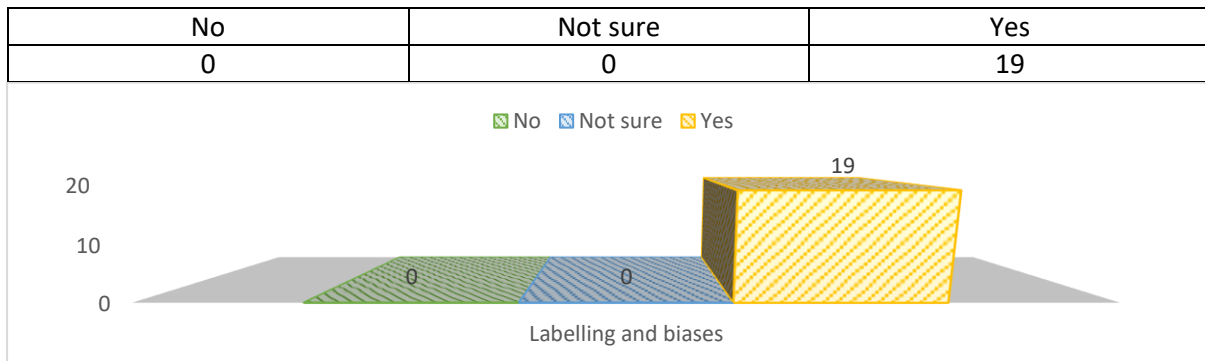
9. Has this training been relevant to your professional and/or personal development?



10. In your opinion, who do you think would benefit from this approach of training?

- I think all staff can benefit from this course as empathy is important in all relationships.
- Everyone, but specifically those who have to deal with bullying, harassment, whistle-blowers/speak up initiatives.
- All FSA line managers.
- All line managers.
- Overall approach to dealing with people in all walks of life not just a work situation.
- Everyone.
- Everybody in the organisation.
- Everyone in FSA, not just managers. This is a skill that everyone can learn to help friends and family through difficult times.
- All line managers.
- Senior managers.
- All public sector employees.
- I think everyone could benefit from the training. Although managers may benefit most from the full day session, as half day or shorter session for everyone would be useful as if everyone has a better understanding of empathy then the workplace will be better for all.
- All managers.
- Those who are line managers, and those who act as a mentor.
- Most managers.
- Anyone in the FSA.

11. Would you recommend this training to colleagues?



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?

- To attend and gain a better understanding and learn more about the whole subject.
- This is a highly valuable course and puts a different perspective on matters.
- Excellent, very participative. Be receptive to possibly new ideas and prepare to be stretched and taken out of personal comfort zone.
- That it is a worthwhile course with actual benefits.
- Following the course will help make the organisation a better place to work.
- I will say that empathy and emotional intelligence helps in difficult situations, increasing the probability of success and helps people to feel happy and wellbeing.
- Most powerful training session I have been on and useful not only in your job role.
- It is well worth the time. You will become aware of your own well-being and empathy levels.
- Safe place to learn about benefits of empathy in the workplace.
- You should definitely attend.
- Carolyn makes the course engaging, impactful and insightful, while also including the right level of humour to make you smile throughout the day.
- It is an excellent course, well worth spending time and learning from Carolyn's experience and knowledge in this subject.
- Worth attending.
- That it really opens up a new, emotive way of viewing situations, and through listening and empathy it is possible to support people and obtain effective outcomes.
- Attend and you will be amazed what you will learn about yourself.

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

- No, she was great very professional and amazing at her job.



- Nothing re content. Using MS Teams may have helped the attendees initially, but it did not detract form the effectiveness of the training.
- No.
- No.
- No.
- No – engaging, personal and kept to the schedule as much as possible.
- To paste the questions for the activities in the chat bar for the breakout sessions. We got it; but it would have made it easier.
- No, did really well on zoom.
- It's a bit nit picky but could make sure the videos have subtitles (I have issues picking out speech from background sounds) and not using ALL CAPS on the slides as they are very hard to read!
- It may be useful to send out the workbooks just before the course starts so that notes can be make in them or to use in workshop sessions etc.
- No.
- No.
- I cannot think of anything. It was an enjoyable session.
- I struggled with the amount of time participating in an online course, using Zoom through the browser presented problems.
- No.

Any additional comments

- Thanks, Carolyn, for the enjoyable day – it was good to think about relationships from a different angle.
- Thanks for such a great session and sharing your story.
- Thank you so much for sharing your story, this is definitely a learning opportunity I will not forget and will help my career as a manager.
- Thank you, Carolyn, very thought provoking.
- Thank you, it has been a really great session.
- Thank you for such an insightful session, Carolyn.
- Thanks Carolyn, it has been a great session.
- I liked the presentation material and videos – practical and very relevant.
- Thank you, Carolyn, – today has been fantastic.
- Thank you, Carolyn.
- Thank you.
- No.
- Great, thanks for sharing your story.
- Nope. Really well done. Although if you could work on a way to send sweets through Zoom that would be great 😊
- Great course and thank you for being able to share such personal experiences with us.
- No.



- The honesty and personal impact on different people's interactions with you (and yours with them) helped put the empathy training in a 'lived' context which made its impact much greater. I will try to reflect on and embed the insights from the training into my work.
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