

Sessions to
bring empathy
development to
your conference



2018
Programme

CONFERENCE SPEAKING AND KEYNOTE ADDRESS FROM CAROLYN CLEVELAND



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Northamptonshire Healthcare 
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"Throughout a twenty year career in handling difficult conversations I have never felt as inspired as I did hearing Carolyn speak. Her 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"

Keir Gill, Senior Manager, Compliance and Improvement. Arts Council England



CAROLYN CLEVELAND: CONFERENCE SPEAKER

Carolyn and her LEED Communications Programme® motivates, educates and empowers professionals to understand emotionally focused communication, behaviour and outcomes.

With honesty, transparency and candour embedded throughout her conference speaking, training and advisory roles, Carolyn engages staff and works with organisations, including the NHS complaints and serious incident teams, clinicians, nurses and managers in public and commercial sectors, to think outside the box and better understand emotional experiences.

From a background of counselling and psychology, and following the loss of a child and her experience of an NHS Complaints System, Carolyn has been public speaking since 2006. She has reached audiences including government officials, medical and legal professionals, advocates, junior medics, complaints staff and members of the public in promoting.

Through thought provoking and insightful material, Carolyn takes you and your organisation on a journey, evoking, analysing and exploring empathy and emotional development to empower individuals and promote positive culture change.

"Carolyn presented at the Health Education England: East Midlands Nurse Leadership summit in February 2015 and was an inspiration for all nurses present and reminded us of our unique role and responsibilities to our patients and their significant others."

Ruth Auton, Health Education England

"Carolyn is one of those rare people who has managed to turn the experience of personal tragedy into something truly beneficial to others. She has things to say that we should all be listening to but sometimes find hard to hear. She skilfully engages any audience, from a single individual to a large conference, not just providing inspiration, but with her passion, galvanising it into motivation, enabling and supporting health professionals to improve their practice. As a trained counsellor she brings a detached rigour to discussions, with an ability to focus on key issues, whilst acknowledging the breadth of all the complications that need to be considered. She is a change maker and challenger but wherever she goes, her infectious smile and positive approach, quite simply help people."

Christopher Fincken, Chair, of the UK Council of the Caldicott Guardians.

IDEAL FOR:

- Leadership conferences
- Public Sector conferences
- Health Care Assistant conferences
- Complaints conferences
- Nursing conferences
- Nurse training
- Information Governance conferences
- Patient Safety/Experience conferences
- Staff well-being and motivation
- Advocacy training

"..Really thankful for Carolyn sharing such a powerful and personal story."

Complaints Handling Delegate

" For me it was by far the best session of the day. The way the session was delivered was excellent – including some humour in what was otherwise a very sad story – and the impact of the message was extremely powerful.

Manager, NHS England

EXAMPLE CONFERENCE TOPICS

Carolyn presents regularly on these topics and can also work with your organisations particular requirements



Available for extended conference sessions and workshops

FOR MORE DETAILS & TO BOOK

CONTACT

Carolyn directly on:
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COMPLAINTS INVESTIGATION –THE LINK BETWEEN EMPATHY AND THE DUTY OF CANDOUR

- The human reality of the complaints procedure
- Emotional data – What is this? And do you really need it?
- What are the hidden benefits?
- Apologise – For what? The link between empathy, honesty, openness and transparency

COMPLAINTS HANDLING: PREVENTING PSYCHOLOGICAL HARM - YELLOW & RED WILL NEVER MAKE GREEN

- The human reality of the complaints procedure
- What does a complaint really mean??
- The impact of biases on conflict
- Adding empathy and emotional development to the mix?

NURSE METRICS: MEASURING OUR EMOTIONS AT WORK - providing a positive experience of care

- Evaluating a real scenario using empathy
- Understanding the relationship between patient, loved one and your interactions as healthcare professionals
- Using empathy, reflection and self- awareness to support patient care, yourself and your colleagues
- Understanding communication at a deeper level – underpinning the 6C's

INFORMATION GOVERNANCE – Human Vs Policy

- Policy driven system requirements and emotionally driven system requirements
- When data protection is used inappropriately and the impact on conflict
- What are the hidden benefits?
- How to find the balance between working legally and ethically?

PATIENT EXPERIENCE AND SAFETY - THE VALUE OF LISTENING WITH EMPATHY and COMMUNICATING WITH CARE

- Evaluating a real scenario using empathy
- Emotional data – what is it? How can it help with patient safety and experience?
- Cultural attitudes to communication and empathy
- Understanding ourselves, others and communication at a deeper level – delivering best practice