



IDEAL FOR... All healthcare and social care professionals, at all levels, both clinical and non clinical roles

## A JOURNEY THROUGH EMPATHY & EMOTIONAL AWARENESS



Email:  
[carolyn@cc-et.co.uk](mailto:carolyn@cc-et.co.uk)

Phone:  
07541 798 949

[www.empathytrainingltd.co.uk](http://www.empathytrainingltd.co.uk)

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, NHS England, GP surgeries/receptionists, National Association of Psychiatric Intensive Care Units

# A Journey Through Empathy & Emotional Awareness

**Description:** This one day session of experiential learning not only identifies what empathy is, but how it underpins communication and the 6C's. It enables those attending to 'feel' empathy, analyse it and understand it on a deeper level, to recognise WHY it is so important working within healthcare for patients, loved ones, but also colleagues 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 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 patients, families, 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.



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 staff to nurture their own existing empathic attributes, and build confidence in developing awareness of how they can enhance this outlook and communicate empathy to enhance patient experience .

## Key learning outcomes:

- Develop understanding of a real-life healthcare communication example, exploring the human connection and the benefits to patient safety
- How to identify and understand empathically focused thinking, power imbalances and communicating with care
- How lack of empathy and emotional awareness can impact negatively on patient experience and safety and cause psychological harm.
- Develop understanding of how empathy and emotional awareness underpins the 6C's
- How to manage empathy to prevent burn out and improve resilience
- Understand empathic reflexive practice and how to use these skills for staff/personal well-being and productivity

# About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTLS)



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 her personality and the belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital in supportive long term positive change and development, both individually and culturally.

## TESTIMONIALS

*"Carolyn's education programme is very informative with real learning, but more than that, it deepens that learning through the authentic and real-life application. The most difficult subject matters are explored and analysed in a safe, supportive learning environment. Staff are left having learnt, having challenged their own biases and thinking, but also gained significant value by developing further pride in their existing abilities."*

**Margaret Kitching, Chief Nurse, North East, Yorkshire and the Humber Region  
NHS England & NHS Improvement**

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*"I am delighted to recommend Carolyn Cleveland and the work that she is leading to support a greater understanding and integration of empathy across health and social care. Carolyn has significant expertise in humanistic psychology and uses this along with personal experiences, to help those working across care services to reflect on their ways of working and how they can enhance the use of empathy in practice. Such opportunities offer significant benefits to care delivery but also help staff strengthen their relationships, build personal resilience and improve wellbeing."*

**Dr Theresa Shaw, Former Chief Executive, Foundation of Nursing Studies**

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# PROGRAMME: A JOURNEY THROUGH EMPATHY & EMOTIONAL AWARENESS IN COMMUNICATION

## 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 a healthcare setting. The scene will be set to start to examine seeing the whole person and the 'Funnel of Life'.

#### **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 words said and behaviour? 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:**

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 and 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 COMMUNICATION (SPC®)

#### **Part 1: Understanding and implementing Safeguarded Personal Communication®**

**Description** 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. Your own resilience and 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 Empathy and Emotional Awareness in Communication**

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.