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

**28th September 2020, law firm**

(The course started at 9.30 and concluded at 4.00. Training carried out by Carolyn Cleveland, virtually)

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

* I thought the content and structure of the course was very well thought out and organised. Carolyn, you are such an engaging speaker, and your personal story made the content all the more powerful.
* Overall, I was impressed by the course. Whilst I was already aware of the importance of empathy and how to access the same due to my own personal research growth and discovery of Brene Brown’s work, I think the session would have been of significant benefit for the wider team and those that have not considered the same.
* It was good – it had good pace, energy (which is difficult to do on – line) and interaction and provided thought provoking material. The content also had a link to a ‘real life’ event so was easier to imagine how empathy would have helped the situation.
* It was a very inspiring and thought provoking session.
* Very thought provoking and inspiring.
* Well delivered and engaging.
* Well structured and very authentic.
* I enjoyed the course. I think that I can apply things learnt to my work and whilst some of the subject matter was difficult there was humour throughout the day, and it was very engaging.
* Really enjoyable.
* It provided time in the diary to pause and reflect.
* It was good.

**2. How would you rate the content of the training day?**

|  |  |  |  |
| --- | --- | --- | --- |
| Poor | Average | Good | Excellent |
| 0 | 0 | 4 | 7 |

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* **What will be your takeaway point from today’s session?**
* Empathy verse sympathy – after the session I reflected on whether some of my responses have in fact been more sympathy than empathy and I don’t think I had really motivation for pursuing a complaint/claim – the need for organisations to acknowledge what has happened to an individual/family in order to prevent it happening to someone else i.e the intrinsic link between acknowledgement and learning and the potential importance of this for patients/families pursuing a claim.
* The difference between sympathy and empathy.
* The importance and impact or showing empathy in claims.
* I would like to think I was an empathic thinker but the sections around bias were an eye opener. I have also taken some pointers to take away and do my own/further research on.
* The distinction between empathy and sympathy.
* To step back and consider why someone is behaving in a certain manner as everything is not as black and white as it seems.
* How to recognise the importance of emotion in the written word and not ‘skip’ to the point.
* Importance of the manner of your response and how it is likely to make the person feel, that will be the strongest and lasting impact.
* That just because someone reacts in a certain way which can be different to how I react, does not mean that they are not feeling how I would in a situation.
* That it is incredible difficult for most people to be empathic when in a confrontational situation but trying to take a moment to step back and reflect is worthwhile.
* To take time to pause and reflect!

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

|  |  |  |
| --- | --- | --- |
| Not at all | Reasonable amount | Significant amount |
| 0 | 8 | 3 |

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

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
| 1\* | 4 | 6 |

\* Purely because of my own personal research/growth in this area prior to the session

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

* Not sure.
* The session was good and useful.
* Tendency to use sympathy rather than empathy. Also, the danger of making assumptions/judgements about another person without sufficient information.
* To validate empathy without the need to ‘understand’ and ‘fix it’.
* I am quite emotional.
* Doesn’t have to be agreement.
* As I have stated I have learnt that someone can react in a certain way which can be different to how I would react.
* I can sometimes allow my experience in one case/inquest etc colour my judgement and therefore ability to empathise in another.
* More reinforcement really of issues we have discussed before in the business.
* Less judgmental.

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

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
| 1 | 1 | 9 |

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

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
| 1\* | 1 | 9 |

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

* Reflecting on whether my communication/responses (verbal/written) are empathetic as opposed to sympathetic!
* The session was a refresher.
* Thinking before responding and understanding that not every conversation needs a solution.
* I will be more curious about other people’s behaviour/motivations.
* Listen without thinking of a way to fix the problem.
* I will try and be less judgemental.
* More reflection on responses.
* I think I will be less judgemental about people’s behaviour.
* I will try to find more time to reflect on a situation in order to consider if form a wider perspective, particularly where that perspective is not similar to my own and therefore more difficult to understand.
* Taking more time to think how my responses will impact others and also try harder.

**9. Do you feel that this training has been relevant to your professional practice?**

|  |  |  |
| --- | --- | --- |
| Not relevant | Fairly relevant | Very relevant |
| 0 | 3 | 7 |

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

* Serious Incident and complaints teams.
* All parties involved in any contentious litigation (including Claimants and their solicitors/barristers).
* Everyone! I do not think this just relates to solicitors/professionals – I think everyone who deals with other humans should have a good/better understanding of how an empathetic approach can be used.
* Our team - that’s why I arranged this training!
* Almost everyone!
* Everyone as it is a life skill.
* Useful for all our team members.
* Most business.
* Everyone – I don’t think this is limited to one type of person, nor should it be targeted at those with a perceived lack of empathy. In my view highly emotionally intelligent people can still benefit form this type of training/reflection – although I suspect this type of course already attracts those with high emotional IQ’s and who are willing to engage in the process anyway – perhaps some of those that are not volunteering, are those who would benefit the most!
* Some of the younger staff embarking for the first time on management of other people, and interviewing clinicians so they recognise the impact of their behaviour on those they are interviewing/training.

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

|  |  |  |
| --- | --- | --- |
| No | Not sure | Yes |
| 0 | 1 | 10 |

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 strongly recommend that they have an open mind as the training is likely to be of significant benefit to them personally and professionally.
* I would say it is an eye opener and helps you achieve self-awareness and how others react to situations.
* Strongly encourage them as we all have biases, we’re not readily aware of, and is a great learning tool to discover them.
* Even if only one or two people obtain some benefit form the training and change one thing in the way they engage with people in often distressing settings, that one person and one thing could have a significant impact on one life – surely that in itself is worth the investment in a short period of time!
* Try it – always be open minded and you may learn something
* This is a challenging session but if we are uncomfortable it means we are growing!
* That whilst the subject matter is difficult, the delivery of the training has humorous elements, and no-one is expected to share things that are not comfortable with.
* I’d like to understand why they were unsure but could reassure them this was a ‘safe’

and inclusive environment in which to learn more about the way we interact with one another.

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

* The focus was heavily on the importance of empathy, what it is, and how to access/draw upon the same. I would have liked some guidance on how to employ the same in written and verbal communication. However, I suspect that this will be the subject of the follow up session. Regardless, a little more coverage of these issues during the main session would be welcome to ensure people can put what they have learnt into practice.
* It felt a little fast in some sections, when sharing slides, and would be good to have a slide deck to refer to during the session.
* No.
* No, she was engaging and very personable.
* More practical work examples– but I think that is planned for the follow up session in smaller groups.
* No.
* I think having it virtually made it more difficult for everyone to engage together but that can’t be helped. I think difficult for everyone to engage together but that can’t be helped. I think sometimes when giving feedback from the group discussions this could be shorter and more succinct as I think a lot of people made similar points.
* I really enjoyed the session. The only aspect perhaps would be more in relation to how to empathise more in those more difficult settings where someone is very emotional and not prepared to listen/engage.
* The IT was a bit glitchy.

**Any additional comments**

* A great session Carolyn – thank you for sharing your powerful story and experiences.
* Thank you for am informative session and for sharing your story. It can’t be easy to share such and emotional story, particularly with strangers and the fact that you are using it to help improve the system and individuals is be to strongly admired.
* Thank you - I think this will be very valuable to us as we try to change the way we behave.
* A great course and I’m sure I could learn a lot more.
* Fantastic training session, well delivered giving the virtual circumstances.
* Nope. Very worthwhile. Carolyn does a superb job of engaging the audience.