**A Journey Through Empathy and Emotional Awareness in Communication**

**Commissioning Group**

(9.00am-4.00pm Training carried out virtually by Carolyn Cleveland)

1. **What was your overall impression of the course?**

* Very well presented and insightful. It is nice when personal experience is used.
* A very emotive topic delivered in a very heartfelt and sensitive way. Thank-you Carolyn for sharing your personal journey.
* Fantastic, very effective teaching as so engaging with the audience.
* Really interesting and engaging course even though on zoom it kept my interest and everything was timed right.
* Very good content.
* Excellent
* This was a really interesting and thought-provoking training day. I enjoyed all aspects of the training, hearing people's different opinions and experiences brought a nice touch to the training sessions.
* Found it extremely useful and enjoyed it.
* Very good: how you recall such a traumatic experience so frequently must be so difficult.
* Very though provoking and emotional.
* Good over all impression, interesting and thought-provoking.
* Very professional and thought-provoking.
* Very thought-provoking and emotional.

1. **How would you rate the content of the day?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Average | Good | Excellent |
|  |  | 1 | 12 |

1. **What will be your takeaway point from today’s session?**

* I will think more about the stages a complainant or family member friend have been through before even being able to raise a complaint.
* Lots of food for thought; this has definitely motivated and inspired me to try and apply more empathy to all situations and to reflect on my own wellbeing and recognise how essential that is first and foremost.
* Behind every fact lies an emotional component. Methods of trying to be more empathetic when communication with distressed people. Remembering to not take on the entirety of the other persons issues.
* Recognising what triggers us to go into auto response.
* Everyone’s dealing with hidden issues which affect the way we engage and respond to others, to be aware of my thoughts and feelings when entering into a conversation with others to ensure I am in the right frame of mind.
* It is ok to say No, however the key is delivering the message in an empathetic way to ensure minimal distress to the person
* In order for me to give good quality empathy I need to ensure that my empathy tank is full :)
* The part about when someone is very angry - a reminder that I don't know what has happened to them to bring them to that situation.
* Think out of the hole! Be fair to yourself and others.
* Reflect on current practice and evaluate learning to include and implement what I learnt into current and on-going delivery care.
* The true human element brought to the training by Carolyn, more than a lot of information and scientific data.
* I had not considered the possible barriers to empathy and the importance of my own well being to enhance my empathy to others/patients/clients.
* Reflect on current practice and evaluate learning to include and implement what I learnt into current and on-going delivery of care.

1. **Has your understanding/knowledge of empathy and emotional awareness been enhanced following this training?**

|  |  |  |
| --- | --- | --- |
| Not at all | Reasonable amount | Significant amount |
|  | 5 | 8 |

1. **Have you learnt something new about yourself?**

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
|  | 3 | 10 |

**If yes, name one thing you are more aware about yourself?**

* I let other patients impact my compassion, sometimes when you are working on a big ongoing case and then have to speak to a new complainant it can impact because you are so tired.
* There is so much to reflect on, it was good to hear that feeling uncomfortable means that you are growing. I am more aware of not wanting to remain static and needing to work harder at ‘imaginatively entering into the other persons feelings’ and ensuring that they genuinely feel listened to and validated. I will endeavour to worry less about time constraints and filter out things that are unimportant.
* Maybe I try to be a silver lining person at times
* To take a step back when someone is being abrupt or rude and try to imagine myself in their shoes when discussing things which can be emotive for people.
* to have empathy to understand what a person is looking for which will help them bring closure - for example the issue within your personal story, that if they had listened to you and you had had the meeting with the consultant right at the start, you wouldn't have perhaps needed to go on that whole awful journey
* It is alright to not have all the answers or make it all ok.
* Self-awareness and be more conscious of other people perspective improving on communication skills.
* More aware of understanding the context around a person’s reaction and that there is always much more going on.
* Barriers to empathy and self-care.
* Self-awareness and be more conscious of other people’s perspective improving on communication skills.

1. **Would you view and/or respond to someone raising a concern more empathically after the training?**

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
|  |  | 13 |

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

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
|  |  | 13 |

1. **Name one thing you will do differently since having the training.**

* Listen more carefully and try and take on board how much it is taking for a patient or family member to raise their concerns.
* I love the analogy of ‘visiting someone else’s emotions but not moving in’ and I hope to be more consciously aware of this when supporting others.
* Taking more into consideration when looking at the bigger picture.
* To possibly take 5 minutes out to calm my mind before entering difficult meetings so I am leaving any of my own worries outside.
* Recognising when an optimum outcome had been achieved.
* Thinking about my responses in emails and in calls, active listening, summarising their points to evidence I have listened.
* I will try to ensure my body language reflects how I want people to feel.
* Understanding that when people are angry, I don't know what has got them to that situation and not to take it personally.
* Making sure that if facing someone who requires empathy support, I can give them the time they need.
* Reflecting on own working practice and more aware of communication skills.
* I will be more careful with my words and take a moment before jumping in with any assumptions.
* Reflect on own working practice and more aware of communication skills.

1. **Has this training been relevant to your professional and/or personal development?**

|  |  |  |
| --- | --- | --- |
| Not relevant | Fairly relevant | Very relevant |
|  |  | 13 |

1. **In your opinion, who do you think would benefit from this approach of training?**

* Receptionists, Doctors and Nurses. Practice Managers at GP surgeries.
* Everyone would benefit, this can be applied in recognising our own emotional responses and triggers and learning to read the emotions of others is invaluable for dealing (or hopefully avoiding) so many misunderstandings and conflicts.
* Any frontline staff who have contact with patients.
* Everyone within the NHS and social care, I think as big organisations we need to remember the people behind the service we provide and the individual stories they may not tell us, but we should still be aware of their experiences.
* I thought the delivery of training by Carolyn was amazing and sharing of your daughter's story was upsetting, however very powerful and did make me think about how I come across as a professional and so would benefit any professional.
* The more senior management team and their approach within the CCG, also HR
* Other CCG teams who have patient facing roles.
* All medical staff.
* All NHS staff.
* Everyone.
* Everyone, spread the word!
* ALL NHS STAFF.

1. **Would you recommend this training to colleagues?**

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
|  |  | 13 |

1. **What would you say to a colleague, or organisation, who was unsure about attending, or working with C&C Empathy Training and Carolyn Cleveland?**

* I would tell them they would benefit and learn something new.
* For individuals you will be missing out on a great opportunity for personal development. For employers, to quote form the course ‘workers who master empathy make the best leaders’ so why wouldn’t you want employees to attend?
* To just attend as I would be sure that it would be beneficial.
* To understand engaging well with others we need to understand empathy.
* The quality of training speaks for itself, just need to attend
* Must attend
* Would highly recommend it. Carolyn takes you on a journey with her own personal story which is very powerful. I liked it that there was such a lot of interaction rather than being presented to. There were also times to explore issues in small groups and feedback which was great for those who are not so confident speaking out in a larger group.
* Very effective training: involvement without feeling compromised or awkward.
* Worth investing time to attend and very beneficial.
* Understand their concerns and speak highly of the training and persuade them to listen and be open minded within the training.
* Carolyn provides a safe space to explore ideas and to learn.
* Worth investing the time to attend and very beneficial.

1. **Is there anything Carolyn could do to improve your training experience?**

* No this was amazing, just wish it could have been face-to-face.
* No, this was one of the best training sessions that I have attended. Carolyn engaged everyone from the start and kept our interest and attention throughout. Her honesty was refreshing, and all participants subsequently joined in group discussions and felt comfortably to share thoughts and ideas.
* No.
* No.
* No.
* Nothing further could have been done.
* No, thank you and good luck to you and your family.
* Would have been good to have face-to-face.
* It was much more difficult to concentrate in the afternoon, so maybe alter the order of the information to make the afternoon lighter.
* No, face-to-face would have been good but I totally understand why it was not possible and Zoom worked really well with not technical hitches.
* Would have been good to have face-to-face.

**Any additional comments**

* This is just a quick message to say thank you on a personal level for today’s training, (I imagine you get quite a few emails thanking you – and if you do not you should – but I am sure that you do!) just to say that your training is so effective due to the level of ENGAGEMEMT that you invest in your method of training. I can honestly day your training is one of if not the most engaging sessions I have ever attended. I am so pleased that you have used your life experience to positively impact others and by doing so you are turning such an awful experience into a positive teaching example for others. I regularly have to answer patient complaints on behalf of our complaints team and your training has gone a long way to ensure how I am answering the complaints to by best ability.
* Just a big thank you to Carolyn.
* Thank you.
* Thank you for sharing Sophie’s story, what a beautiful way to keep her memory by sharing it with others, I will remember yours and her story.
* Excellent day.
* Great training and Carolyn was friendly and interesting to listen to.
* Excellent day.