



A JOURNEY THROUGH INQUESTS USING EMPATHY



**IDEAL FOR... ALL PROFESSIONALS INVOLVED WITH
INQUESTS AND MANAGING
EMOTIVE AND DIFFICULT SITUATIONS**

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Part of the National
Coroners Officers Training
Programme 2019

Speaker at NHS Resolutions
'What Lies Beneath Inquest'
Conferences 2018



Founder and course facilitator : Carolyn Cleveland

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Seeing another's perspective is key to understanding what they may need. Going through an inquest as a family member, or loved one, elicits powerful and sometimes conflicting emotions; needing the inquest to take place, yet hating that it even has to, all at the same time. These are some of the complex emotions that coroners and legal teams need to be confident and skilled at understanding and working with. Giving opportunity to extract important emotional data, evidence and information, as well as not causing further psychological harm, therefore putting bereaved families at the heart of the process. (Recommendation from: INQUEST Bishop's review submission)

From a perspective of loss and bereavement counselling, and having been through an inquest following the death of a child, Carolyn facilitates by challenges thinking and culture and examines in a thought provoking way, some of the emotions surrounding very sensitive issues.



Course Description: Hearing what people feel, and why, through narratives, is a key way in understanding how to achieve the most compassionate and best experience for those involved in the process. Having the opportunity to further analyse such a narrative on a deeper level, enables the exploration of not only our own emotions, but personal and cultural biases and attitudes, and how these impact on communication, behaviour and outcomes. Exploring how to optimise empathy, gives an enriched, felt, and informative experience to empower those working with bereaved, and often very vulnerable people, to create a compassionate and trusting professional relationship and optimal experience.

This one day course will enable those attending to explore the use of language both verbal and non verbal and understand on a deeper level why language and empathy, as well as emotional awareness is so for professionals involved in the inquest process.



Learning Outcomes:

- Understanding a journey through an inquest - explore the fuller picture, observing the presence and absence of empathy.
- Gain confidence discussing issues of loss and bereavement.
- Learn to recognise, listen to and understand 'emotional data', and the emotional experience.
- Explore the 'Funnel of Life' and the implication this has on communication.
- Identifying and understanding the difference between empathy, sympathy and apathy, and the impact on the human connection.
- Observe how biases and the lack of empathy in one-on-one encounters has the potential to cause psychological harm (Duty of Candour).
- Explore what gets in the way of responding with empathy and how to develop a reasoned approach.

09.00 Registration time

09.30 - 11.15 a.m Session 1 Followed by a 15 minute refreshment break

Part 1: The real side of empathy

Carolyn will present an honest, insightful and thought provoking personal narrative, highlighting the lack and presence of empathy in an inquest and legal system.

Part 2: So many perspectives!:

Delegates will experience how we all see things differently. It will start to examine the emotions behind the communication and

Part 3: Starting to unpack empathy:

What is going on in the brain from a science perspective? Is empathy only natural, or can it be developed?

11.30 - 1.00 p.m Session 2 Followed by a 30 minute lunch break

Part 1: The different 'apathy's'

Delegates will examine the difference between sympathy, apathy and empathy and understand how our own experiences influence our interpretations

Part 2: Empathy in practice:

By analysis of scenarios, delegates will learn how to identify how a lack of empathy in an interaction could cause short and long term distress and hinder communication.

Part 3: More unpacking of empathy:

Understand more about how processes are often set up to erode empathy.

1.30 - 3.00 p.m Session 3 Followed by a 15 minute refreshment break

Part 1: The emotional experience:

Delegates will learn how to start to recognise and understand 'emotional data' and the emotional experience of another.

Part 2: What gets in the way of empathy personally:

Delegates will examine some of their own unconscious processes that get in the way of empathy and the concept of using empathy at a distance when it is challenging.

Part 3: What gets in the way for others:

Delegates will examine some unconscious processes that may be making it hard for others to accept information. Including a fun look at personalities.

3.15 - 4.15 p.m Session 4 Followed by questions and close

Part 1: What is an SPC®

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 and your own empathy levels

This session will look at the management of empathy, and how self care is an intrinsic part of modelling empathic communication.



Delegates attending will be issued with a certificate of attendance and get follow up email support.

For this course to be run in house at your organisation, please email Carolyn directly on: carolyn@cc-et.co.uk or call on 07541 798949