



IDEAL FOR... All complaints, PALS, serious incident investigator teams and anyone involved in quality, patient experience, managers executive teams and frontline staff

# A JOURNEY THROUGH COMPLAINTS/SI'S 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, 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 Complaints/SI's 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 working within healthcare complaints, but also for culture and personal self care.

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 things when working within complaints/SI's and vulnerable people in the process.

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 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 communicate empathy.

## Key learning outcomes:

- Understand, feel, analyse and explore the presence and absence of empathy, individually and culturally, developing understanding of the impact of being listened to or not within a healthcare complaint and SI.
- Seeing perspectives, the fuller picture, and understanding emotional motivations within behaviour and behind a complaint and how easily we all see things differently.
- 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.
- Build confidence in knowing what empathy is and what it isn't, to be skilled to use it in a reasoned way, but create the optimum mindset 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 recognise how lack of empathy and biases in one-on-one encounters has the potential to cause psychological harm. Understand that concept of Safeguarded Personal Resolution (SPR<sup>®</sup>)

# 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 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, 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. 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 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

*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 Siggers, Experienced Manager across Law Enforcement, the NHS and Education Sector**

*"Carolyn presented to our healthcare team and clients on ensuring we deal with patients and their loved ones empathetically once an incident arises in a hospital setting. We all often assume we are being empathetic but it was very powerful to listen to Carolyn's case studies and personal experience, as part of her training, and consider how we can all do so much better when managing an incident. Whilst obviously a sensitive subject it was delivered in an exceptionally powerful and interesting way. There is no doubt that Carolyn's training has assisted us in managing incidents in a more human and sensitive way which will be to the benefit of patients, their loved ones and staff".*

**Christopher Malla, Partner, Kennedys Law**



# PROGRAMME: A JOURNEY THROUGH COMPLAINTS/SI'S 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, thought provoking, personal narrative, highlighting the presence and absence of empathy in an healthcare complaint and serious incident. The scene will be set to start to examine seeing the whole person and the 'Funnel of

#### **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 complaint? 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: IDENTIFY POTENTIAL PSYCHOLOGICAL HARM, (DUTY OF CANDOUR) AND BARRIERS TO COMMUNICATION - EMPATHY, SYMPATHY OR APATHY?

#### **Identify the difference between sympathy, empathy and apathy 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 DATA AND EXPERIENCE IN COMPLAINTS

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

By focusing in on the 'emotional data' and reality of emotions and unconscious processes delegates will examine the emotional experience. 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 needs, understanding the importance of authenticity.

#### **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 RESOLUTION (SPR®)

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

**Description** 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 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 Complaints/ SI's 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.