

**With Carolyn
Cleveland**

A Journey Through Complaints & Incidents Using Empathy and Compassionate Engagement

**Linking into PSIRF, Complaints standards
framework and the Duty of Candour**

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



Overview:

This emotionally explorative one-day course is for healthcare professionals who wish to gain confidence and insight into handling complaints and incidents in an empathetic and compassionate way. They will improve how they approach emotive and difficult conversations with patients loved ones and the bereaved, learning how to recognise and gain vital 'emotional data' to support compassionate engagement and involvement inline with the training requirements highlighted in PSIRF, the Complaints Standards Framework and others. From the perspective of real life case study told with candour and honesty, along with the science compassionate empathy and psychology, delegates will develop confidence and knowledge to work with bereaved families and to positively improve how patients and loved ones experience their organisation, whilst looking after their own important well-being.



Visit our Website to Book!


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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:

- Understanding a thought-provoking journey through a complaint and incident, understanding 'emotional data', for true learning.
- Build confidence in compassionately engaging and involving bereaved and vulnerable people
- Identifying and understanding empathic and emotionally focused thinking to understand the emotional complexities and systems in complaints
- Understand how a lack of empathy and compassion has the potential to cause psychological harm, negatively impacting on being a just culture and preventing complying meaningfully with the new Patient Safety Incident Response Framework.
- Understanding what gets in the way and develop, manage and optimise reasoned empathy in complaints
- How to help achieve meaningful resolutions, optimum outcomes and reach a 'Safeguarded Personal Resolution' ® to be just, fair and a learn culture
- Understand yourself better to safeguard your own mental health and personal well-being.

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