



## A JOURNEY THROUGH INQUESTS USING EMPATHY

IDEAL FOR... ALL PROFESSIONALS INVOLVED WITH  
INQUESTS AND MANAGING  
EMOTIVE AND DIFFICULT SITUATIONS

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Some of the organisations C&C Empathy Training Ltd has worked with include: The Ministry of Justice, multiple Healthcare NHS Trusts, legal teams, National Coroner's Officer Training Programme, Kennedys Law, Hill Dickinson, NHS Resolution

## A Journey Through Inquests Using Empathy

Seeing another's perspective is key to understanding what they may need. Going through an inquest as a family member, or loved one, elicits powerful and sometimes conflicting emotions; needing the inquest to take place, yet hating that it even has to, all at the same time. These are some of the complex emotions that coroners and legal teams need to be confident and skilled at understanding and working with. Giving opportunity to extract important emotional data, evidence and information, as well as not causing further psychological harm, therefore putting bereaved families at the heart of the process.

(Recommendation from Bishop's Jones report 'Putting the bereaved at the heart of the inquest process')

**Description:** This one day session of experiential learning, not only identifies what empathy is, but how it underpins supporting a less adversarial system. It enables those attending to 'feel' empathy, analyse it and understand it on a deeper level, to recognise WHY it is so important when working with those involved in the inquest process, particularly those who are vulnerable, rather than just WHAT. 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 in communication.

Those attending will have the opportunity, in a safe and supportive learning environment, to develop a deeper level of communication to approach difficult and sensitive conversations with clients and colleagues. It will look how we all view things differently, exploring how our own biases that can get in the way of empathic communication and connection with others.



Using emotive and thought provoking material, yet balanced with the science of empathy, along with all important humour, the real impact of empathy, or lack of it, will be explored. Supporting professionals involved with inquests to nurture existing empathic attributes, and build skills and confidence in developing empathy and emotional awareness to truly put the bereaved at the heart of the process in an authentic way and not cause further psychological harm.

## Key learning outcomes:

- Understanding a journey through an inquest - explore the fuller picture, observing the presence and absence of empathy.
- Gain confidence discussing issues of loss and bereavement and recognise vulnerability.
- Learn to recognise, listen to and understand 'emotional data', and the emotional experience.
- Explore the 'Funnel of Life' and the implication this has on communication.
- Identifying and understand the difference between empathy, sympathy and apathy, and the impact on the human connection, trust and compassionate communication.
- Observe how biases and the lack of empathy in one-on-one encounters has the potential to cause short and long term psychological harm (Duty of Candour-Preventing prolonged psychological harm)
- Explore what gets in the way of empathy and how to develop a reasoned approach and self care.

# 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 compassionate communication failure in the inquest system and the serious incident 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 work to humanise systems and empower staff to support themselves, colleagues, and those they interact with. In a supportive and relaxed learning environment Carolyn supports professionals to incorporate knowledge, experience and skills of empathy and emotional awareness into their practice to create ethical, compassionate and empathically intelligent practice and systems to prevent further psychological harm.

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 all the people in the process and often in vulnerable positions, as well as staff personal emotional responses. She delivers full day workshops as well as conference sessions. She works with several NHS and private organisations, legal firms and worked on the National Coroner's Officers Training Programme 2019 as well as the Ministry of Justice.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This joined together with her academic study, analysis and personality, along with 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 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 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 your training Carolyn, 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**

*"As an experienced Coroner's Officer, I pride myself on approaching each family in a sympathetic and empathetic manner. However as much as you try not to, you can become desensitised to the fact that this experience is a new and daunting process to each family and this training really makes you think about each person's individual journey. Carolyn gives a powerful and emotive presentation and training that is also light hearted and really makes you focus on a personal experience. I would recommend it to anyone. The whole room were completely focused on what she had to say and took a lot away from this excellent training."*

**Emma Hillson, Senior Coroner's Officer, Devon and Cornwall.**

## PROGRAMME: A JOURNEY THROUGH INQUESTS USING EMPATHY

09.00 Registration time

**09.30 - 11.15 a.m Session 1** Followed by a 15 minute refreshment break

**Part 1: The real side of empathy**

Carolyn will present an honest, insightful and thought provoking personal narrative, highlighting the lack and presence of empathy in an inquest and legal system.

**Part 2: So many perspectives!:**

Delegates will experience how we all see things differently. It will start to examine the emotions behind the communication and what is going on in the 'Funnel of Life' affecting human factors in communication.

**Part 3: Starting to unpack empathy:**

What is going on in the brain from a science perspective? Is empathy only natural, or can it be developed?

**11.30 - 1.00 p.m Session 2** Followed by a 45 minute lunch break

**Part 1: The different 'apathy's'**

Delegates will examine the difference between sympathy, apathy and empathy and understand how our own experiences influence our interpretations

**Part 2: Empathy in practice:**

By analysis of scenarios, delegates will learn how to identify how a lack of empathy in an interaction could cause short and long term distress, exacerbate conflict and create an adversarial impact, hindering compassionate and productive communication.

**Part 3: More unpacking of empathy:**

Understand more about how processes are often set up to erode empathy.

**1.45 - 3.15 p.m Session 3** Followed by a 15 minute refreshment break

**Part 1: The emotional experience:**

Delegates will learn how to start to recognise and understand 'emotional data' and the emotional experience of another.

**Part 2: What gets in the way of empathy personally:**

Delegates will examine some of their own unconscious processes that get in the way of empathy and the concept of using empathy at a distance when it is challenging.

**Part 3: What gets in the way for others:**

Delegates will examine some unconscious processes that may be making it hard for others to accept information. Including a fun look at personalities and the concept of 'Negative Freedom' and how this impacts on stress levels and conflict.

**3.30 - 4.30 p.m Session 4** Followed by questions and close

**Part 1: What is an SPC®**

Delegates will gain a toolkit to focus on the importance of safeguarding communication with C&C Empathy Trainings SPC® empowering them to use empathy effectively.

**Part 2: The importance of YOU and your own empathy levels**

This session will look at the management of empathy, and how self care is an intrinsic part of modelling empathic communication.



Delegates attending will be issued with a certificate of attendance and get follow up email support.

For this course to be run in house at your organisation, please email Carolyn directly on: [carolyn@cc-et.co.uk](mailto:carolyn@cc-et.co.uk) or call on 07541 798949