



Founder: Carolyn Cleveland

A JOURNEY THROUGH COMMUNICATION USING EMPATHY

Communication is something of a buzz word now and something that we often question whether we need to revisit. But with most of our daily actions being carried out on auto pilot, our communication is on auto pilot too. This course though is not about a magic toll kit of words, or skills, but an in-depth look at emotions and sometimes unconscious thought processes that influence our communication and how we listen and interpret others.



Understanding another person's perspective is key to building a human connection. Understanding why this is difficult sometimes and what gets in the way is just as important. What are the emotional drivers? When should we be utilising our empathy and when should we be protecting our emotional selves. This is vital in terms of patient safety, legal conversations, complaints and our own well being. Understanding what is going on in the 'Tunnel of Life' and how this impacts on our communication and resilience is a thought provoking way of developing our emotional intelligence and having an empathic approach to relationships, whether with colleagues, clients, or patients.

From a perspective of counselling and psychology, and having been through challenging life situations where the absence and presence of empathy has made a significant difference to what is being communicated and how responses are interpreted, Carolyn, founder of C&E Empathy Training, insightfully challenges thinking. Examining culture and individuality in a thought provoking way, knowledge and confidence can be developed in some of the emotions surrounding very sensitive issues.

Learning through narratives, brings authenticity to subjects. Having the opportunity to further analyse such a narrative on a deeper level as this training does, enables the exploration of not only others emotions and needs, but our own too, alongside personal and cultural biases and attitudes, and how these impact on communication, behaviours and outcomes. Exploring how to optimise empathy, gives an enriched, felt, and informative experience to empower those working with frustrated, bereaved, and often very vulnerable people, to create a compassionate and trusting professional relationship and optimal experience.



Learning Outcomes:

- Observing the presence and absence of empathy and seeing different perspectives
- Explore the 'Funnel of Life' and the implication on communication. Identifying and understanding the difference between empathy, sympathy and apathy, and the impact on the human connection.
- How power imbalances and not communicating authentic empathy, can cause short and long term distress and hinder communication
- Learn to recognise, listen to and understand 'emotional data', and the emotional experience.
- Explore the difficulties of listening and what gets in the way of responding with empathy.
- Achieving 'Safeguarded Personal Resolution' ®

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