

With
Carolyn
Cleveland

A Journey Through Empathy and Emotional Awareness in Communication

Duration: 1 day
CPD Hours: 7.25
**Format: Face to Face or
Online**



Overview:

This one-day experiential learning session goes beyond identifying what empathy is; it explores how empathy serves as the foundation for effective communication and aligns with various initiatives, guidance, and frameworks. Participants not only 'feel' empathy but also analyse and comprehend it on a profound level. The goal is to understand why empathy holds such significance in healthcare settings, impacting patients, loved ones, colleagues, and personal well-being.

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to Book!**




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Who will Benefit?

The course is ideal for all health and social care professionals, student nurses and junior doctors, advocacy staff, receptionists, social workers and all public facing professionals within health and social care that wish to understand more about empathy, how we communicate.

Key Learning Outcomes:

- Experience empathy within the context of a real life event and healthcare incident narrative
- Recognise the impact of the funnel of life and how this impacts on our empathic abilities
- Identify and understand empathically focused thinking, power imbalances and communicating with care
- Evaluate the detrimental effects of a lack of empathy and emotional awareness on patient experience and safety, emphasising the potential for psychological harm and the importance of cultivating empathetic practices.
- Develop empathic thinking to understand the stories behind communication and the systems at play potentially affecting communication along with a fun look at personalities.
- Explore the concept of Safeguarded Personal Communication (SPC®) and managing empathy to prevent burn out and improve well-being and the importance of this for resilience

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