



**IDEAL FOR... All those working with members of the public, often vulnerable, within concerns, complaints and client/customer experience**

# A JOURNEY THROUGH COMPLAINTS USING EMPATHY



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Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, TUI Travel, Racing Welfare, Environment Agency, The Arts Council, multiple Healthcare NHS Trusts, legal teams, National Coroner's Officer Training Programme, Achieving for Children

# A Journey Through Complaints 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. Enabling professionals to understand WHY it is so important working within complaints/incidents/customer and client experience, recognising vulnerabilities in others.

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

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 in an authentic way rather than tokenistic words.

## 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, identifying vulnerability.
- 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 resilience, and how our emotions influence us, impact on others and get in the way of empathic communication.
- 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 in 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 compassionate communication failure in systems, including the inquest system and the NHS complaints process and associated organisations.

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 humanizing 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 multiple public and private organisations from government bodies to small independent charities.

At the core of Carolyn's work, is her thought provoking experience and personal journey, told with honesty and candour. This is joined together with her academic study, analysis and personality, and her 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 Saggars, Experienced Manager across Law Enforcement, the NHS and Education Sector**

*"Throughout a twenty year career in handling difficult conversations I have never felt as inspired as I did hearing Carolyn speak. Her ability to create an environment where we can fully understand the power of empathy and its effects on both us and our service users is both exceptional and important in equal measure. The perspective, understanding and skills I have gained from this training will be used to enhance our organisational approach to handling difficult conversations and improve how we respond to the emotional needs of our users. Carolyn's training combines significant professional and academic expertise with a truly delightful personality set against the backdrop of heart breaking tragedy. I feel confident in saying that we can all learn something deeply important from her both professionally and personally. I am incredibly grateful to have crossed her path."*

**Keir Gill, Senior Manager, Compliance and Improvement. Arts Council England**

# PROGRAMME: A JOURNEY THROUGH COMPLAINTS 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, 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 can 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 'persona'l 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.