

Overview of Training Programmes Available

A Journey Through Complaints & Incidents using Empathy & Compassionate Engagement

Linking to PSIRF, Duty of Candour and Complaints Standards Framework

Facilitated by Carolyn Cleveland

Immersive and experimental training to understand the emotional complexities of complaints and incidents, to humanise processes and prevent second harm.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

or Available as a Fully modular online (E-Learning version) via an LMS for flexibility in completing, individuals or large groups.

LOT 2



A Journey Through Leadership Using Empathy - Linking to Psychological Safety

Facilitated by Carolyn Cleveland

Delegates will explore leadership and communication with focus on developing an enquiring mind and fostering compassionate communication and ethical leadership and recognising vulnerability, damage civility.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

LOT 2

Bridging Civility - Fostering Emotional Pathways for Lasting Change

Facilitated by Carolyn Cleveland

Delving into what happens when civility is not present and the profound repercussions to well-being and patient safety and well-being. Delegates will explore the emotional dimensions and how to support a thriving self and culture.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

LOT 2



BE Human model- Developing Emotional Resilience to Guard Against Compassion Fatigue

Facilitated by Carolyn Cleveland

Based on the popular BE HUMAN model this training explores re framing, positive psychology and recognising successes to foster a balanced outlook; promoting well-being and self compassion in relation to empathic work.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

LOT 2

Implementing the Duty of Candour with Empathy - Going Beyond Compliance

Facilitated by Carolyn Cleveland and Peter Walsh (Former CEO of Action Against Medical Accidents, AvMA)

This session provides an in-depth knowledge of what needs to be done to comply with the Duty of candour; clarify 'grey areas' and provide guidance. Putting the emotional experience at the heart of communication and apologies.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

LOT 2



Patient and Staff Involvement in Learning from Patient Safety Incidents

Facilitated by Carolyn Cleveland and Peter Walsh (Former CEO of Action Against Medical Accidents, AvMA)

This session takes the immersive aspect of Carolyn Cleveland's incident training and compassionate engagement and involvement, for rich learning responses. Bringing together the Duty of Candour, being open principles and providing meaningful and authentic apologies, safeguarding communication.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**. Can be delivered with 1 or 2 facilitators

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Emotional Intelligence

Facilitated by Carolyn Cleveland

This immersive one-day session focusses on unlocking the transformative power of emotional intelligence with a strong emphasis on developing emotional awareness and incorporating principles of positive psychology.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

LOT 2



A Journey Through Empathy and Emotional Awareness in Communication

Facilitated by Carolyn Cleveland

A session that takes an overall look at the importance of recognising vulnerability and fostering empathy and emotional awareness within communication. Providing the opportunity to examine the bigger picture.

Delivered: **Face to Face** or **Virtually**. **Half day** or a **Full day**.

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C&C Empathy Training Ltd, works with multiple sectors including healthcare providers, on providing immersive and experiential training. Coming from a background of counselling and psychology, Founder Carolyn Cleveland brings a unique blend of emotional intelligence, analytical skills and real life experience to her training.

Drawing from personal experience, including the loss of a child in a patient safety incident, Carolyn is dedicated to promoting patient safety, empathy, compassionate communication and well-being. Her sessions focus on fostering a deeper understanding of individual interactions within their environment, empowering participants to thrive personally and professionally while advocating for psychological safety, civility, and overall well-being.

The Previous is an overview of sessions C&C Empathy Training can deliver that are NHS England Approved under the National Framework.