



IDEAL FOR... All health and social care professionals in leadership roles and anyone wishing to ensure that empathy is incorporated in their leadership potential and communication

# A JOURNEY IN LEADERSHIP USING EMPATHY



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**LEED**<sup>®</sup>  
COMMUNICATIONS PROGRAMME  
Learning Empathy and Emotional Development

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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts, BMI Healthcare, National Coroner's Officer Training Programme, Swanton Care, NHS Resolution, multiple GP surgeries, National Association of Psychiatric Intensive Care Units

# A Journey Through Leadership 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 it on a deeper level, to understand WHY it is so important within leadership, individually and for an empathically intelligent culture

The session will take empathy out of the text book and into real life as delegates go on a journey of empathy and emotional awareness and the importance of both these in healthcare leadership.

Those attending will have the opportunity, in a safe and supportive learning environment, to examine how we all view things differently, exploring how our own biases and frameworks, exploring how they can get in the way of empathic communication. At the same time recognising the importance of personal well being, 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 explored. Supporting staff to nurture their own existing empathic attributes, and build confidence in developing awareness of how they can enhance this outlook and be and empathic and ethical in leadership.

## Key learning outcomes:

- Who are we? Understanding & developing the human connection; the presence and absence of empathy
- Learn how to identify and understand emotionally focused thinking and practice and staff focused leadership
- Recognise how a lack of empathy in one-on-one encounters has the potential to cause psychological harm, how to respond to others using empathy
- Understand how to cultivate empathy and inclusive leadership - communicate at a deeper level
- Reinforce your existing empathy and gain confidence to use your new skills to enhance the human connection and handle difficult conversations
- Understand reflexive leadership and develop skills for staff well-being and productivity. Explore the concept of Safeguarded Personal Communication (SPC®)
- Develop how to manage empathy to prevent burn out and improve you own self care and staff retention

*Being a skilful leader or manager is much more than being a boss. Developing the human connection to increase staff well being, retention and patient care is crucial and empathy is recognised as the No1 skill. A study by Development Dimensions International found that of more than 15,000 leaders in 18 countries, workers who master empathy make the most successful leaders.*

# 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, the NHS complaints process and leadership culture.

Carolyn experienced the loss of a child and found many of these systems did not grasp her emotional experience, motivations or needs, following this tragic loss both. 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 support themselves, colleagues, their team, patients and loved ones, in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions and empathy 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. She works with several NHS and private organisations, legal firms and worked on the National Coroner's Officers Training Programme.

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, and the belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital, and supportive in long term positive change and development, both individually and culturally.

## TESTIMONIALS

*Carolyn's training initiative develops learning in all areas of the NHS, from patient safety/experience, complaints, leadership and staff wellbeing, and through openness and honesty, thought provoking material and humour, takes staff on a real journey of empathy and emotional awareness, putting it high up on the agenda.*

**Margaret Kitching, Chief Nurse, North East, Yorkshire and the Humber Region, NHS England & NHS Improvement**

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*"Carolyn delivered a very thought provoking, and emotive session to our Board Away Day. For a mental health and disabilities Trust, this training was essential for us and emphasised and helped us refocus on the importance of putting yourself in the shoes of others. It also reminded us of the importance of 'holding the mirror' up to ourselves, our behaviours and our perceptions. Excellent training for anyone, but particularly for those in the health service....we would highly recommend it."*

**John Lawler, CEO, Newcastle, Tyne and Wear NHS Foundation Trust**  
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# PROGRAMME: A JOURNEY THROUGH LEADERSHIP 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

**Part 1:** Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful and thought provoking personal narrative, highlighting the presence and absence of empathy within a healthcare system and leadership culture. The scene will be set to start to examine seeing the whole person and the 'Funnel of Life'

#### **Part 2: Understanding 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 words? What is everyone really seeing?

#### **Part 3: The BIG question! Is empathy natural or can it be learnt?**

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

15 MINUTE BREAK

### 11.15 - 13:00 SESSION 2: POWER DYNAMICS, POTENTIAL PSYCHOLOGICAL HARM (DUTY OF CANDOUR) AND BARRIERS TO COMMUNICATION - EMPATHY, SYMPATHY OR APATHY?

#### **Identify the difference between sympathy, empathy and apathy in challenging meetings and how lack of empathy in one -on-one encounters has the potential to cause psychological harm:**

Analysing real life video case studies, natural biases and unconscious thought processes will be examined. Delegates will learn how to identify how a lack of empathy 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?

13:00-14:00 BREAK LUNCH

### 14:00- 15:30 SESSION 3: UNDERSTANDING EMOTIONAL MOTIVATIONS BEHIND BEHAVIOUR AND ETHICAL LEADERSHIP

#### **Part 1: How to recognise and understand 'emotional data'. Taking time to listen**

By focusing in on the 'emotional data' and reality of emotions and unconscious processes delegates will examine the emotional experience and motivations from our own belief systems. Empathy can be developed consciously; this session will help to empower individuals to support them in seeing and hearing the emotion and how they can best develop compassionate communication, understanding the importance of authenticity in leadership.

#### **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, examining 'Negative Freedom' and the impact this has on conflict and stress.



BREAK

### 15:45 - 16.30 SESSION 4 : HOW TO ACHIEVE A SAFEGUARDED PERSONAL COMMUNICATION (SPC®)

#### **Part 1: Understanding and implementing a Safeguarded Personal Communication®**

**Description:** This session helps healthcare leaders to understand when they have communicated with care, and achieved C&C Empathy Trainings SPC® empowering them to embed empathy effectively

#### **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 and making sure our empathy levels don't deplete to much.

### 16:30 CLOSE AND 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.



# BOOKING FORM FOR REGIONAL DAYS

To book your place call 07541 798 949 or email form to carolyn@cc-et.co.uk

Course Title: **A Journey Through Leadership Using Empathy**

Training Date:

Venue:

Delegates

Name

Job Title

Email

Mobile

Name

Job Title

Email

Mobile

Name

Job Title

Email

Mobile

Organisation

Payment details:

By Cheque (please tick)

Please make cheques payable to C&C Empathy Training Ltd

BY BACS (Please tick)

For payments in £:

Sort code: 20-67-40

Account No: 83570851

Invoice to be sent to:

Name:

Organisation:

Address:

Postcode

This form must be signed by delegate or person authorising booking please

Name

Signature

**Terms & Conditions apply, please see below**  
**Confirmation of Booking**

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the training date. We will also offer a place on a substitute training date, if available. We regret that any cancellation within 4 weeks of the training date cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time. C&C Empathy Training reserves the right to alter venue, should they need to.