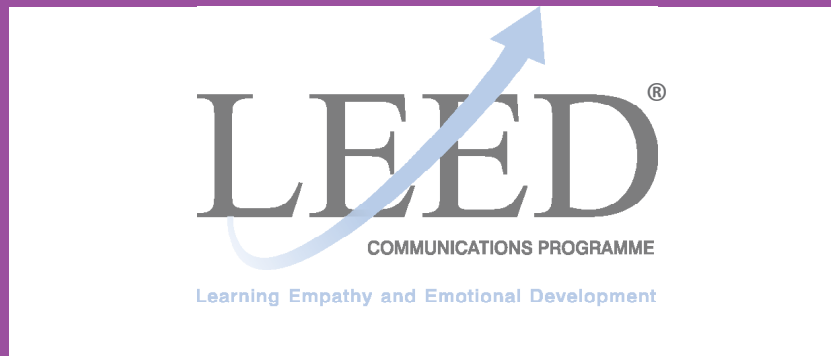


A JOURNEY THROUGH EMPATHY TRAINING

LEED 1



One day course

SPECIALIST EMPATHY AND EMOTIONAL DEVELOPMENT COURSES

IDEAL FOR... ALL PROFESSIONALS IN FRONT LINE POSITIONS



A JOURNEY THROUGH COMMUNICATION USING EMPATHY



TO BOOK CONTACT:

enquiries@cc-et.co.uk or call 07541 798 949

www.empathytrainingltd.co.uk

Supported by:

Northamptonshire Healthcare 
NHS Foundation Trust



Winner of the Open University New Business Award 2015 and short-listed in Santander Universities New Business Award



Course facilitated by Carolyn Cleveland
 Founder and Managing Director

(BSc Hons Open, Cert counselling, PTTLs)

Trained in counselling and humanistic psychology. Certificate in psychodynamic training, specialising in Loss and Bereavement and fear.

Carolyn has been public speaking on emotion and empathy in real life situations since 2006, reaching audiences including government officials, medical and legal professionals, advocates, junior medics, complaints staff and members of the public.

In 2014 Carolyn joined forces with a former nurse and teacher to take her vision forward and launched the initial LEED Communications Programme®

Since then Carolyn has further developed the training and her consultancy role and worked with health and non health organisations to provide learning in an honest, thought provoking and inspiring way.



TESTIMONIALS

"I can't thank you enough for the day, it had so much impact and I really enjoyed it"
 OD Advisor

'Truly one of the best courses I have ever been on'
 Complaints manager

'This course should be compulsory to all NHS staff' Complaints Manager NHS England

'Carolyn's 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.' Senior Manager, Compliance & Improvement, Arts Council England

"Empathy...our most valuable resource"

Prof Simon Baron Cohen, University of Cambridge

LEED 1: A JOURNEY THROUGH COMMUNICATION USING EMPATHY

"Communicating empathically increases clinician job satisfaction and reduces burnout." (Krasner, 2009; Shanafelt, 2009; West, 2011)

"Patients who experience empathic care have better medical outcomes". (Hojat, 2011; Rakel, 2009; Kaptchuck, 2008)

Description A one-day course for any healthcare and social care professionals aiming to improve how they approach difficult and sensitive conversations with patients, families and other members of staff. The course is ideal for induction training, student nurses or all frontline staff. Using emotive personal narratives, delegates will gain understanding on biases and labelling, patient safety, understanding relationships and minimizing complaints. Delegates will develop essential empathy skills to improve the experience of care tools to manage empathy and well being. The training includes self awareness and reflection skills in line with the latest NMC revalidation requirements.

Learning outcomes

- Understanding a journey through communication - observing hidden cues, reading and understanding 'emotional data'
- Identifying and understanding emotionally focused thinking
- How lack of empathy has the potential to cause psychological harm; how to use empathy
- Identify the difference between empathy, sympathy and apathy
- Understanding what gets in the way of empathic communication
- How to improve the human connection and achieve a 'Safeguarded Personal Resolution'®.
- Understand how to be more self-reflective and manage boundaries for personal well being, best practice and CPD appraisal

Ideal for... clinical staff, nurses, student nurses and doctors, social workers and all healthcare professionals in front line positions in the health and social care sector.

"That natural curiosity about other people's reality, technically speaking, signifies "cognitive empathy," the ability to see the world through others' eyes. Cognitive empathy is mind-to-mind, giving us a mental sense of how another person's thinking works....."

"....This way of tuning in to another person does more than give us an understanding of their view – it tells us how best to communicate with that person: what matters most to them, their models of the world, and even what words to use – or avoid – in talking with them Daniel Goleman



PROGRAMME: USING EMPATHY EFFECTIVELY TO AID COMMUNICATION

REGIONAL TRAINING

ONE DAY FOUNDATION COURSE

- Taking place at easy-to-reach locations
- Intensive one-day training including buffet lunch and refreshments (regional days only)
- Supporting training material
- Certificate of attendance with CPD reflective account
- Follow up email support
- 9.30am start to 4.30pm finish

Cost: £179 per delegate. (Group discounts available 4 +)

IN HOUSE TRAINING DAYS

ONE DAY FOUNDATION COURSE

- As regional days but in house at your organisation. Lunch and refreshments provided by the organisation

Cost £145 per delegate. **Based on a minimum of 7** Travelling and possible accommodation expenses extra

Contact carolyn@cc-et.co.uk to discuss your specific requirements for your organisation



Reductions

Contact us for our latest special offers

TO BOOK
CONTACT enquiries@cc-et.co.uk
or call 07541798949
www.empathytrainingltd.co.uk

09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00 - 11.30 SESSION 1: WHO ARE WE? THE THERAPEUTIC RELATIONSHIP IN CARE

FOLLOWED BY: LEARNING TO CHALLENGE THINKING - NOT WHAT, BUT HOW TO THINK

Part 1: A Narrative

Description Carolyn will present an insightful and thought provoking personal narrative, highlighting the importance of empathy in understanding the whole person. The scene will be set to start to examine task

Part 1: Understanding emotions & reactions -the science behind our behaviour

Description Understand more about empathy and its affect on emotions and reactions. This session will cover how to identify and understand emotionally focused thinking. What is the emotion behind the action? Learn to step back from a situation and look at events objectively by understanding your own emotions and those of others.

Part 2: The BIG Question! Is empathy natural or can it be learnt?

Description This session looks at the neuroscience of empathy; research states we are hard wired to be empathic, so why is society struggling in the 21st century? We offer some explanations based on latest research theories that make more sense of modern behaviour and how this relates to issues concerning staff working in health and social care settings.

11:45 -12:05 BREAK -tea or coffee provided

12.05 - 13:15 SESSION 2: IDENTIFY POTENTIAL PSYCHOLOGICAL HARM, BIASES & BARRIERS TO COMMUNICATION

How lack of empathy in one -on-one encounters has the potential to cause psychological harm

Description By analysis of scenarios practitioners will learn how to identify how lack of empathy in an interaction could cause harm psychologically. Carolyn's personal narrative will be used as a discussion point along with exemplar case studies, as biases and unconscious thought processes are examined

13:15-14:00 LUNCH

14:00- 15:00 SESSION 3: DEALING WITH GRIEF, LOSS, DEMENTIA & PERSONALITIES

Part 1: How to use empathy skills to understand grief, loss and dementia

Description Grief in all it's variations will be explored here. Models of counselling will be used to help empower staff to communicate with patients and significant people in their life. Dementia and ageing is a constant form of loss and empathic understanding benefits physical, mental and social health. Delegates will gain insight to their personalities and on how to effectively use empathy to gain important insight into others

Part 2: Practical strategies to develop and use empathy - Take time to listen

Description Empathy can be developed by consciously. This session will empower individuals to take the theory they have learnt, develop their new skills and use them in the workplace.

15:00-15:15 BREAK

15:15 - 16.15 SESSION 4: HOW TO ACHIEVE SAFEGUARDED PERSONAL COMMUNICATION (SPC®)

Part 1: Understanding and implementing communication with care – your toolkit checklist

Description This session helps practitioners to understand when they have communicated with care, and achieved C&C Empathy Trainings SPC® empowering them to use empathy effectively

Part 2: Your empathy levels: Your resilience in care work

Description This session will look at the management of empathy, looking more closely at what can deplete our own personal empathy levels. It will provide understanding and skills based in psychological therapy training to look after yourself in caring work to prevent emotional burn out.

Part 3: How to work in a reflexive way to help practice and practice for CPD

Description This session will offer hands-on skills for professionals enabling them to ask questions and reflect on their own practice, analyse their own actions and their implications, promoting a conscious self-awareness of behaviour, strengths, limitations and an understanding of how others may perceive them.

16:15 - 16:30 - EMPATHY ENVOY, FOLLOW UP SUPPORT, Q & A FOLLOWED BY CLOSE

Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPDwww appraisal/revalidation requirements .



BOOKING FORM

To book your place call 07541 798 949 or email form to carolyn@cc-et.co.uk

Course Title: **A Journey Through Complaints 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.

PURCHAS