



IDEAL FOR... All health and social care professionals wanting to dig deep and understand, promote and foster an culture of restorative just and learning culture. Promoting emotional intelligence, empathy, civility and psychological safety for staff, colleagues, patients and carers.

PATHWAY TO A RESTORATIVE, JUST AND LEARNING CULTURE

Linking into PSIRF, Complaints Standards Framework , Duty of Candour and Psychological Safety

**NATIONAL
FRAMEWORK
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Delivering value for the
NHS

Some of the organisations C&C Empathy Training Ltd has worked include: The Ministry of Justice, multiple Healthcare NHS Trusts and providers, Private Healthcare, National Coroner's Officer Training Programme, NHS Resolution, GP surgeries, NAPICU, AvMA

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Pathway to a Restorative, Just, and Learning Culture

Linking into PSIRF, Complaints Standards Framework and Duty of Candour and Psychological Safety

Description: This one-day masterclass focuses on the Principles and Practice of a Restorative, Just, and Learning Culture, emphasising how empathy is crucial to fostering a fair and psychologically safe environment. Through experiential learning using a true story, participants will have the opportunity to see things differently; examining how empathy and compassionate leadership underpin a Just Culture, helping organisations move from blame to learning, accountability, and system improvement.

The session will bring empathic thinking into real-life practice, guiding attendees to understand the emotional complexities of patient safety incidents, staff fears and wellbeing and working with human reactions. It will highlight the difference between retributive and restorative practices and how adopting restorative approaches can enhance both patient and staff outcomes.

In a safe, supportive environment, participants will reflect on how personal biases affect communication, and explore how culture change can be achieved and the challenges. The session will integrate self-reflection activities to strengthen personal well-being, emotional resilience, and inclusive leadership skills, which are vital for creating a compassionate, high-performing team.



Using emotive and thought provoking material, balanced with the science of emotional intelligence, the real impact of a restorative, just and learning culture principles are felt, ensuring attendees leave with actionable insights, combined with emotional understanding to drive systemic change in their teams and wider organisations.

Key learning outcomes:

- **Understanding of Restorative vs. Retributive Practices:** Dig deeper into a thought-provoking journey through a patient safety incident, understanding some of the complex emotional component, demystifying some of the myths.
- **What is a Just Culture and Empathy in Practice:** Participants will explore develop the ability to apply and promote empathetic practice and the psychological benefits of restorative practices that foster trust and transparency.
- **Seeing Perspectives for Culture and Change:** Understand emotional motivations within behaviour and how easily we all see things differently and come from a place of fear.
- **Unpacking the 'Funnel of Life':** Enhancing Compassionate and Inclusive Leadership while Cultivating Self-Awareness of Our Own Funnel
- **Restorative Care - Emotions at the Heart of Stakeholder Support:** Explore how a restorative culture nurtures patients, carers, and staff by addressing emotional challenges and managing difficult incidents.
- **Psychological Safety for Team Health:** Understand how a lack of civility, empathy and emotional awareness has the potential to cause psychological harm, negatively impacting on being a just, fair and learning culture.
- **Shifting Perspectives: From Surface Critique to Systemic Restorative Thinking:** Explore how psychological safety influences professional communication, and is all empathy useful for a restorative, just and learning culture?

About Carolyn Cleveland

Founder of C&C Empathy Training and course facilitator (BSc Hons Open, Cert counselling, PTTL5)



Carolyn, has a background in psychology, counselling, and conceived C&C Empathy Training Ltd from her direct experience of patient safety issues, a lack of psychological safety and compassionate communication, in the inquest system and the NHS complaints process.

Carolyn experienced the loss of a child and found many systems did not allow for the complex emotional experiences, motivations, or needs, lacking what appeared a restorative, just and learning culture. This was apparent individually and culturally, feeding into staff behaviour and negatively impacting on outcomes

Carolyn is passionate about promoting long term change through training and development by humanising systems and empowering staff to compassionately support patients, loved ones, colleagues themselves, all carried out in a friendly and supportive learning environment.

Carolyn has been public speaking on emotions, empathy and compassion in real life situations since 2006, reaching diverse audiences, creating further insight into some of the more complex emotional needs of the people in the process and in vulnerable positions, as well as staff personal emotional responses and well-being. Those who have worked with Carolyn include many NHS and private organisations, NHS England, NHS Resolution, legal firms, Ministry of Justice and she worked on the National Coroner's Officers Training Programme 2019.

At the core of Carolyn's work, is her thought provoking experience and personal journey, challenges and resilience, told with honesty and candour. This is joined together with her academic study, analysis and personality, along with her belief that understanding 'why' something needs doing, rather than just 'what' needs doing is vital, and supportive in long term positive change and development, both individually and culturally.

TESTIMONIALS

"I had heard a lot about the impact that the session Carolyn delivers, has on its attendees. I heard about Carolyn's story around which the session is usefully based, but wondered how this could possibly be delivered in such a way as I would say I enjoyed it as I sat in on one of our Senior Clinical Leadership Cohorts. Yet, the session and its content is truly powerful, and the learning which comes from the discussions Carolyn creates, has such resonance and relevance to leadership in the NHS today that most delegates feel it should be a mandatory session for NHS employees. I found it a thoroughly thought provoking and yet engaging and enjoyable all at the same time."

**Jamie Deighton, Specialist Practitioner – Leadership & Organisational Development
Organisational Development. Northumbria Healthcare NHS Foundation Trust**

"I just wanted to share with you the impact your session had Carolyn on those staff fortunate enough to attend. Clinical and non-clinical backgrounds talked about you being inspirational. Staff describe how powerful they found it, allowing them to recognise how important it is for them to be considering the impact of our 'policy and processes' and the 'way we do things'. Staff talked about the journey you took them on allowed them to reflect how this is received by our colleagues, patients and their relatives."

Tracy Ward, Head of Patient Safety. LPT NHS

PROGRAMME: Pathway to a Restorative, Just, and Learning Culture

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09:00 - 09.30 Arrival and Welcome

09.30 - 11.00 Session 1: Principles and Practice - The human felt side of a restorative, just and learning culture

Part 1: The Emotional Component: Founder of C&C Empathy Training and facilitator of the training, Carolyn Cleveland, will present an insightful, thought provoking, personal narrative, highlighting the emotional component of restorative, just and learning culture within the context of healthcare incident. The scene will be set to start to examine seeing the whole person, and being curious.

Part 2: Demystifying Retributive vs Restorative Culture: Understanding the complexity of emotions & perspectives: Drawing on the core principals of a restorative culture as defined by Sydney Dekker delegates will start exploring the world from the 'inside out' myth busting common preconceptions, with a little fun along the way in how we all see things differently, and there is more than one truth. The session will explore the how team health is affected by catching attitudes, ideas and emotions, feeding into psychological contracts.

15 MINUTE BREAK

11.15 - 13:00 Session 2: Listening Deeply: From Dismissal to Understanding and Accountability

Part 1: Healing through Reflective Accountability: Do we give credence to the importance of non judgemental listening and the healing power of this.

Part 2: From Dismissal to Understanding and Accountability: Using real-life video footage depicting the emotionally charged aftermath of a tragic incident, participants will reflect on the emotional responses triggered by dismissive behaviour and a lack of accountability. This reflective process will highlight the importance of creating a culture where professionals can openly discuss and learn from their experiences without fear of blame, fostering both personal and organisational growth. By deepening their understanding of restorative principles, participants will uncover how accountability and empathy work together to drive a compassionate, transparent, and learning-focused healthcare environment.

13:00-13:45 BREAK LUNCH

13:45- 15:15 Session 3: Beyond Blame: Emotions, Reflection, and Restorative Solutions in Design

Part 1: Compassionate leadership and HR design: In this session, we'll explore how rigid policies and processes, like a car blocking your driveway, can create unnecessary restrictions and feeling powerless. Rigid HR policies can limit employees' ability to respond flexibly and constructively, fostering frustration and disengagement. In finding restorative alternatives in groups we'll discuss how a Restorative Just and Learning Culture promotes more adaptive and flexible HR practices, focusing on accountability and learning rather than blame and punishment, helping teams and individuals grow and improve without feeling restricted by rigid rules.

Part 2: When does empathy become a barrier to change. We will explore the concept of Ruinous Empathy, where well-meaning leaders or colleagues avoid difficult conversations to spare feelings, but ultimately harm growth, accountability, and improvement. We'll contrast this with Hypothesis Thinking, a restorative approach that encourages constructive empathy, curiosity and open-mindedness, rather jumping to conclusions. |

BREAK

15: 25 - 16.30 Session 4: The Personality of an Organisation and Personal Well-being

Part 1: What is your organisational personality: This session will take a lighthearted look at personalities before turning attention to organisational personality and future goals, initiatives and next session planning.

Part 2: Your own resilience and the importance of using reasoned empathy for long term use

This session will draw together the vital importance of self care and its relation to empathy, making sure our empathy levels don't deplete to much and to guard against compassion fatigue within leadership roles.

16.30 Close and further questions. Aspects of the day may change in order if appropriate.



Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD and a follow up support email.