

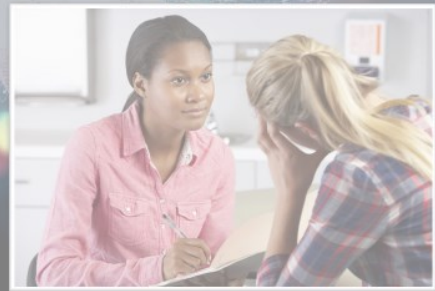


Journey Through Complaints and Incidents Using Empathy and Compassion

Learning about the role that empathy and well-being plays in compassionate engagement, involvement and good complaint and patient safety incident handling. Having a just, fair and learning culture, understanding the complexities of the emotional impact, to prevent second harm.

[BEGIN COURSE](#)

This E-learning journey represents the experiences and opinions of Carolyn Cleveland and the Participation Colleagues who are featured in this session. They do not necessarily represent any other specific person's opinion, or are assumed to be more relevant. They are featured as examples of ways of understanding some of the content, and possible feelings, emotional components, reactions and outcomes that can exist. The full Opinions Disclaimer can be found [here](#)



EVALUATION OF LEARNING

PRINCIPAL FOUNDATION EMPATHY E-LEARNING

A Journey Through Complaints & Incidents Using Empathy & Compassion

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E-Learning Principal Foundation Course

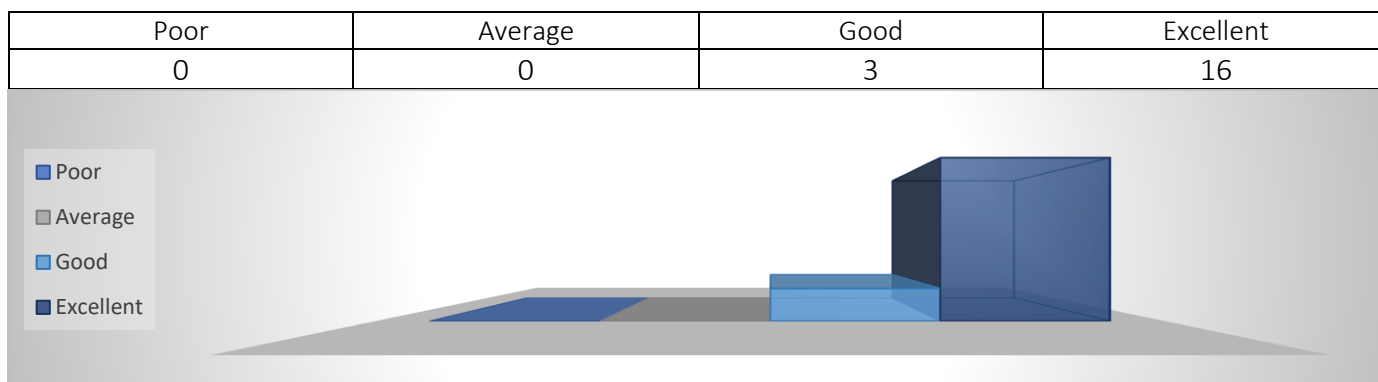
A Journey Through Complaints and Incidents Using Empathy and Compassion

1. What was your overall impression of the course?

- I thought it captured, both how to feel it and show it but also how to receive emotions. I am very empathetic, although I know realise, I struggle to differentiate between sympathy and empathy.
- It made me reflect on what messages we give to our manager and how we could give them time to reflect on their own empathy.
- It was good and informative.
- Excellent
- I thought the course was thought provoking and interesting.
- I enjoyed the course; it has given a lot to think about especially around my own bias and opinions of others. I enjoyed the interaction and listening to other people's views.
- It was very moving, informative and I enjoyed also having my 3 colleagues' interaction and thoughts. I enjoyed awaking my thoughts and my emotions moving through each part of the course, understanding not only my journey but also others with regards to Empathy etc.
- I really enjoyed the course. It did raise a lot of emotions as I have been described by others as having too much empathy.
- Very good. Very engaging with the interactive discussion and videos, and the personal story and diary reflections help bring it to life.
- Firstly, would like to thank you for providing myself and my team to complete this training. It's very beneficial working in an intense fast-paced role with interaction with Colleagues, other departments, NOK, Providers, Acute, Social Care etc. As the team speaks to families that are already emotionally stressed with their loved ones it's nice for the team to know how to react and not to react when they are put in a difficult situation and being empathetic and compassionate.
- This is really a needed course for everybody in their personal and professional life. Throughout the course the content was really great.
- It was very good and also, I have learnt so many things.
- Very well presented, interactive and had real life scenarios and examples which I could easily relate to.
- The empathy training course significantly improved understanding and communication, fostering a more supportive and cohesive work environment, enhancing teamwork, reducing conflicts, and boosting overall employee morale and engagement.
- This course was really beneficial to enhancing my learning and understanding from many viewpoints. The colleague discussions were particularly valuable to my development.

- An amazing, emotive and valuable learning experience. The course for me depicted real life, real emotions and overall recognition of humanity and the importance and high value we should place on empathy, integrity and transparency.
- Excellent! Fantastic examples and ways of describing empathy. Really loved my shoes analogy.
- Very good thorough, and good at taking the time to analyse perspectives and approaches and possible outcomes.
- Brilliant course! Very real and human – gave me the safe space to reflect on myself personally and professionally.

2. How would you rate the content of the course?

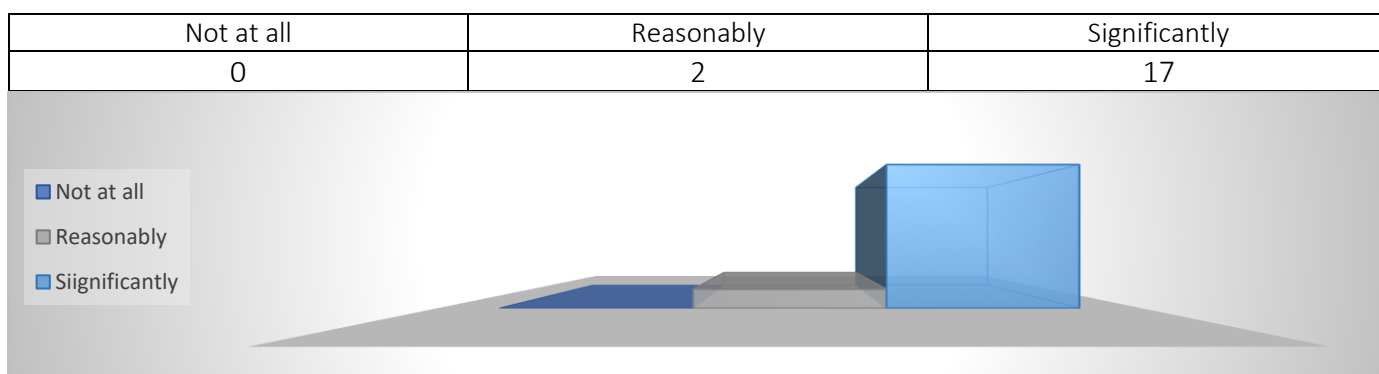


3. What will be your takeaway point from today's session?

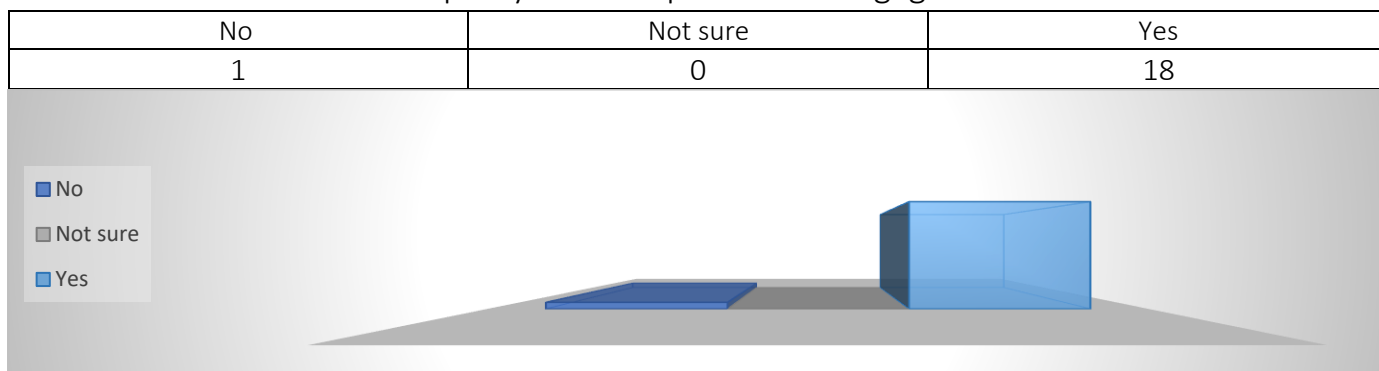
- The difference between empathy and sympathy.
- The balancing scales – something I am not good at and remembering not to move into the house but rather to visit it.
- To walk in someone else's shoe.
- Better understanding of Empathy
- To try and remember not to take situations at face value, to concentrate on the person's needs, while remembering that I am just visiting their emotions and knowing that if I feel uncomfortable that this is ok as I am actually growing and learning.
- Being more aware of what other people may be going through.
- How to not take people and situations as face value, there are always reasons behind someone's actions and why they are behaving certain ways, and to understand we all have a bias even though we don't really think about it. Also, if you want something not to give up, keep pushing for answers until you are satisfied for yourself.
- The funnel of life was an imagine I can take away to understand others better as it gives a starting point to understand what could be making their life difficult so affecting their behaviour. Not to absorb other people's emotions. Also to build more resilience for my own wellbeing.
- A better way to articulate the importance of compassion in complaints handling, and the impact (immediate and longer term) that not handling complaints with compassion can have on individuals.
- That not always people will understand and behave in the moment, but they may one day feel regret for the way they behaved.
- We can save our self from psychological harm by empathetic listening, and action.
- yes 100%

- Be more imaginative is extending empathy to others.
- The key takeaway is that empathy, psychological safety, and civility are crucial for a healthy work environment. Their absence leads to disengaged employees, high turnover, reduced innovation, increased stress, poor team dynamics, and reputational damage. Prioritizing these elements fosters better communication, collaboration, and overall organizational success.
- I really enjoyed learning from the neuroscience point of view as I think this can often be taken for granted when it comes to softer skills such as empathy.
- The final statement around the analogy of “visiting a home, but not packing your suitcase and moving in” resonates for me. I do see myself to be an empathic and caring person, but maybe one who can become overly passionate about the cause. Because from work life experiences, this has at times resulted in me burning out. It was a tough lesson to learn, but hearing this metaphor again is a gently reminder ok keeping a balance. Thank you 😊.
- To ways of appreciating the behaviours/attitude can differ depending on how someone’s funnel of life is.
- Think about the ripple effect of actions on both ourselves, and the wider group/team.
- Intelligent and reasoned empathy is about visiting but not moving in!

4. Has your understanding of the positive impact of compassionate engagement been enhanced following this session?

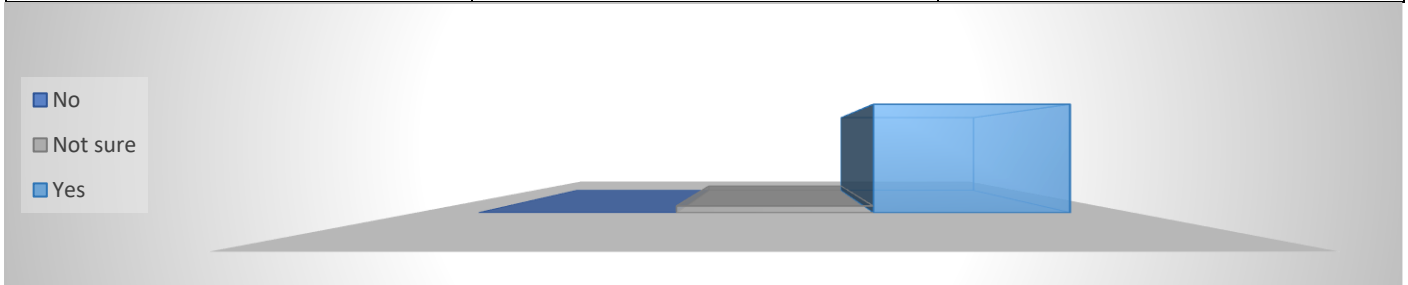


5. Would you view, and/or respond to someone raising a complaint with more confidence around empathy and compassionate engagement?



6. Are you more aware of the influence of emotions and biases can have on communication, behaviours, and outcomes.?

| No at all | Reasonably | Significantly |
|-----------|------------|---------------|
| 0 | 2 | 17 |

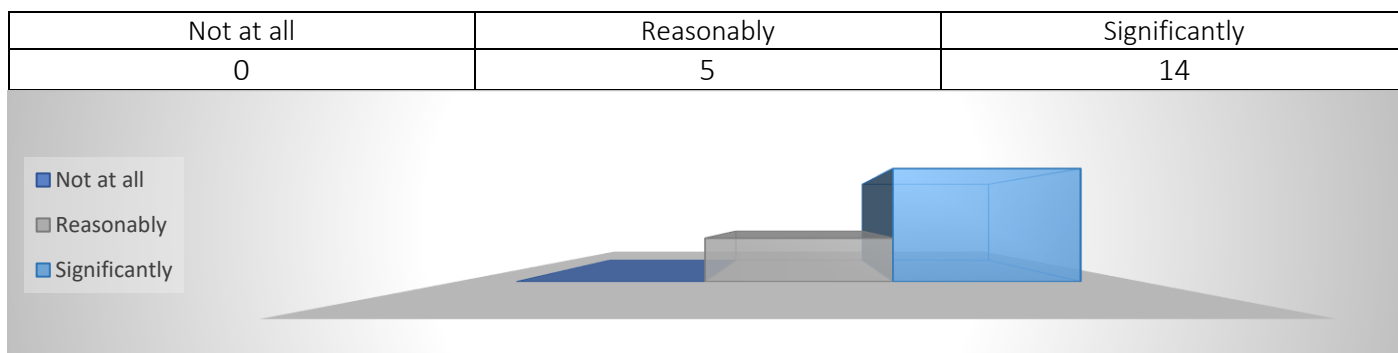


7. Name one thing you will be aiming to do differently following attending this training.

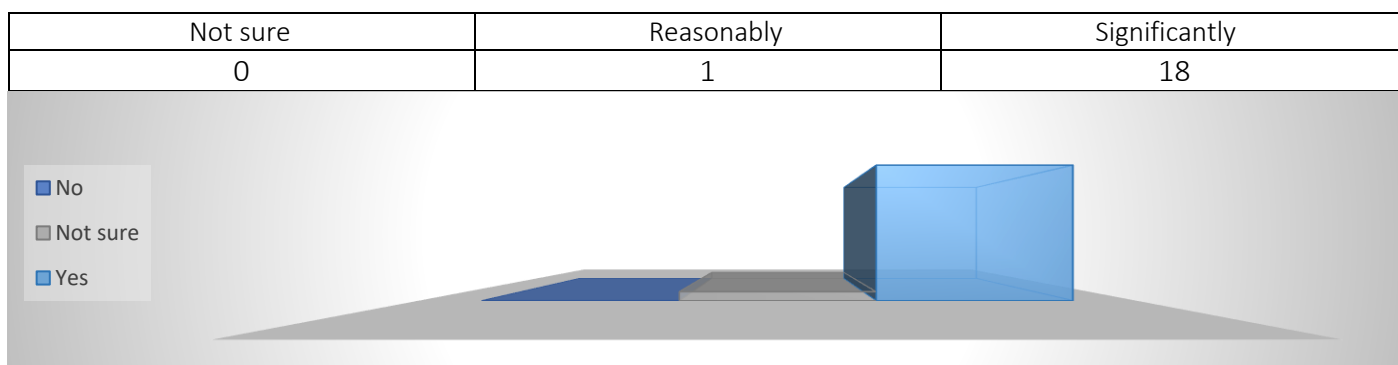
- Be mindful of body language.
- Keep a watch out for my own biases in situations.
- Take in what's happening around me before responding to someone.
- Listening more and awareness of body language
- Really listen to someone and find out about them. Also repeating back to clarify I have the right understanding.
- Listening more attentively to people's concerns and show more empathy.
- Understanding people have different ways when situations come up, and to try to understand their point of views by asking more about the reasons behind their behaviours. Finding out about them and what may be happening in their lives. Be more empathic towards people and their feelings.
- Understanding how I could/might/ will be treated in the future but taking that moment to ask a question of how/why the other person is communicating or treating me, so that rather than discord there can be peace.
- Link this in with Circle's new 'Compassionate care' element of our Circle Operating System and sharing some of the learning points through complaints training. As a psychology graduate and experienced senior complaints handler myself, I like to think that I have always been very empathetic and considered any complainant's needs and personal resolution.
- Continue to put myself in others shoe's, continue to support them and try to support wherever possible.
- I will now save myself from psychological harm.
- Communication.
- Try to understand what other people are going through during my interactions with them.
- Following this training, I will aim to actively practice empathy by listening more attentively to colleagues, validating their feelings, and fostering a supportive environment to enhance team collaboration and morale.
- I am already an open-minded individual and have natural empathy, but this training has allowed me to self-reflect and evaluate my reactions to situations when others may not be.
- Ensure that each and every patient I encounter walks out the door feeling heard and validated.
- Pass on this knowledge to others, even patients in terms of explaining the funnel of life and the impact this has on coping/dealing with stress and being able to demonstrate empathy.
- Be a better listener.

- Acknowledging my own transient feelings by reacting in situations how I would like to rather than how I actually do react.

8. Do you feel more confident in applying the main components of empathy and compassionate engagement to develop civility and a psychologically safe culture?



9. Has this training been relevant to your professional and/or personal development?



10. From the below list, are there any specific job roles that you think would benefit from this Training?

| | |
|----|---|
| 17 | Anyone involved with the Patient Safety Incident Response Framework |
| 15 | Anyone involved with Complaints Standards Framework or Duty of Candour |
| 15 | Anyone interested in creating psychological safety and civility |
| 15 | Anyone wanting to enhance their empathy and compassionate responses |
| 16 | Anyone wanting to support their own well-being and understand themselves better |
| 15 | Anyone in leadership roles |
| 18 | Anyone in any role |

11. Who do you personally think would benefit from Carolyn's approach to empathy and emotional awareness training, any sector can be included?

- Management
- Anyone.
- Not sure
- Everyone
- Government sector employees / Senior leadership teams within education / Any sector who deal with the public to be honest!
- People in non-clinical roles. At times they see patients/ relatives who are distressed but do not have awareness of how to support them.
- Team Leaders, Managers, Directors, Clinical Staff all levels.
- All senior managerial members in the NHS as well as anyone in public office especially Politian's.
- Healthcare.
- Integrated Discharge Team at the Acute and senior management in all sectors
- Yes, anyone form any role.
- n/a
- Front line professional staff and respective teams.
- I believe Carolyn's approach to empathy and emotional awareness training would benefit leaders and employees across all sectors, including corporate, healthcare, education, and public service, by enhancing communication, teamwork, and overall workplace well-being.
- The legal sector on the whole would benefit from this approach, but particularly at the lower levels to train and raise awareness for the next generation so that they are not correcting bad habits but beginning their careers with the knowledge and skills already in hand.
- Crisis Team (Mental Health).
- Any sector, any profession. This is so useful for any professional/employee or employer. I feel this would give a greater insight into respecting people and understanding that everyone has difficulties/stressors in their life which impact on their ability to respond/act in a calm way.
- Any sector where there are person-person interactions. Anywhere where emails are used as a main means of communication as thy often cause a seeming loss of empathy!
- All professionals involved in Health and Social Care settings.

12. What would you say to a colleague unsure about embarking this training session?

- Understanding mine and other's viewpoints is essential to really make the most of increasing awareness. It will open your mind to emotions, both in terms of why we feel the way we do and how others perceive the feelings and reactions.
- Give it a go, keep an open mind and have tissues ready!
- To give it a go to see what they get out of it.
- Just do it!
- I found it very thought provoking and interesting so I would encourage them to do the training.
- To do it, you learn a lot about yourself and others and how to handle certain situations. **It's a must.**



- Go in with an open mind and you will be surprised what you learn from the training as well as about yourself.
- Do it.
- That it's very useful - really helps to bring to life what compassionate complaints handling is, and the importance of it, amongst a busy day job.
- Reassure them that it's worth attending as everyone will take something away from it but will get everyone trying to be mindful on how to be more empathetic in their everyday approach at work and outside of work.
- They must do this training for their personal and professional development.
- They have to do this training.
- Definitely a must attend!
- Carolyn's empathy and emotional awareness training benefits all sectors, including corporate, healthcare, education, and public service. Leaders and employees alike gain improved communication, better teamwork, and enhanced workplace well-being, leading to a more supportive and productive organizational culture. This training fosters a healthier, more inclusive environment across diverse industries
- This training can be emotive but extremely beneficial. I would not however encourage this training without being in the right mindset. Being open to new ideas
- Grab and embrace this valuable opportunity with both hands.
- Do it. It is brilliant.
- It is engaging and rewarding, makes you think.
- This is very human training, relevant in all settings.

13. Do you have any comments personally that you would like to share with Carolyn?
(please write N/A if not)

- Thank you. I particularly empathised with the personal story.
- Thank you for the chance to complete this.
- Really enjoyed the majority of the training, was around her personal experience which made it more relatable.
- Well done
- Thank you for sharing your story.
- It's a great session and thought provoking. Thank you for sharing your story.
- I would like to say you have great courage to have kept going to get the answers you were looking for (not sure I mean answers but to get a final conclusion to your story, and how important this course is for everyone and to that you have shared your story with us.
- Thank you for sharing your story.
- Just to thank you for sharing your story and diary entries - it really helped to bring the content to life. I also think the interactive discussion with the participants really helped to make the training more engaging.
- All I would suggest about this course is that a questionnaire is offered to the managers to make sure the teams mental health needs to be taken into account before we allow our team members on this course as it can be triggered by this course especially when we've had a husband passed away at age 59, returning off long term sickness due to stress at work, going through mental health stress with their children etc. Once again, thank you so much for extending this time for our team to complete the course and for putting together a fab programme.
- Easy to follow, great balance of videos and interaction throughout the training.
- Thank you so much for putting all these efforts to make this training interesting and interactive.
- N/A
- Thank you for sharing your personal experiences and making the training so relatable and enriching.



- Carolyn, your empathy and emotional awareness training has been transformative. It has the importance of understanding and valuing colleagues' emotions, significantly improving our workplace culture. Thank you for your impactful approach and dedication to fostering healthier, more empathetic environments.
- n/a
- thank you so much Carolyn for sharing Sophie's and your journey. I commend and salute your handling of what I can only imagine to be an extremely painful situation, especially meeting the Dr concerned face to face and all of those unpleasant meetings. You, in my view have handled this journey with such grace. Albeit that you have not got the outcome you envisaged; you have done Sophie justice in your own way. Bless you and your family. 😊
- such a touching and powerful story, the way the training is laid out really allows you to follow your story but also take in the way empathy and being able to demonstrate this can change. Thank you very much.
- N/A
- Thank you for sharing your personal story.

Finally, can you say a few words about how you found the experience of completing this E-Learning platform?

- Excellent, although not live, it was very interactive and not rushed at all.
- I liked that you could do this in chunks of time and had an idea of how long each video would take to decide if you had time to watch now or needed to come back to an element.
- Very easy to use and educational.
- It was interesting. I liked the fact that I could complete the course in my own time, with breaks which suited me. It took the anxiousness of "walking into a room of strangers" away but at the same time I also felt involved with all the discussions without the awkwardness that training courses normally entail.
- The structure allowed me to take breaks and return to it when I was able. It was enough time to complete it and take it all in. It was engaging so felt like I was in a class setting.
- Was difficult to do in the office – it says it took 11 hours but that was because I paused it and had to do some other work, was dipping in and out over a week. Should really have done it on a WFH day in one go. It stopped a couple of times but that's probably issues with Wi-Fi in office, and I could not fast forward the bits I had already watched so had to re-run the chapters. Was good to include 4 people so it was not always one voice speaking and to hear their feedback.
- This E-Learning is great, I have been able to complete it over several days at my own pace.
- I think it has been the best E-Learning experience I have had. I do feel this sort of course should be done face to face now that Covid is behind us.
- The best e-learning I have had due to the interactive nature of Carolyn and the other participants, and personal sharing of a story.
- It is very good/ also helped me with my job.
- This was online but the training was interactive, so I really enjoyed it.
- Engaging, informative and enjoyable.
- Completing this training on an e-learning platform was a highly positive experience. The flexibility allowed me to learn at my own pace, and the interactive modules kept me engaged. The content was accessible and well-structured, making it easy to apply the concepts in real-world scenarios. Overall, it was an enriching and convenient learning experience.



- Being able to complete this in chunks throughout my day was helpful, I feel that it may be a bit overwhelming in one full sitting. Video captions would have been helpful though (I couldn't find any!) as I have hearing difficulties.
- Perfect in every way. Thank you to all the participants also which made this feel interactive.
- Really good, I like the prompts to take a break as this allowed me to feel ready for the next chapter.
- Good, the discussions with the participants gave it more engagement and a novel approach.
- Brilliant experience, allowed me to reflect both personally and professionally, Thank you!
-