

**With Carolyn  
Cleveland**

# **A Journey Through Leadership Using Empathy- Linking to Psychological Safety**

**Duration: 1 day**  
**CPD Hours: 7.30**  
**Format: Online**  
**Fee: £140**



## **Overview:**

This one-day course examines, in a unique, thought-provoking and human way, the important role empathy and emotional awareness plays in inclusive leadership, staff well-being and productivity, and what erodes it. Delegates will develop understanding of the psychology of emotionally focused thinking and outcomes and learn essential skills to understand and implement effective relationship focused work, underpinned with empathy and emotional development.



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## Who will Benefit?

This course is ideal for all those working health or social care and wanting to improve their empathic and compassionate leadership to enhance their interactions skills and human connection skills with their workforce, nurture well-being and improve their own self care.

## Key Learning Outcomes:

- Who are we? Understanding & developing the human connection
- How to identify and understand emotionally focused thinking and practice and people focused leadership.
- Explore how a lack of empathy in one-on-one encounters has the potential to cause psychological harm, how to respond to others using empathy
- How to cultivate empathy and inclusive leadership- communicate at a deeper level.
- Reinforce your existing empathy and gain the confidence to use your new skills to enhance the human connection and handle difficult conversations
- Understand reflexive leadership and develop skills for staff well-being and productivity. Explore the concept of Safeguarded Personal Communication (SPC®)
- Recognise how to manage empathy to prevent burn out and improve your own self care and staff retention and productivity

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