



Founder: Carolyn Cleveland

A JOURNEY THROUGH INQUESTS USING EMPATHY

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.



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

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.



Example Learning Outcomes (Depending on objectives):

- Understanding a journey through an inquest - explore the fuller picture, observing the presence and absence of empathy.
- 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.
- Explore what gets in the way of responding with empathy and how to develop a reasoned approach.

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