



EVALUATIONS FROM C&C EMPATHY TRAINING LTD

Housing Association

Four days back-to-back, face to face training
Sessions started at 9.30am and concluded at 4.00pm

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A Journey Through Complaints and Incidents Using Empathy

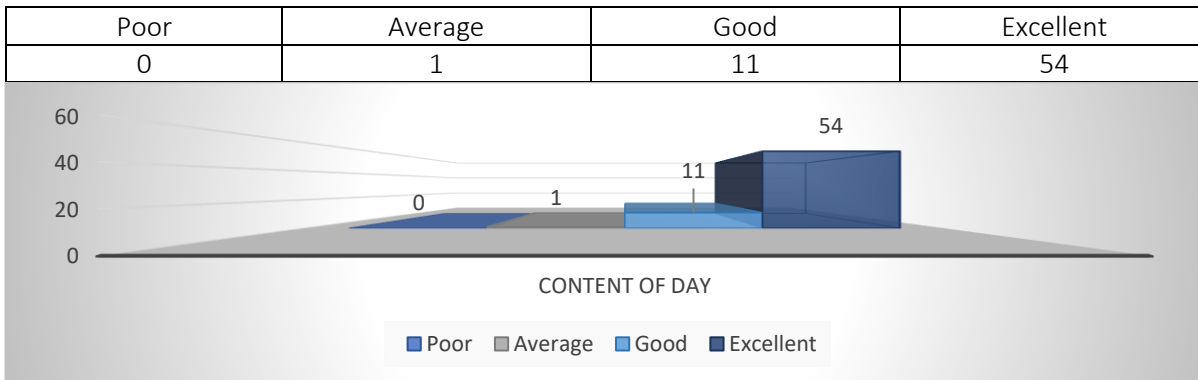
(Training carried out by Carolyn Cleveland face-to-face)

1. What was your overall impression of the course?

- Excellent! Very interesting and thought provoking.
- Thought provoking session, really well delivered.
- Really good, very insightful.
- Engaging, important issues raised.
- The session was well informed with good content.
- Very good and a little emotional.
- Good. Good level of information provided.
- Interesting.
- Extremely informative.
- Really interesting and informative.
- Extremely informative and engaging day. Took on every emotion of day-to-day life.
- Very good. Very impressive and thought provoking.
- Very impressed with knowledge and I will be implementing it into my work.
- Excellent training day.
- Very insightful. Gave me food for thought – will re-evaluate here and prepare for any complaints or concerns in the future.
- Unsure of how this training would have been beneficial prior to attending. Found it very interesting and will utilise the training into work life.
- Impressed with the content, structure and delivery of the training day. Kept engaged throughout without any awkward roleplay/picking on individuals.
- Good.
- Ok.
- Good.
- Great! Really enjoyed the day. Thought the format flowed really well.
- How personal it was and how relative it was to an incident in my life.
- Food for thought.
- Really enjoyed the training. Thank you for everything.
- Excellent – very well presented.
- Quite thought provoking.
- Very informative and interesting, thought provoking.
- Excellent! Really engaging throughout the day.
- Great – good mix of group work and sharing experiences with direct speaking/presenting from Carolyn.
- Very informative and interactive.
- Very well, well organised. I hate 'death by power point'. This was very interactive and kept my attention all day.
- Enjoyed it.
- Thought provoking and powerful
- I really enjoyed today's session and hearing Carolyn's story to understand empathy more.

- A very good training day, thought provoking and good learning pace and balance of group work, professional and personal experience to aid the learning process.
- Very informative and enjoyable day.
- It was a great day, enjoyable and kept my attention.
- I thought this training was very useful and relevant to my role.
- Very good, emotional, thought provoking.
- Good with a good structure.
- Impactful – I very much like the back story to the whole training – very brave to use this but gave a reality that you don't get in other training.
- Well structured and relevant.
- Good.
- Interesting and informative.
- Well thought out and personal.
- Really good.
- Very good and very engaging all day – a good mix.
- Good, very interesting
- Great training.
- Really good.
- Very educative and informative
- Enjoyable and thought provoking
- Really insightful and enjoyable
- Really good. Lots of food for thought, lots of things relevant to work and home.
- Very good.
- Exceptional! Thought provoking, insightful and REAL
- Very good, related to work and personal. Brilliant delivery
- Very thought provoking and relevant to my role
- Excellent structure, good balance between slides and group discussions. Slides were snappy, thought provoking and delivered the message
- Thought provoking
- Fabulous, thought provoking and interesting
- I wasn't sure what to expect, I think it was thought provoking, but I think I generally acted with empathy anyway
- Very thought-provoking and emotional
- Great – very informative and thought provoking
- Thought provoking and really enjoyable
- Emotional but good to spend time reflecting on past experiences. I enjoyed the personal style of this training. It made more of a connection.

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

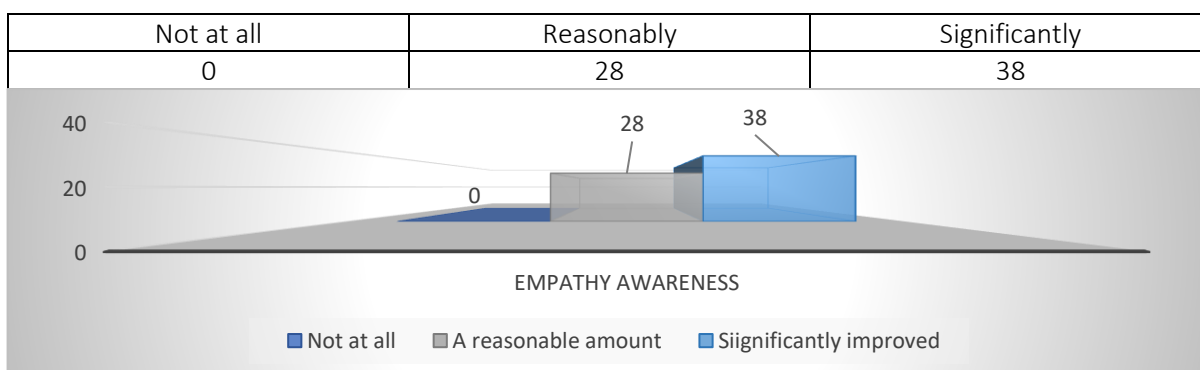


3. What will be your takeaway point from today's session?

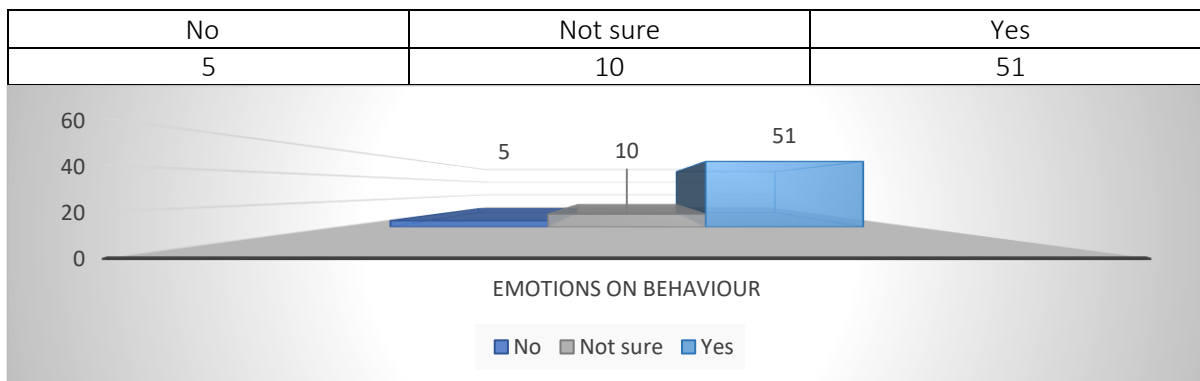
- Looking after 'myself'.
- Links to Ted talks and additional resources recommended.
- Small anecdotes from the overall day.
- Empathy verse sympathy.
- A better understanding.
- A new understanding.
- Better understanding of empathy.
- Well definitely use in my job.
- Always consider the bigger picture.
- How much empathy impacts on the whole experience of the customer.
- Not to move in with someone only VISIT!!
- The overall definition of empathy.
- Importance of listening and understanding the issues raised.
- I will not go in with the pre-conception that I have to 'fix it'.
- To be understanding of others – not take on others' problems but empathise and understand their situation.
- To show empathy to people regardless of their actions and that they may be having a bad day/life filter.
- What it means to be empathetic and to consider more how another person may be feeling in their situation.
- People assess your body language far more then you realise.
- To give situations more thought.
- Empathy not sympathy.
- To deal with situations in an open-minded manner.
- To carry on being thoughtful and empathetic to others.
- I am visiting, not moving in! also, take the time to understand the reason behind a complaint and recognise it in the response.
- Always take a step back to consider the other parties' perspective – things are rarely black and white.
- To empathise without taking these feelings away with you especially in a work situation.
- The difference between 'empathy and sympathy'.
- To make sure my resilience is good so can make sure I can be more empathetic.
- To recognise contributing factors to a person's approach and use this in my dealings with people.
- To put myself in others' shoes more.
- To have a better balance of self and customer expectations and verbal and non verbal communication.
- Try to listen more.
- I don't have to be perfect. Just have to listen to people and understand or do my best to.
- I believe I am a very empathic person but need to do this in a professional way that contributes positively to my job.

- How to be more empathic.
- Different types of empathy and the importance of emotional awareness.
- To be more aware of how others actually feel.
- Look after yourself to look after others.
- To be more patient and understanding of other people's feelings.
- 'You can't feed someone if your plate is empty'
- To be more empathic toward work people.
- Certainly, the balance between empathy vs reality and try to see how a change in empathy can create a way forward in how customers treat me.
- Learning to help with empathy.
- Try to understand people's journeys.
- Reflect on your own emotions and recognise other's.
- To always take time to look after yourself. You can't pour from an empty cup.
- To not let my triggers/irritation in others mask my ability to be empathetic.
- Trying to listen and understand a bit better
- Look after yourself to take care of others
- So much to take away which is fantastic
- That I need to take care of myself in order to care for clients
- Reflection day to day with colleagues/team members, at home. Share approach with team members as part of on going work re customer expectation and colleague engagement.
- Seeing customers concerns from their point of view and using less bias from previous similar cases and dealing with that customer
- The barriers that can be used as a shield
- Trying to understand behaviours of people and listen intently
- Empathy, sympathy and apathy
- To have more awareness of how fall back on policy can make someone feel
- To be putting myself in people's shoes for longer to get a good sense of their life
- Self care
- Consider all points discussed in dealing with difficult cases and offering advice to team
- To remember we are visiting people's emotions and not 'moving in'. Also, how strong and resilient human beings can be.

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?

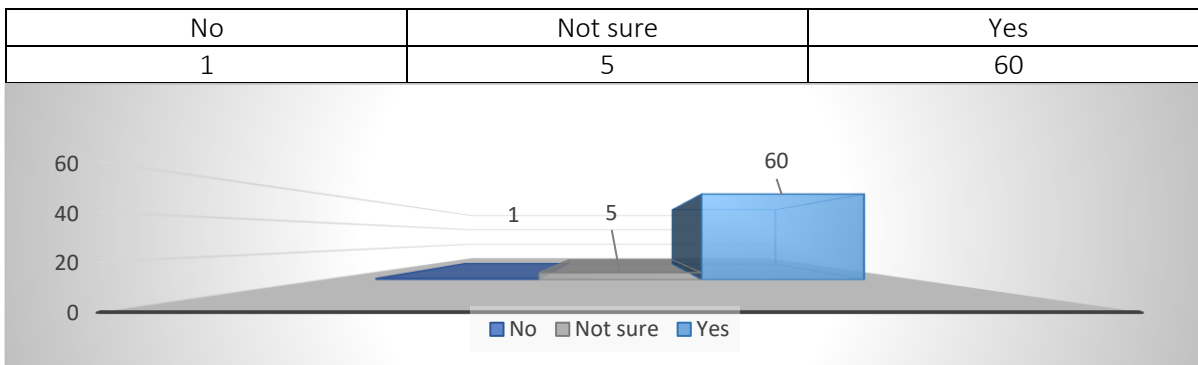


If yes, can you name one thing that you are more aware of about yourself?

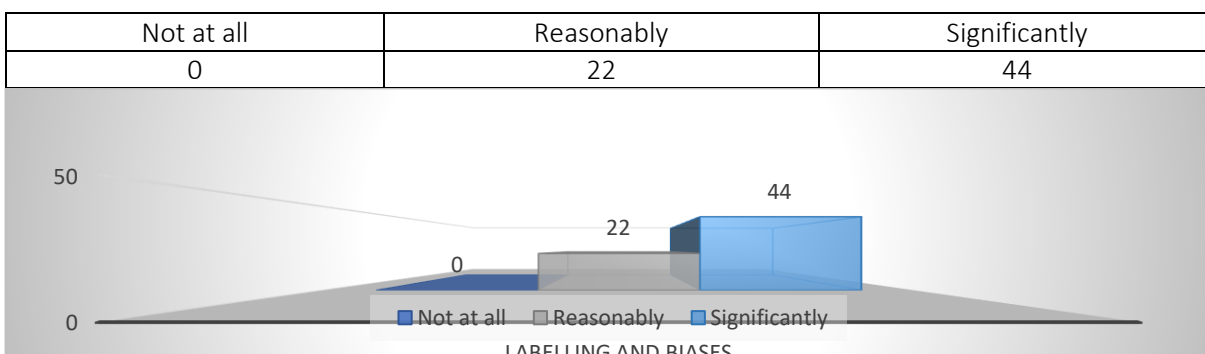
- I am very caring.
- Triggers and the way it impacts on my ability to empathise.
- Not always my words and attitude are conveyed as in fare.
- I feel I can be too emotional attached to issues; feel I can now set a level.
- Not to take clients problems away with me.
- Look to understand perspectives.
- I think I do not prepare as well as I could – I am reactive to what I hear, and I think there is more value in understanding in advance.
- I am fairly tolerant and do have empathy.
- The bias we all have can be more than one!
- Carry on caring about others.
- I am more empathic than I gave myself credit for.
- Triggers.
- I am very highly biologically 'empathic' as it very much becomes naturally to me.
- I can categorize people into 'group; because of the way they present.
- I am a good listener and good at understanding.
- My limitations and boundaries.
- Be aware of my biases. People may be struggling.
- Understanding and trying not to project certain feelings and emotions
- My own biases and their impact on my attitudes towards others
- I get triggered by characteristics of mine in others.
- It's ok to wake up some days and not be as empathic.
- To listen more and the break down what's being said and ask if the person wants to add anything.
- I'm a bit emotionless at times.
- General understanding.
- I share a lot of views the same as my colleagues.
- My own experiences.
- To understand a person's situation, ask questions and enable an empathic response
- That I sometimes move into people's houses with my suitcase, and I should stay at the door!
- Self awareness of me and others

- That I give empathy but must think more of the journey that people can go through and end up at.
- I'm perhaps not as empathetic as I thought I was!
- The bias I have towards difficult customers
- I can let my emotions take over my judgement
- Always go for me to reflect on my approach
- I am empathic more in my work life than home and need to balance this a bit more.

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



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



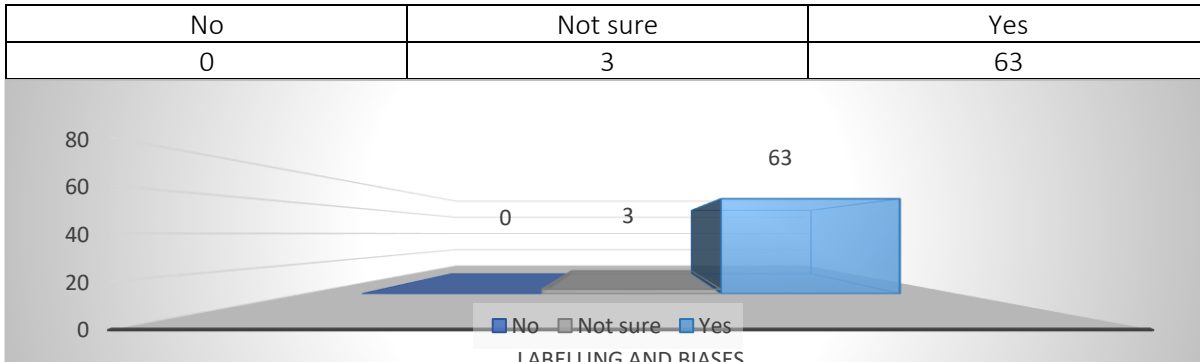
8. Name one thing that you will be aiming to do differently since having the training.

- Listen more, be more understanding of other's feelings.
- Spend more time exploring the wider issues when planning resolutions.
- Consider more context to the issue presented.
- Listen more.
- To let go and not to take the issues/concerns home.
- Listen better. Understanding better of people's empathy.

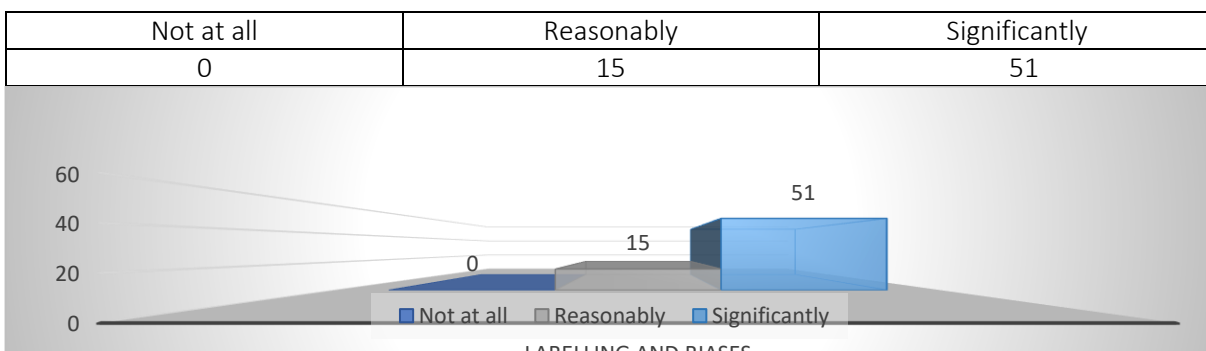


- Show empathy in even the most difficult situations.
- I am a visitor not moving in full time to a situation.
- Take on board people's feelings and frustrations more.
- Not to get involved and correct empathy.
- Everyone is different.
- Listen more and seek to identify issues beneath the surface.
- 'Really' listen without my own agenda.
- Look at emotional intelligence and its significance.
- Recognise impact on customers in complaints responses.
- Carry on caring for others.
- To understand that there may be more factors to a situation – 'straw that broke the camel's back!'
- Be more patient and listen more.
- Repeat information to clients when interviewing and consider their emotions more, show empathy.
- Listen more.
- Knowing the difference between empathy and sympathy.
- More focused/listening – totally be in the room.
- To be aware of my own triggers which hinder empathy and try to overcome these if and when possible.
- I will imagine 'wearing their shoes'.
- Unpick contributing factors and use it in my approach to show empathy.
- Listen more, reflect and my self care.
- To look after myself better in order to support/help customers better.
- To open up about my own personal circumstances more to other people to support understanding.
- Trying to create a psychologically safe space.
- Remind myself of my own mood/thoughts before I speak to a client.
- Listen better.
- Have an open mind despite their flaws.
- Ask if someone has anything else they want to add
- Try not to be bias – tend to know where I am as I assess.
- Double check emails before responding.
- Try not to make assumptions.
- Being patient with others and be mindful of my own body language.
- Be more aware of my own bias's and how they may impact on my empathic capabilities
- Sharing ways pf being more empathic.
- Maybe listening to voice more than looking at face /eyes
- Knowing when my empathy is draining, and my apathy is increasing and how I can readdress the balance
- Share with team and with contractors/stakeholders.
- Really listen to a customer's complaints/concern before giving a response – less reliance on policy and procedure where possible
- Make time for listening
- Put self in other's shoes
- While I think I have generally acted with empathy, I will think more consciously of it (particularly the use of procedure and policy)
- Bringing empathy to the forefront
- Actively try and avoid falling into 'robot' responses
- Remember the funnel of life and emotions

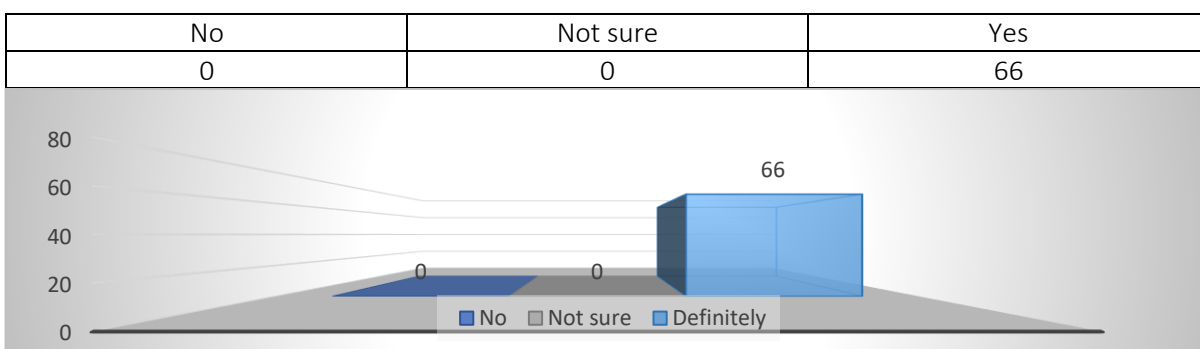
9. Do you feel more confident in applying the main components of empathy to develop a psychologically safe culture?



10. Do you feel this training has been relevant to your professional and/or personal development and practice?



11. Would you recommend this training to colleagues?



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

- 'GO' it is very pertinent to our roles within SHG.
- It is really useful and exceptionally relevant.
- Be prepared to challenge habitual bias.
- Just give it a try, you will be surprised.
- Interesting and thought provoking.



- It is positive, engaging and the trainer is excellent.
- It is really interesting.
- Listen and listen more.
- That it is very helpful and thoughtful.
- Empathy is more than you think.
- Attend and listen and learn.
- Well worth the investment to attend. You will learn something.
- Lots to learn.
- Very informative and good to use at workplace and at home.
- It is really useful, interesting and fun!
- It was a very personable experience.
- It was interesting.
- Go – what have you got to lose?
- You will enjoy it and can apply a number of areas in all aspects of life.
- Go on the course.
- Be open minded!
- Anyone customer facing or involved in providing services or in managing staff would benefit. If a colleague was unsure – would question reason why, as that is probably quite telling.
- Definitely attend!
- 100% go
- It is very engaging.
- ATTEND THE COURSE! Take an open mind.
- Go with an open mind.
- I would encourage them to attend.
- If you are working on the frontline with tenants, this course will be useful.
- Great course.
- Go! You will be fine! 😊
- GO!
- It's really enjoyable and worthwhile.
- Go
- It's worth it.
- To go on it as it is interesting.
- Get on it!
- It's interesting.
- Be open
- Attend to educate yourself more about empathy.
- To open themselves up and attend.
- Very useful training – insightful – open your mind.
- It's emotional but then empathy needs you to understand that.
- How good it was and how they will be pleasantly surprised and captivated.
- Go in with an open mind and be prepared to be blown away.
- Open your mind, ears and take time, as not just about work but day to day like experiences.
- A little less theory maybe
- ATTEND It's very thoughtful and presented at the right pitch
- Be open minded!
- Useful and good to have the time to really think



- Attend with an open mind and 'be present'
- That the training is helpful, isn't boring and that you may take away a little, or a lot, but, you will take away something.
- Go!!
- Great session and very thought provoking
- Attend!
- Go. Be prepared to face your emotional self and come out stronger and with tools to apply to everyday situations.

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

- No – she was brilliant.
- No.
- No.
- No.
- An eye opener.
- No – was well presented.
- No.
- No.
- Nope.
- No.
- No. perfectly explained with a central theme.
- No.
- No – enjoyed session.
- No.
- No.
- No.
- No!
- No.
- No.
- No.
- Not really.
- No.
- No. great to share experiences and that made this session real and relatable – based on real life circumstances.
- No.
- No.
- Enjoyed the way the training was delivered.
- No
- No
- Nothing
- Nope
- Can't think of anything, it was great.
- No
- Carolyn was fantastic and shared her personal circumstances with a large group which must have been difficult, but very well presented.

- N/A
- No
- No
- No
- No
- No
- No
- Perhaps allow a bit more time/space for improvements for impromptu interaction/observations during the session.
- No
- Not really
- No, it was spot on
- Nothing
- No Carolyn delivered some very difficult subject matter in a very professional and caring way.
- No
- No, I have enjoyed the variety of training methods, group activities, videos and presentations
- Perhaps a little less ready of the slides
- No
- No

Any additional comments:

- Excellent presentation.
- Thank you for sharing.
- No.
- Really excellent training day.
- N/A
- Thank you 😊
- Carolyn was brilliant.
- Thoroughly enjoyed the training.
- Thanks for visiting and sharing your story, it is really had an impact.
- Thank you so much for sharing your story, it must be difficult, and you did Sophie proud.
- An amazing course, well developed and presented.
- Really good, thank you.
- Thank you 😊
- Such a powerful session
- Thank you.
- Great session, thanks
- Thank you for sharing such a personal experience.
- I really enjoyed the day, thanks!
- Excellent content. I am so sorry for the loss of Sophie.
- Thanks
- Thank you!
- Thank you for your honesty