



## A Journey Through Complaints Using Empathy 11th<sup>th</sup> February, 2019, Northampton

(The course started at 9.30 and concluded at 4.)

Training carried out by Carolyn Cleveland,

### 1. What was your overall impression of the course?

- A Journey that made me think and reflect on managing complaints, but also in working with staff - invaluable.
- This was an excellent training day from the content to the way it was delivered.
- Excellent and thought provoking. It has helped me adjust my 'conceptual lenses' in relation to empathy and prevent compassion fatigue.
- Really useful and delivered beautifully. Incorporated acknowledgement of the full journey of emotions involved in a cathartic session.
- Very good/excellent in terms of content – perhaps consider ways of making participants to move around more
- Thought provoking. Very relevant and easy to relate common experiences to as well as really complex ones.
- Very insightful and engaging – made me think about my approach to the young people/families and staff.
- Incredibly honest and authentic training, using sadness, humour, self-deprecation and if felt genuine because of this – highly recommended.
- A thought provoking and really valuable day.
- It was enlightening and I feel like I learnt a lot.
- Very good training from start to finish – the way the training was delivered from an experiences allowed the 'human' approach, which underpins empathy.
- Very well presented, feels more genuine and relatable when experiences are shared on a personal level.

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

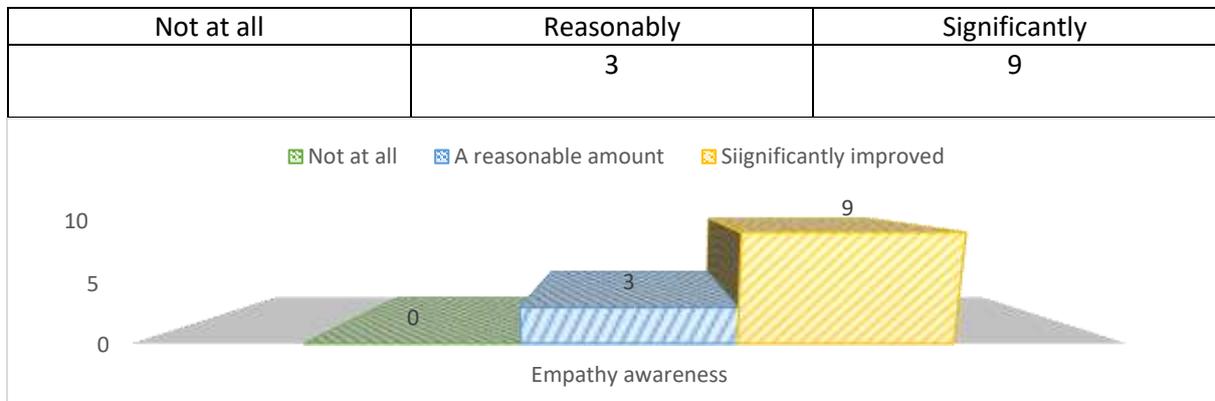
Poor	Average	Good	Excellent
			12

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

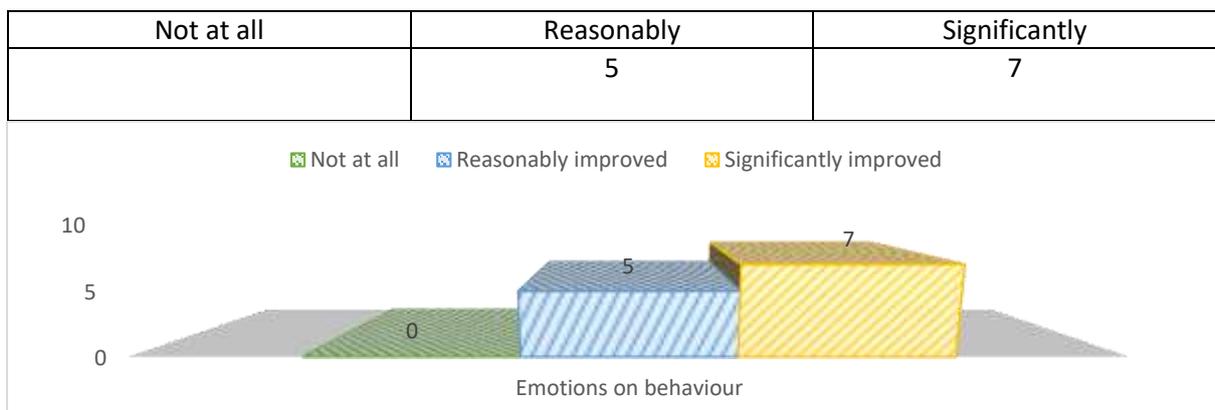
- Try to remove some of the biases when managing concerns.
- The 'Funnel of Life' and to keep in mind what may be going on in others and impacting on their day.
- The human story behind the training and the difference I can make when responding to complaints.
- Hearing peoples emotional story and not trying to fix before listening.
- Consideration on how people's lives are having an effect on them – particularly when they respond differently to how you expect 'Funnel of Life'.

- To continue understanding that human nature can influence how we present and receive information.
- Difference between empathy, apathy and sympathy
- Being more personal when dealing with complaints
- Increased understanding of the two types of empathy and impact of increasing empathy in difficult interactions.
- Not always look at a quick fix, to stop and listen and take on board all information.
- The importance of an empathic approach from start to finish of supporting people.
- Not to absorb everything and ensure self care

#### 4. Has your awareness of empathy improved following this training?

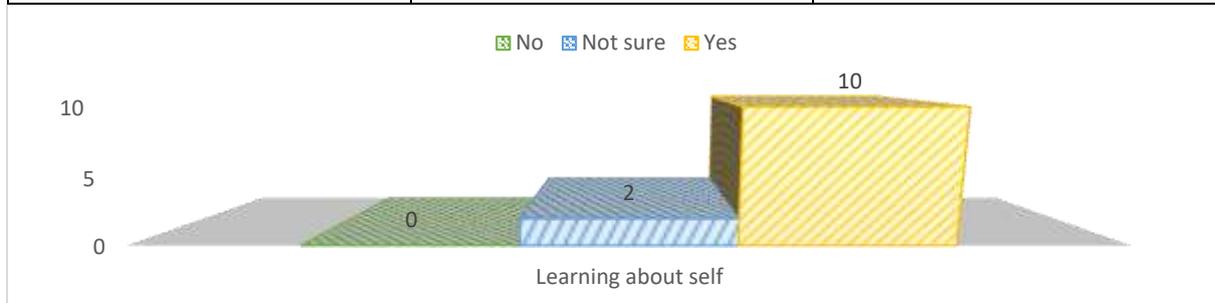


#### 5. How has your emotional awareness improved following attending the training?



## 6. Have you learnt something new about yourself either professionally or personally?

No	Not sure	Yes
	2	10



### If yes, name one thing you are more aware of about yourself:

- It is easy to slip into automatic mode – particularly when being on the ‘hamster wheel’.
- I’m aware that although I felt that I had a degree of empathy, there was much more that I could learn.
- Self-reflection – taking time out / Being aware of compassion fatigue and the impact it can have on me personally and professionally.
- What barriers I have in being my most effective empathic self when at work.
- How/which things illicit an ‘autopilot’ response from me and why. How to work on them.
- Triggers to empathic view and how communication plays a huge part in this.
- How certain people/types of people impact on my ability to be empathetic.
- Understanding of how beliefs and views impact on feelings and behaviour.
- Increased awareness of bias/ unconscious influences.
- Professional I am much more tolerant than personally, increased self-awareness.

## 7. Would you view someone raising a concern or complaint more empathically after the training?

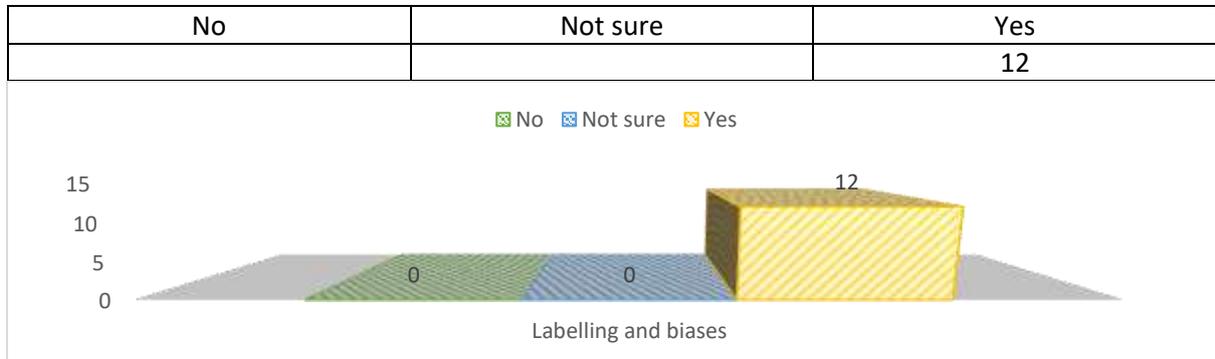
No	Not sure	Yes
1**		11 (1*)



\* Hope so! I intend to!

\*\* Only because I have complained to this trust about my father’s care and therefore I absolutely understand what it’s like to be on the other side of a complaint.

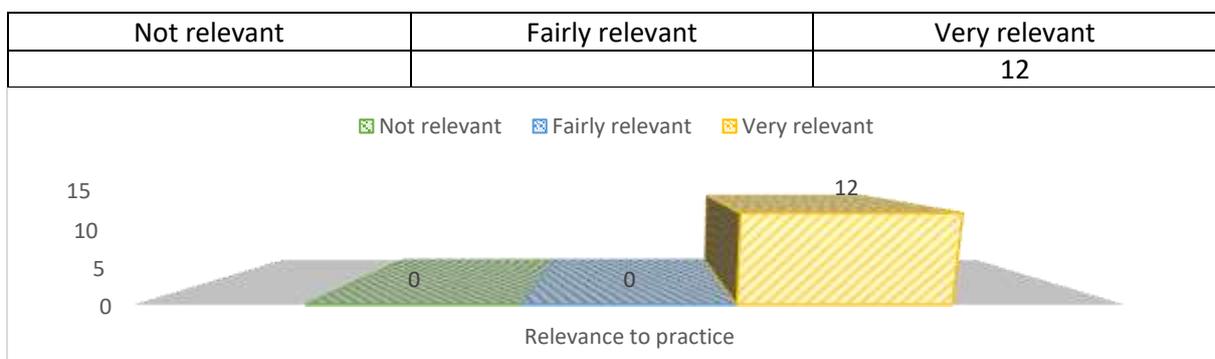
8. **Are you more aware of labelling and your own biases and those of others, having attended the training?**



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

- Trying to remove some of my own biases when managing and addressing concerns
- Be less judgemental about reasons why people bring up a complaint
- Not to take things too personally. Taking the time to listen and respond.
- Reflect on what someone says before responding
- Consider and identify own biases
- To not always have 'a solution' as being the most important thing- that how I made someone feel is more beneficial than perceived 'solution'
- "Walk in other peoples shoes" be more aware of not only the issue but the underlying issues
- To look more at emotions surrounding the complaint rather than just the actual complaint.
- Trying to understand what is important to the individual and how I can support this.
- Not looking for that quick fix, but to listen to all information
- Validating others 'truth'.
- I would like to better explore what resolve people want as you can assume what the want when actually they don't always want a change but sometimes just acknowledgement and someone to hear and acknowledge how the feel and the impact.

9. **Do you feel that this training has been relevant to your professional practice?**



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

- All members of our Trust – Offers opportunity to reflect and enhance practice
- I feel all NHS sectors would benefit from this training as well as some of the support for families/service users
- School staff
- Anyone who works with other people, but especially in ‘customer service’ (in its broadest sense capacity)
- Will encourage others in the division to attend.
- All teams
- All staff members
- Health colleagues at our Trust and the acute services. Colleagues from children’s services at Northampton County Council
- Any organisation dealing with complaints
- I think all healthcare professionals working with managing concerns/complaints. Would be useful for all NHS staff that have ‘customer’ contact.
- All clinicians.

### 11. Would you recommend this training to colleagues and other organisations?

No	Not sure	Yes
		12



### Other comments

- Very many thanks
- Thank you Carolyn for a very thought provoking and interesting training session
- Delivered with great empathy!
- What a beautiful way to uphold your daughter’s memory and draw on ways in which we can all improve to ensure we never lose sight of the people that we chose to work with. Thank you.