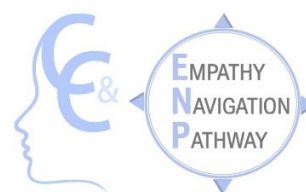


Evaluation of Learning and Feedback

Empathy Navigation Pathway® Training Programme

A Journey Through Healthcare Complaints and Incidents Using Empathy and Compassion

C&C Empathy Training Ltd



Carolyn Cleveland

Session Title: A Journey Through Healthcare Complaints Using Empathy and Compassion

NHS Foundation Trust

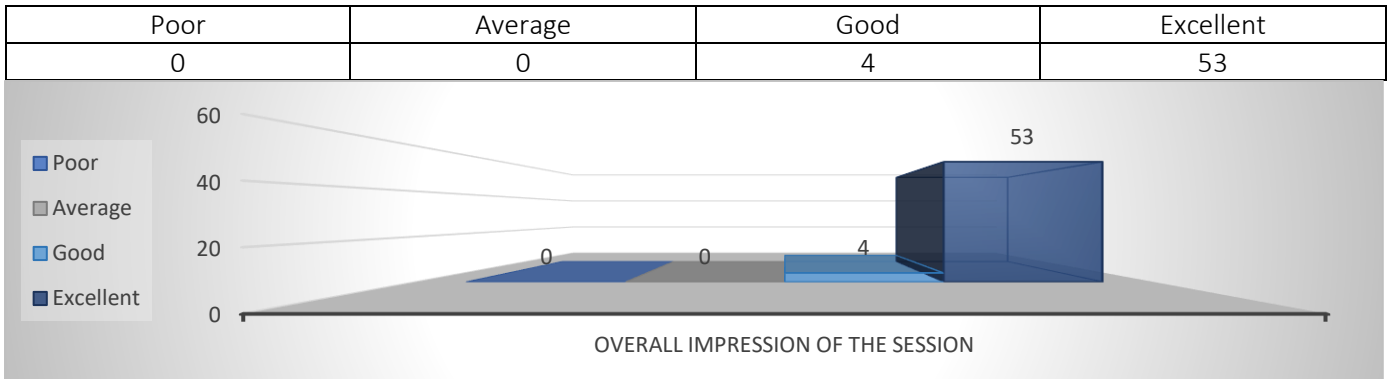
1. What was your overall impression of the course?

- Interactive, engaging, reflective, and thought provoking.
- Engaging, well-led, and the personal experience provided during the course is absolutely invaluable – especially in my role in complaints.
- I really engaged in the session and was able to reflect on what I can do better in my role and in my personal life.
- Very good, well presented and informative.
- Thoroughly enjoyed the course and admire the speaker for sharing such personal life events. Gained a lot from this course.
- The course was very insightful; I found it extremely useful. Especially in terms of my role. It was delivered amazingly well, and I came away feeling I had learned a lot.
- It was an outstanding course!
- Great course, right amount of time, very personalised, I learnt a lot.
- The course was great and allowed us to continue to consider our own and others approaches to try to minimise trauma which could otherwise be caused if we approach in a non-empathetic manner.
- Excellent. Interesting and engaging, delivery kept attention.
- Really good, informative emotional and thought provoking.
- Very informative, interactive, heartfelt, enjoyable.
- Very helpful whilst also being informal and comfortable. Good use of real-life examples, videos and group discussions.
- Emotional and powerful session. Makes you reflect on your own behaviour and biases.
- Excellent.
- Fantastic. It allowed me to reflect on both professional and personal circumstances. I thought carolyn was amazing being able to tell her story of her daughter in the way she did. So professional.
- Very good, informative, lessen to learn for our interactions with others.
- Excellent and thought provoking.
- Really quite educational.
- Excellent.
- Very thought provoking and insightful.
- Provided good insight and enabled me to reflect on my own experiences, both personal and professional.
- Enjoyed the course, really insightful.
- I really enjoyed the course, I found it really informative, relevant to my role and it was delivered in a way that kept me interested.
- I found the course very personal and empowering. It was interactive and Carolyn showed so much compassion and dedication which I felt her personal circumstances have given her that drive and dedication.
- Informative, thought provoking, interactive enjoyable.
- Good, liked how the trainer shared her own experience added so much to the training.
- Very comprehensive, inclusive, thought provoking, emotive and informative.
- I thought it was really interesting and a great session.
- Very informative, enjoyable and interactive.



- I found the course to be very interesting; it has given me a new perspective and tools to use in my job.
- Very good.
- The course was really insightful and very helpful to many aspects of my work. Due to the personal nature of the course to the facilitator it evoked a lot of emotions.
- Great content and very thought provoking. Fantastic delivery, lots of energy to keep you engaged throughout, which can be difficult via teams.
- Really informative course, so honest and open about empathy and the importance of expression emotions.
- It was very insightful, and emotive. The delivery was concise and engaging.
- Intense but very rewarding and really makes you think about different aspects.
- Brilliant and very informative.
- The course was not what I expected, it certainly exceeded expectations. It was an emotional rollercoaster. Carolyn was utterly immense. I thought I was very empathetic person, but she has made me see I could do better. The course was extremely eye opening and has made me reflect on previous encounters, both within work and my personal life, and going forward will ensure I am as empathetic as I can be. Everyone can do better, and everyone should do better.
- I was very impressed by Carolyn Cleveland and how she presented a very difficult life experience, how she struggled, managed, and found some closure to this time. I found the training session very informative and particularly useful to my role as a CPN in MHSOP. I feel everyone regardless of role will find this training useful in not only there working life but also their personal life.
- It was very good and really increased my understanding of what empathy is and how that can relate to complaints. I wanted to thank Carolyn for being so honest about her story as it really added an extra dimension to the training.
- Great course, lovely story and ran excellently.
- Really good and a comfortable approach.
- Interesting, relaxed, informative.
- Good mix of theory and practical work.
- It was a well conducted course, one of the best I have attended.
- Excellent.
- I really enjoyed it and thought that Carolyn gives a good presentation and makes it personal and applicable to our learning.
- I thought the course was very informative and put things into perspective for me. I felt the way it had been presented was great and incorporated a good group discussion and options to share our experiences and thoughts.
- Found the course very informative, practical, relatable, and very real. It was not a set of theoretical do's and don'ts but practical advice with real life situations. Very connected to my role and anyone in a caring position as the human aspect in any profession should show up more often and help the care giver and the cared for.
- Very good.
- The training was very engaging and thought provoking.
- Very insightful and an important reminder of the importance and impacts of empathy.
- Very interesting and educative.
- Excellent. Second course with Carolyn I have attended which I have found really interesting and informative. Also feels a safe space with no pressure to speak in whole group if not comfortable doing so.
- Very interesting and emotive.
- The variety of the course material kept the day interactive. I found the course very engaging and interesting. It was nice that the group was small as it was easier to communicate and interact with everyone. The trainer was very approachable and easy to talk to.

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



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

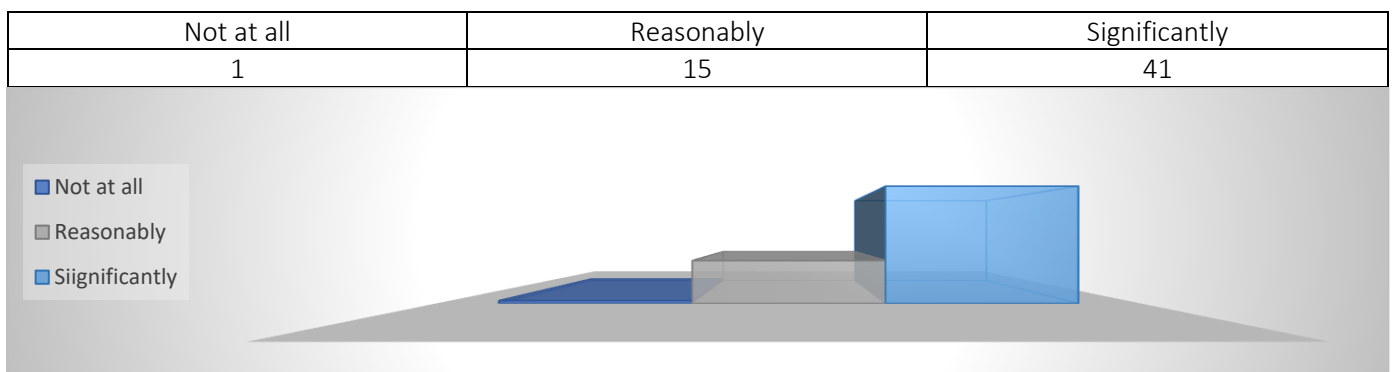
- Remember someone else may be having a bad day.
- Just how much empathy plays a part in day-to-day life, not just engaging with patients, their relatives and carers but also colleagues and how a negative culture within a team or organisation can have such an impact on service delivery and the associated meetings and conversations which can subsequently take place.
- The course had many points to take away but a big reminder that not only the people we work with matter but so do the staff. I feel I show empathy and can feel it but there is always room for improvement.
- Not to judge people based on their reactions. There's often a reason people say/do unpleasant or unexpected things.
- The importance of empathy can change so much for a person, today's session really showed why empathy can make such a difference to someone's circumstances.
- My takeaway point from the session is the importance of empathy in all settings throughout life, and the importance of ensuring people feel heard and understood.
- The difference it can make by just listening and understanding someone.
- Behind every fact is an emotional component.
- To continue to endeavour to listen to each person's experience and be mindful of my own possible bias.
- Remember what might have happened to someone, not judge.
- Acknowledge individual situations.
- The importance of taking care of my own well-being, without this I am unable to deliver my practices professionally with c=empathy and compassion.
- Showing empathy is a decision/active process and our overall approach is what shows empathy, not just words – we need to act on the words -learn the importance of cognitive and affective empathy.
- The power of feeling listening to being understood.
- Perspective.
- Always take time out for myself and to think about things before I leap in with both feet and not show the empathetic me.
- We need to look after our wellbeing first so we can look after others and empathise with them. Recognise our own emotions so we can know what the other person is feeling.
- Considering what else people are going through other than how they are presenting.
- Considering the 2 empathy categories of cognitive and affective.
- Further knowledge and understanding of empathy.
- That we have to be in people's life funnel and what else may be going on in people's lives and that may be the cause of the reason.



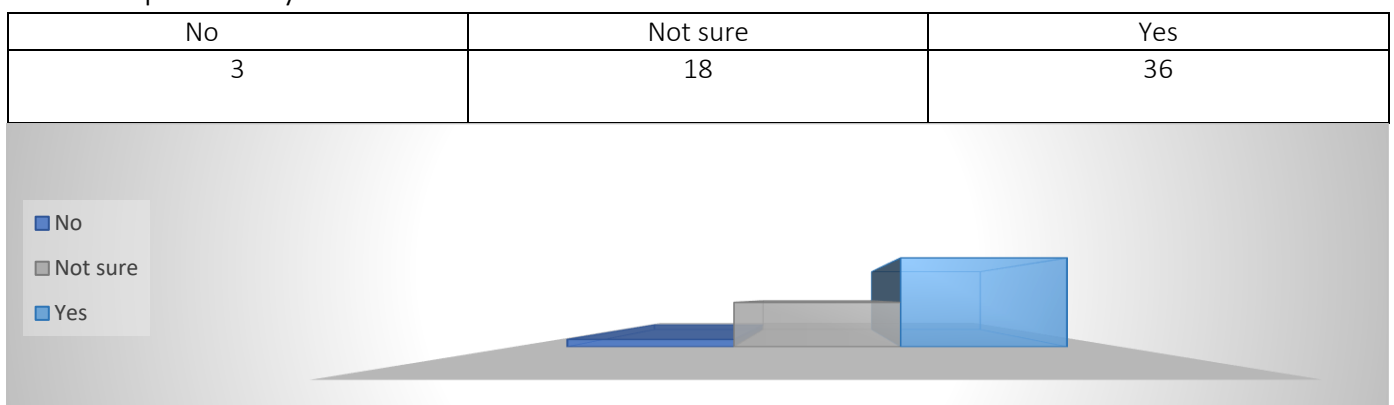
- “People hear your words, but they feel your attitude”.
- How to relate to others and understand, we want to be listened to and respected and treated with kindness.
- The two different parts of empathy will be my takeaway point and how essential both are.
- Being empathetic cost’s nothing, every day we use our communication and listening skills. It emphasises the importance on why we do what we do.
- More in depth knowledge of empathy.
- Things are not always what they seem, and you should not take reactions to a situation at face value as there is lots going on in people’s lives. To be nice and compassionate.
- I think there will be many, the main realisation for me is that I should feel no guilt in not placing the needs of others before my own.
- Making sure empathy is something that I always think about and look at how I manage it for myself and other people.
- The difference between empathy and sympathy and to not take on concerns emotionally as this will deter my ability to help the individual if I am too emotional. ‘Step into someone’s shoes, not live in them’
- That empathy while based on emotions is also about actions you use.
- How to handle situations.
- The importance of showing empathy to myself to ensure I have enough resilience to then show empathy to other at work – for both patients and colleagues. It showed me the importance of empathy to better understand and support patients.
- To always consider what someone else could be going through. Compassion. To respect experiences of others.
- To be kinder to myself. when we find solutions together, being present with people’s emotions when they are feeling them and not trying to relate too much as I can never fully feel what they are feeling.
- To ensure that people are receiving the most empathetic treatment possible.
- Mindfulness, be aware of people’s individuality and how not everything is black and white, people’s reactions can be dependent on their mindset at the time and ow other people can affect each other.
- Making assumptions on the little information you have, there is always a bigger picture and much more to what you are been informed of.
- Everyone should so better to incorporate empathy within their day-to-day lives, within work and my personal life. You have no idea what someone else is going through, always be kind, you could be the person to overfill the funnel.
- Thinking outside the box and how my approach to others can have a negative or positive outcome on those around me, being more aware of my biased beliefs and my ability to step in and out of the Empathy role and manage my own wellbeing, distress needs to be validated and approached with unconditional positive regard.
- I think the many ways we display empathy verbally and non-verbally. The ways our emotions can affect our behaviours and how when difficult factors arise our capacity for empathy can decrease so it is about being aware of this and reflecting on it.
- Lots more knowledge about empathy.
- To keep in mind other factors when people may have outbursts and to always be vigilant.
- Do not judge a book by its cover.
- Acknowledge the funnel of life for all individuals.
- On managing complaints and challenging situations, front line, I will now step back and reflect on the person’s overall demeanour and think, what is it they are needing as well as reflecting on myself.
- Remaining mindful of everyone’s positions, taking a human approach always, being empathic and compassionate.
- About the different scenarios and situations, we find ourselves in and how we may react differently and how we can change this or think about our behaviours further.
- To actively listen to people and understand what they may be going through.
- Empathy can be learned and improved on. Asking the right questions can show more empathy and asking the wrong ones can take away from it.

- Made me think more about how I can affect the outcome/perception of other.
- A better understanding of empathy and its importance.
- Be mindful of how people's emotions impact upon their behaviour and hold in mind that we do not always have a full picture of what someone is going through.
- Behind every fact is an emotional component.
- The vital importance of being empathetic and the difference it can make to someone.
- That you never know what is going on in other people's lives and their reactions to this.
- The difference between sympathy and empathy and how I can support people appropriately.

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



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



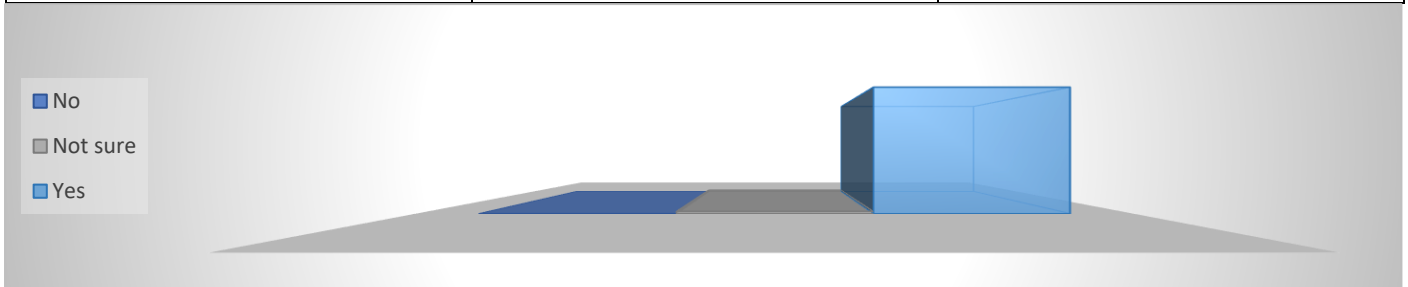
If yes, name something you are more aware of about yourself?

- Non-verbal behaviours.
- I have all the empathy in the world in my work life, my personal life not so much – unsure whether this is because I run out by the end of the day and just switch off or whether my work empathy is learned, and I have not matched my personal life to that.
- That I need to show more empathy in my personal life, my family as I think I can show it in my work life but do not always give the same importance to my family.

- Being aware of others life battles and taking that into consideration when dealing with people.
- I am not only aware of how I could show empathy more but also feel that I understand situations where I have not felt I have been heard. I was able to reflect on these experiences.
- I am more aware of empathy overload, as I sometimes struggle with this.
- That I often strive for perfection rather than the optimum in a less than optimum situation.
- My own well-being having an impact on those around me personally and professionally.
- That I can react quickly before taking time out.
- I think I can regulate my emotions generally very well but can be overwhelmed in certain situations that trigger the same emotional reaction.
- Personal life effects work life more than I realised.
- That besides being born with it I may learn more about it.
- That my capability for empathic reasoning is greatly affected by what else I have going on in my life at the time.
- I may absorb too many emotions from others.
- That I am a very sensitive person and do show empathy a lot within my personal and professional life.
- I was made well aware that there is a lot of support available if needed.
- That my experience of logic and emotion not being especially congruent is not unusual and is okay.
- The way I would react in certain situations and how empathy can be influenced.
- I am more aware, in a personal aspect, to be more empathic rather than sympathetic. I realise I often try to find silver linings to make someone feel better, but this has opened my eyes to realise that this is not always the case.
- Emotional awareness.
- How I do not often show much empathy to myself.
- Not to assume, to always consider what other people are going through. Sounds cliché but be kind.
- More aware to be present in the moment and try not to let mood affect judgment.
- To take that time to process things and not jump to conclusions.
- I have always seen myself as an individual who uses empathy within my role already.
- How empathy can affect how people share things.
- The bigger picture.
- I will be more reflective in how I respond to situations where I become emotional.
- LISTENING.
- The way we feel affect our emotion and feeling in life.
- Sometimes I absorb other people's feelings as my own.
- Stop interrupting conversations.
- The training helped me recognise that I do have empathy and how I can support people appropriately.

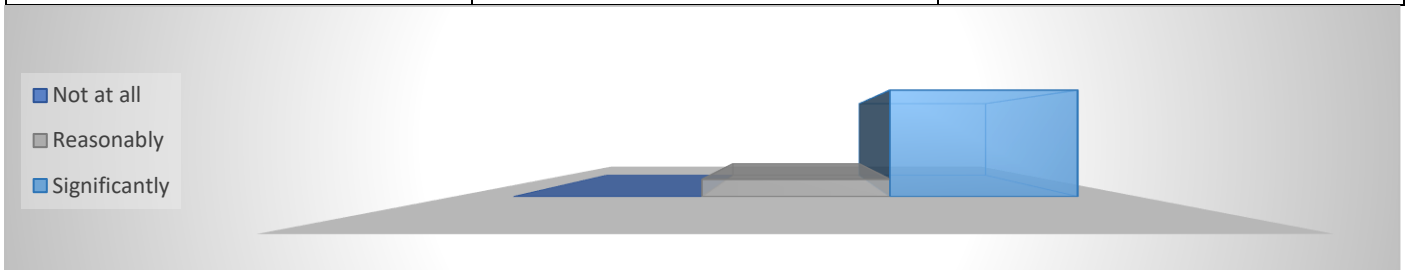
6. Would you view / respond to someone raising a concern more empathetically after the training?

No	Not sure	Yes
0	1	56



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

Not at all	Reasonably	Significantly
0	8	49



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

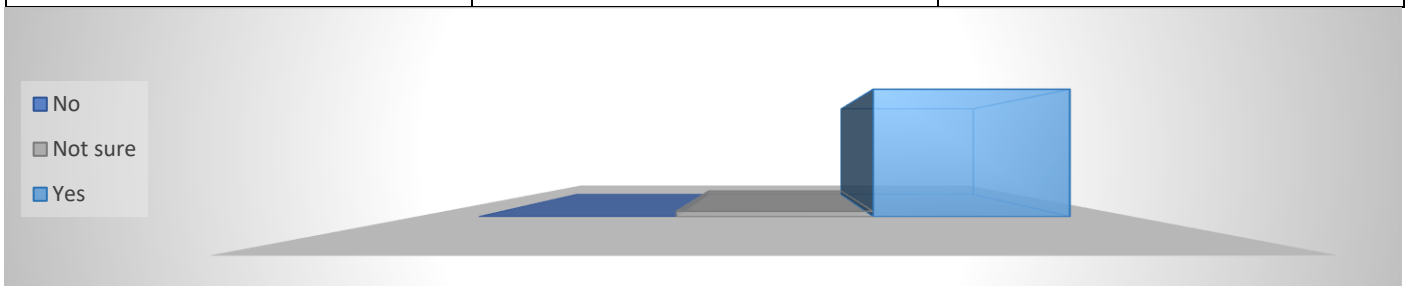
- Aim to show I am listening!
- Probing more detail about how a patient or their family felt and their 'why' behind making a complainant. I like to think I present myself as approachable to all complainants, but I have to build on this some more.
- I would challenge more e.g. staff despite their position if I felt empathy or respect was not given.
- Not immediately feel defensive in confronting situations
- Paying more attention to active listening. I believe I listen to others already, however showing more attentions is vital.
- I will try to be a lot more conscious of how even my body language can have an impact on someone. I will focus more on showing my empathy, as I now understand how that can make someone feel and how it can impact on them long term.
- I will avoid empathy overload!
- Be more aware of how I communicate and how this might be perceived.
- Try to make myself aware of any possible bias I may have and challenge myself to overcome this.

- Self-reflection.
- Be more aware mindful of issues in the first instance to address them to prevent situations.
- Understanding of others' emotions and needs more empathically.
- Thinking about the context of people's actions/responses to allow me to have empathy where it is needed.
- Reach out to colleagues and patients more often. Offering them a space to be heard.
- Be more aware.
- Reflect on the situation more before responding straight away. Gather all facts from both sides.
- I will look after my wellbeing first and try to recognise my own emotions more so I can understand them.
- Recognising the emotional distress in addition to addressing the facts.
- Be more empathetic.
- To be mindful of the overall picture rather than just the immediate reaction.
- Be more mindful of my own 'funnel of life' and how this is affecting my responses.
- Stop and think about the emotional aspect. What is underpinning.
- Try my best to not prejudge someone based on one element of them I might see and that they may have many difficult things going on in their life that they are dealing with.
- Listen more attentively and to know that it is ok to give pauses and time for reflection to allow that individual to gather their thoughts.
- Perhaps not more aware but prompted to stop and think.
- Make a conscious effort sure I feel that people are comfortable to raise concerns and feel listened to.
- My awareness was already quite well developed this course has enhanced this awareness in a positive fashion. I will as a result try and be kinder to myself and more forgiving of myself, so that I can as a consequence be a better version of myself and thus better able to understand and aid others.
- Make sure that I always have the space to be empathic at work and recognise when I feel like I cannot.
- I will try and not be so emotional when dealing with difficult situations, as I often get so emotional for individual that are suffering with their mental health.
- I am not entirely sure; I think the training has enhanced my skills to be able to use empathy more strongly in situations I may have otherwise struggled with.
- Listening and understanding the situation.
- To ensure that when I feel less resilient or more stressed, I make sure I am aware of how that can reduce my ability to empathize with others. This can be when I have things going on at both work and in my personal life. It has also allowed me to see the importance demonstration empathy can have when there are additional barriers to access such as culture or language.
- To see the situation, form a patient's view or their family.
- To ensure that everyone is validating emotions as I am aware that this is not always the case in meetings.
- To assess whether I am being biased in situations, and to ensure I am not responding to people based on any biases.
- Asking people what outcome they would like and talking through how to achieve a common goal.
- Taking that time to process information and knowing that I do not have to have all the answers to respond to someone effectively.
- Encourage others to be more empathetic.
- I will be more aware of the feelings of those around me and do my very best to respond to complaints and distress in a more compassionate way which will not be seen as patronising to others.
- I think I will be more aware of the way emotions and biases can affect outcomes and behaviours and be able to use this knowledge in the way I respond to people.
- Listening more empathically.
- Offering a listening ear when I can sense someone needs it.
- Try to walk in someone else's shoes.

- I need to improve my active listening skills.
- Active listening and knowing a situation do not always require a response or answer.
- Reflect on my own and support others to think about how their emotions and biases impact on their abilities to respond empathically and compassionately to feedback/criticism.
- To listen more and use non-verbal body language to demonstrate my listening.
- Ask more questions to really understand and show that I understand where they are coming from.
- Bring 'personal' in a professional way so people feel listened to and to 'feel without absorbing'.
- Think more about how my actions can affect others.
- Not to make immediate assumptions about situations.
- No responding using my own emotions but rather trying to understand what might be causing someone else's.
- To be aware of my own footwear before I put myself in another person's shoe.
- To be more aware of my own well-being so that I am in a stronger place to support and empathise with others.
- Truly listen and try to understand what it feels like for them.
- No always feel you have to solve others' problems; it is enough to just listen and be there.

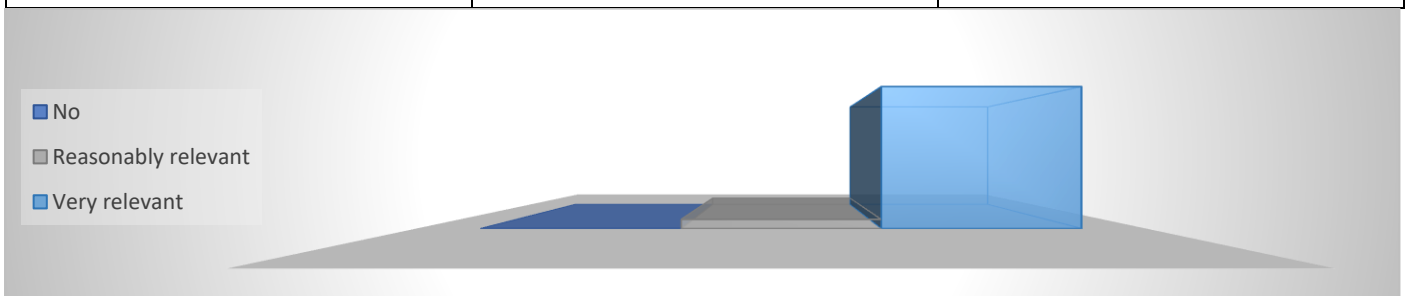
9. Do you feel more confident in applying the main components of empathy to develop a psychologically safe culture?

No	Not sure	Yes
0	2	55



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	3	54



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

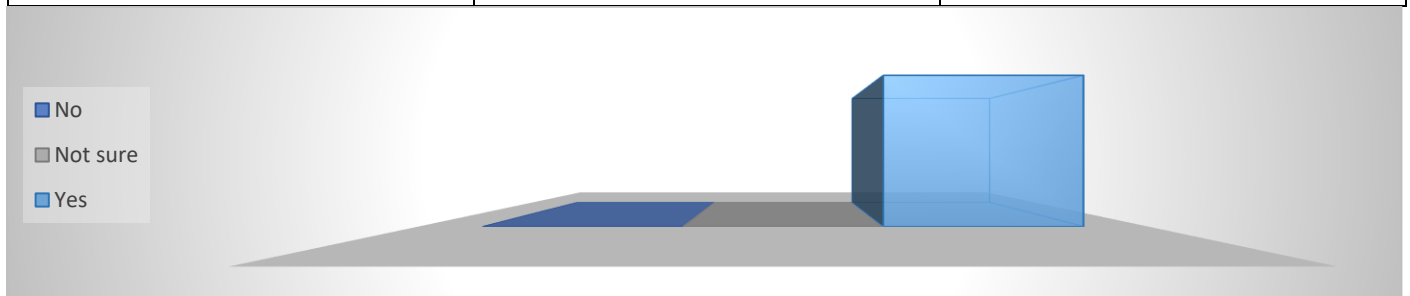
- Everyone!
- Every member of our Trust should have this training; it should be mandatory and incorporated into inductions for new staff. Senior staff could benefit from it in the sense of dealing with their colleagues and the effects their actions (or omissions/delays) can have on them.
- I feel all staff would benefit from this course as due to work pressures we all get lost from time to time. This course reminds you of what helping others is all about. I strongly feel that if this was mandatory more staff would benefit.
- Healthcare staff who deal with patients.
- I think Carolyn's training can be applied and useful in all settings. Not only in healthcare for anyone.
- Everyone!
- I think Carolyn's approach to training would benefit all who work in the health and social care sector.
- Physical care NHS trusts. I think TEWV as an organisation are better at listening to complaints, although still useful.
- All employees of the organisation.
- ALL NHS staff, police, emergency services, care home staff.
- All staff.
- All of my team and also people I assess daily.
- Everybody who is able to access this course.
- Frontline care workers.
- Every member of staff, relevant for anybody who has appraisals/management supervision/works within a team/patients and carers contact.
- Everyone.
- All TEWV staff, both patient facing and non-patient facing.
- All professional who deals directly with patients.
- All staff especially those working with people who have experienced trauma.
- All staff, even those who do not work directly with patients and service users.
- I think any healthcare professional should attend this training, we may all think we show empathy, but we all do not fully understand. We can often think we show empathy as it is become learnt by our predecessors.
- Everybody.
- I think everyone could benefit – especially those having direct contact with people who might feel frustrated and not listened to by services users.
- I think it should be mandatory for crisis teams to receive empathy training.
- Any staff within the NHS who work with patients.
- I think anyone in a patient facing setting would greatly benefit.
- Everybody.
- Inpatient services.
- Everybody working in TEWV, or similar services.
- Everyone employed regardless of job.
- Everyone.
- A diagnosis of a dementia can be difficult for patients and their loved ones, and although I work in this field on a daily basis and comes as a second nature to me, for those patients and family and validating their fears, it

will not change the diagnosis, but I would like to think they will not feel alone in a place which can be potentially terrifying.

- Rethink staff as well as TEWV staff.
- Everyone, Carolyn's approach was honest and open making me much more aware of people's emotions and behaviours.
- I think all staff could benefit from this; you can use what you learn at work and in your personal life.
- Everyone working in the NHS.
- I think everyone with the ability to learn and retain information would benefit as it is not just empathy in healthcare but in everyday life.
- All staff and students.
- Everyone! Regardless of role. You never know who needs some empathy.....client's/patients/colleagues.
- Not sure.
- Anybody working in healthcare.
- I feel that all staff would benefit from the training.
- Everybody.
- Anyone and everyone!
- Involvement and engagement team.

12. Would you recommend this training to colleagues?

No	Not sure	Yes
0	0	57



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

- Already emailed colleagues and recommended it. You will be all the better for attending it!
- They should 100% do it, if they think they do not need it, they are the ones who could probably benefit from it the most.
- The course leader engages you from the start. The interactions with others keep you interested and at no point for me did I lose concentration. It was a long course to be on zoom however the time passed quickly. Please book as you will not be disappointed.
- Give it a go.
- I would say that the training has given me a lot of insight, and that it was delivered very well. The mixture of stories, videos, sad emotions, funny instances, and interactive sessions aided the learning experience.
- Do not hesitate to attend. It is very informative and interactive. It could possibly have an emotional impact on people; however, it is beautifully presented and allows for a lot of discussion around thoughts and emotions.
- That they will learn a lot.
- Enjoyable teaching with lots to give and develop from.

- Go for it.
- Go for it, you will learn a lot and mostly about yourself.
- Definitely attend the training as it is worth it.
- You get out of it what you put in, it is intense but a safe forum for reflection and challenging your own and other people's perspectives.
- I would encourage them.
- That it is an excellent course, and I would recommend it.
- That it helps you to evaluate you own levels with empathy and see where you could improve.
- You will enjoy it.
- It is a relaxed environment. I would say it is a good mixture of slides, discussion and good to have clips of films to watch also.
- It is really informative and well worth attending. Even though I knew about empathy and know I do empathise with people, it helped me understand empathy overall in much more detail. Also, unhelpful things that we can sometimes do without realising when someone is just wanting to be listened to.
- We can all learn something new; empathy is such a varied subject and one we can continue to learn and develop upon.
- Uses real life experiences, exploration, increasing knowledge and personal growth.
- This course provides learning with depth of understanding unrivalled in my experience.
- I would strongly suggest patient facing professionals should attend as it gives insight into areas which I did not realise I need more training.
- I would say to do the training because you will learn a lot.
- It is worth taking the time to attend this training as even if you think you have empathy, there may be times you are not as empathic – which can be normal but important to recognise and understand.
- No, I reflected on the training for the days after as I found it very thought provoking.
- That Carolyn takes a different approach to empathy by sharing her story and really making it relatable.
- It was very insightful, and definitely worth attending.
- Do it! It really makes you re-think learned behaviours. Although I would point out to the person to be in a good state of mental health when taking the course as the material is upsetting.
- Very informative and personal development.
- This training is a must; it makes you more aware of your own behaviour and look through what potentially is fuelling the behaviours of those around you.
- Definitely attended.
- Must try it, very helpful and informative.
- It is a safe learning environment. Carolyn gives lots of positive feedback after the group discussion work.
- It is a brilliant course.
- To go along as they will enjoy it and have a thought-provoking experience that will enhance their self-awareness and ability to support others empathically.
- I would recommend completing it as it is helpful to our understanding of ourselves and our patients.
- It is really worth it, to see things from a different perspective and understand why people may be acting the way they are and to stop and take this into consideration.
- Equip and motivate your staff or organisation with the tools of empathy.
- Give it a try you will find it beneficial.
- I would strongly encourage them to attend because I think that all staff would benefit from the training.
- That empathy is more than putting yourself in another person's shoe.
- Do not hesitate to attend training as it is very helpful.

- It will really open your eyes to thinking about whether you are truly empathetic.
- Definitely attend the training as it shows you that we can all be vulnerable and that is ok.

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

- For me no.
- No.
- I feel that the training was brilliant, and I cannot think of anything that Carolyn could have done better. I felt that using her own experience was very effective and emotional.
- No.
- There were a few quotes given but no references/bibliography to support further reading.
- No.
- No.
- Face to face would have been fantastic as the signal cut out at some points.
- No, everything felt right.
- No.
- None that I can think of.
- No.
- No.
- Nothing.
- Nothing.
- No.
- No, it was a brilliant session, very informative and memorable.
- No.
- No.
- Nothing.
- The breaks were few and far between. It also ran over lunchtime, but there was no lunch break. It maybe needed to take longer to account for breaks.
- No.
- No, this was an interesting and informative session.
- It was all really good. The breakout rooms also worked really well.
- N/A
- No.
- No.
- No.
- I have now completed both resilience and empathy and noticed lots of overlap with topics and with power point slides – I wondered if it could be combined into a longer training session but covers both topics.
- No.
- Would not have minded role playing but I know it is not for everybody.
- No.
- N/A
- No.
- Can not think of anything.



Any additional comments:

- Thank you, Carolyn, – a really enjoyable and interesting session, take care Trish.
- Keep doing what you're doing, you are very real and open, you have the ability to engage people for a long period of time and not many can do that. Well done Carolyn and any more courses you run I will be biting my managers ankles to be on it. Thank you.
- Carolyn shared very painful and personal experiences to this training. It made us sit up and listen and was incredibly well presented. Thank you very much.
- Amazing training that I would recommend to anyone in any work setting.
- I absolutely loved this training. Carolyn, you are an excellent trainer, and I would like to thank you for sharing your personal experiences with me. I will not forget you daughter and will think of her when trying to make a difference in my work.
- Thank you.
- It is easy to empathise with Carolyn's relatable experience. I have experienced situations which I could directly relate to her experiences. However, it can be harder to empathise with challenging repeat attenders with personality disorder.
- Thank you for sharing your own experience, Carolyn.
- Fab.
- Thank you 😊
- Thank you so much, Carolyn.
- Excellent course. Thank you, Carolyn.
- Thank you.
- It takes patience and understanding to run such a program.
- Thank you, x.
- I think that it would be a good idea to have this course on a day where you can work from home as I think the environment needs to be private and in your own comfort.
- A really good training course – I would recommend.
- Thoroughly enjoyed the training – highly recommend to anybody wanting to attend. Such a warm and inclusive trainer.
- Thank you for the learning experience.
- Thank you for sharing your story and helping other.
- I just wanted to say thank you so much for sharing your difficult story with us and for developing this training program. To be able to deliver this in such a beautifully sensitive way that draws attention to the importance of empathy is incredible. It always saddens me to hear of the trauma people experience by the lengthy traumatic nature of investigation etc. Thank you 😊
- Really 100% enjoyed this training and kept talking about it all weekend. It really has made me have moments of reflection.
- Such a lovely course, thank you.
- Thank you so much. The small acts of others can make big differences in people's lives and how they perceive professionals. After all compassion we are born with, intelligence is a skill we develop, we should never lose sight of humanity.
- Brilliant training session, thank you so much! Will be definitely attending the resilience training.
- Really enjoyed the course. Carolyn managed to keep my attention throughout the course.
- Thank you for sharing your very personal experience. Thank you for all of the comfort breaks.
- Really enjoyed the session thank you.
- Look forward to any handouts with notes from today's presentation.
- Thank you. The course was very thought provoking and helped me to gain better understanding of empathy.



- N/A
- I found it extremely powerful Carolyn sharing her personal story so thank you so much for doing that.
- No.