



IDEAL FOR - Frontline staff, managers, executive teams and all professionals wanting to dig deeper into communication and foster an empathic and compassionate approach to interactions within within complaints, incidents and vulnerability.

A JOURNEY THROUGH COMPLAINTS & INCIDENTS USING EMPATHY



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts and providers, Stockport Homes, West Norfolk Council, National Coroner's Officer Training Programme, Bolton Homes, HM Courts and Turbinal Services.

A Journey Through Complaints & Incidents Using Empathy

Description: This one day session of experiential learning not only identifies what empathy is but enables those attending to 'feel' empathy, analyse it, and understand the emotional complexity of complaints, incidents and communication on a deeper level. Fostering understanding of WHY it is so important, to recognise vulnerability, see the bigger picture and create psychological safety.

The session moves beyond theoretical discussions, immersing delegates in a real-life scenario to underscore the importance of empathy and emotional awareness in handling complaints and sensitive situations. Recognising its limitations, participants will learn its critical role in recognising vulnerability in others and themselves.

In a safe and supportive learning environment, participants will examine how we all view things differently, exploring how our own biases and belief systems can get in the way of empathic communication. At the same time, recognising the importance of personal well-being, emotional development and self compassion in this process.



Using emotive and thought provoking material, yet balanced with the science of empathy and all important humour, the real impact of empathy, or lack of it, will be felt and explored. Supporting staff to foster their own existing empathic attributes, and build confidence in developing awareness of how they can enhance this outlook and communication.

Key learning outcomes:

- Understand and dig deeper into a thought-provoking journey through a complaint and incident, understanding some of the complex 'emotional data'.
- Build confidence in communicating with bereaved and vulnerable people.
- Seeing perspectives, the fuller picture, and understanding emotional motivations within behaviour and communication how easily we all see things differently.
- Identifying and understanding empathic and emotionally focused thinking to understand the emotional complexities in complaints for all involved.
- Learn how the 'funnel of life' can impact on our empathic communication and our own resilience, and how our emotions influence us, and impact on others.
- Understand how a lack of empathy and compassion has the potential to cause psychological harm, negatively impacting on communication. Recognise its limitations and barriers to empathy.
- Build confidence in knowing what empathy is and what it isn't, to be skilled to use compassionate empathy in a reasoned way, but create the optimum mind-set for a personalised approach to responding to a complaint.
- Identify and explore the difference between empathy, sympathy and apathy in challenging situations.
- Explore and analyse biases and judgments and understand the concept of Safeguarded Personal Resolution (SPR[®])
- Understand yourself better to safeguard your own mental health and personal well-being.

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTL5)



Carolyn, has a background in psychology, counselling, and conceived C&C Empathy Training from her direct experience of patient safety issues, and compassionate communication failure, in the inquest system and the NHS complaints process.

Carolyn experienced the loss of a child and found many of these systems did not grasp her complex emotional experiences, motivations, or needs, following this tragic loss. This was apparent individually and culturally, feeding into staff behaviour and negatively impacting on outcomes

Carolyn is passionate about promoting long term change through training and development by humanising systems and empowering staff to compassionately support people who use their services, colleagues and themselves, all carried out in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions, empathy and compassion in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in the process and in vulnerable positions, as well as staff personal emotional responses and well-being. Those who have worked with Carolyn include many NHS and private organisations,, legal firms, Ministry of Justice, HM Courts and Tribunal Services, councils and housing associations. She worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This is joined together with her academic study, analysis and personality, along with her belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital, and supportive in fostering long term positive change and development, both individually and culturally.

TESTIMONIALS

Stockport Homes is committed to providing exceptional customer care and recognises that sometimes officers can get caught up in the day-to-day stresses and pressures of working life which can in turn effect how we engage with customers who contact us for help. As Head of Service for a team dealing with complex complaints of antisocial behaviour (ASB) I wanted to find an empathy trainer who could help us recalibrate and refocus our approach to handling complaints and reports of ASB with empathy. The training from Carolyn did exactly what we needed it to. The training was thought provoking, heartfelt, emotional, and personal and took those in attendance on a real journey of understanding what empathy really is and how we need to take care of ourselves in order to deliver services with a truly heartfelt empathetic approach. Carolyn is a wonderful lady and a fantastic trainer. SHG has been so impressed with the training provided by Carolyn that it now intends to roll it out further to other frontline services.

Liz Smith, Head of ASB, Stockport Homes

As a trained and (previously) practising Family Liaison Officer, interviewer for serious and complex crimes, specialist interviewer for children and a SOIT (interviewer for victims of serious sexual offences), I didn't think there was much more I could learn about the power of getting communication right and the consequences of getting it wrong. I attended 'A Journey Through Complaints Using Empathy' and had my knowledge and understanding around this multi-layered topic truly opened. A thought provoking and relevant training programme for anyone in a complaints, investigations, or governance role.

I highly recommend this course.

Cheryl Sagers, Experienced Manager across Law Enforcement, the NHS and Education Sector

PROGRAMME: A Journey Through Complaints & Incidents Using Empathy

09:00 - 09.30 ARRIVAL AND REGISTRATION

09.30 - 11.00 Session 1: Who are we really? the human connection and presence and absence of empathy and

Part 1: Feeling empathy and compassion: Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful, thought provoking, personal narrative, highlighting the presence and absence of empathy in life, trauma and challenging situation. The scene will be set to start to examine seeing the whole person, bigger picture, and the 'Funnel of Life'.

Part 2: Understanding the complexity of emotions & perspectives -the science behind our behaviour

Delegates will start exploring the world from the 'inside out' and understand emotionally and empathetic focused thinking. What is the emotion behind the complaint?

Part 3: Linking empathy and compassion and catching emotions, attitudes and ideas

This session starts to unpack empathy and looks at the neuroscience of empathy; what is happening in the brain. How static are we? How influenced are we by others and cultures.

15 MINUTE BREAK

11.15 - 13:00 Session 2: Identify potential psychological harm - are we communicating empathy, sympathy or apathy?

Identify the difference between sympathy, empathy and apathy and how a lack of empathy has the potential to prevent compassionate engagement and involvement and cause psychological harm:

Analysing real life video case studies, natural biases and unconscious thought processes and systems will be examined. Delegates will learn how to identify how a lack of empathy and compassion in interactions can cause psychological harm that goes on long after the initial interaction and negatively affect professional relationships. Do we always get it right? What might we need? Exactly what is the difference between empathy, sympathy and apathy? And what about different kinds of empathy - linking into compassion?

13:00-14:00 BREAK LUNCH

14:00- 15:30 Session 3: Understanding the emotional data and experience in complaints

Part 1: How to recognise and understand 'emotional data': Understanding the story

By focusing in on 'emotional data' and thinking about the story, delegates will use an enquiring mind, to examine the emotional experience even when something else is communicated. This session will help to empower individuals to support them in seeing and hearing the emotion, to develop compassionate communication. They will gain understanding the importance of authenticity and seeing the story of others, considering the contributing systems affecting emotions and behaviour.

Part 2: Oh and then there are personalities!

Delegates will take a humorous look at personalities along the way, and what can get in the way of empathy and compassion..

BREAK

15: 45 - 16.30 Session 4 : how to achieve a safeguarded personal Resolution (SPR®)

Part 1: Understanding and implementing a Safeguarded Personal Resolution®

This session helps professionals to understand the deeper message behind 'I don't want this to happen to anyone else', empowering them to embed the 'personal' into responses and interactions.

Part 2: Your own resilience and the importance of using reasoned empathy

This session will draw together the vital importance of self care and its relation to empathy, making sure our empathy levels don't deplete to much and to guard against compassion fatigue.

16.30 Close and further questions Please note a narrative runs throughout the day and concludes in the last session



Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD and a follow up support email

Sessions can be delivered face to face, virtually or via E-learning.