



Many empathic people work in the **healthcare, complaints, investigation teams**, or with the bereaved in **inquests**, yet, working with patients, families and loved ones and **communicating with care** is often challenging.

Supporting **staff well being** and **self care** is also challenging at times, yet vital in leadership. This creates difficult communication that can lead to missing vital information, exacerbating conflict, and causing further, often long lasting harm, or burn out to all involved.

C&E Empathy Training Ltd and founder **Carolyn Cleveland**, provides specialist development training, motivating, supporting and empowering organisations and individuals to develop **reasoned empathy, emotional awareness** and **resilience**, in order to promote well being and a **compassionate culture**.

To work with Carolyn, for training days or conference speaking within your organisation, please contact her on:

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Do I really notice your empathy and compassion?

The emotional experience

Carolyn Cleveland

Founder of C&C Empathy Training Ltd

LEED

COMMUNICATIONS PROGRAMME[®]

Learning Empathy and Emotional Development

‘Our emotions, they say,
guide us into facing
predicaments and tasks too
important to leave to
intellect alone’

Daniel Goleman Emotional intelligence

This session will be done by

- Openness and reality
- Evoking and connecting with empathic communication
- Catching some difficult but also some funny emotions.
 - Counselling/psychological theories and skills
 - **Life....real life and real emotional experiences**

Peoples experiences are peoples lives

Peoples lives are peoples stories

Paul Zak, director of the Center for Neuroeconomic Studies.....

....found is that even the **simplest narrative** can elicit powerful empathic response by triggering the release of neurochemicals like **cortisol** and **oxytocin**

Cortisol

Focuses our attention

Oxytocin

Care, connection and empathy

Oxytocin for example, makes us **more sensitive to social cues** around us to motivate us to **help others**.

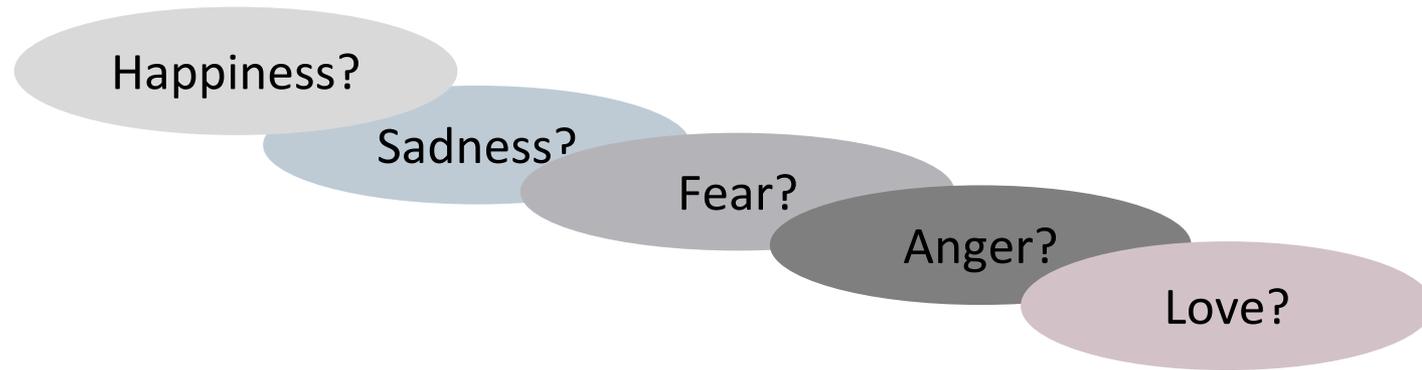
- Background of counselling and psychology - Specialised in loss and fear and vulnerability
- Emotions and psychological impact of being listened to ...or not, is something I have studied for many years, and forms a big part of my work today
- **Something I have felt the full force of as ... I, empathy and compassion in patient care go back a long way!**



**Personal narrative:
The presence and absence of
empathy and compassion**



Actions are embedded in emotions and thoughts.



Although shied away from....

Understanding emotions in ourselves and others, can give us valuable insight

So let's emotionally understand a story....
and build a picture.....

An enquiring mind

My own counselling training and self-awareness, allowed me to understand on a deeper level, in turn safeguarding my well-being and unpick my very complex emotions.



Analyse and empathise to try and understand some of the undercurrents behind the medical team choices during that week, and the subsequent Trust's motivations to silence me

WHY?

I needed to **SEE** and understand their world and I needed them to **SEE** and understand mine and Sophie's?

Thank you



You may feel
sadness

You may feel
shocked

The difficult part of my session over and I want to thank you for listening so intently as I know it really isn't an easy story to hear

You will have just had cortisol and oxytocin released!!

Communication is an **emotionally felt process...** it affects us

“I've learned that **people** will forget what you said, **people** will forget what you did, **but people** will never forget how you **made them feel.**”

Mary Angelou

Sometimes you need challenge your thinking and look beyond what you think is there.

Perceptions Perceptions Perceptions *Perceptions*

Perceptions

perception

- the way in which something is regarded, understood, or interpreted.

Visually

audibly

Physically

Intellectually

cognitively

Memory

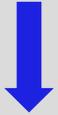
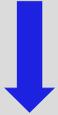
Experience

EMOTIONALLY

We all perceive and 'see' things **differently**

Empathy, emotional development and the 6C's

6C's



Care

Compassion

Competence

Communication

Courage

Commitment

Empathy & emotional development underpins **Care**

Empathy & emotional development underpins **Compassion**

Empathy & emotional development underpins **Competence**

Empathy & emotional development underpins **Communication**

Empathy & emotional development underpins **Courage**

Empathy & emotional development underpins **Commitment**



Seeing and **understanding** someone from **their perspective** develops our **capacity** to show care

Understanding our **own emotions** helps us **manage** our **well being** and **prevent burn out**

Challenging IS HARD. Understanding our **fears, or other people's** can help us ask for **support, or provide support**

Do I really notice your empathy and compassion?

YES 



empathy noun

- the **POWER** of **UNDERSTANDING** and **IMAGINATIVELY** entering into another person's feelings Collins English Dictionary



thank you!

PLEASE DO ASK ANY QUESTIONS?

And...If you wish to discuss anything privately that may have been brought up for you, please email me on carolyn@cc-et.co.uk

www.empathytrainingltd.co.uk

Carolyn works with healthcare staff, leadership teams, complaints and serious incident teams and coroners officers



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