

LEED 1



One day
course
2016

SPECIALIST EMPATHY TRAINING COURSES TO
REDUCE HARM FROM POOR COMMUNICATION

EMPATHY TRAINING
IDEAL FOR MANAGERS AND FRONTLINE STAFF

**USING EMPATHY EFFECTIVELY
IN CARE HOMES**



Supported by:



TO BOOK CONTACT

enquiries@cc-et.co.uk

or call 07541 798 949
www.empathytrainingltd.co.uk

Northamptonshire Healthcare **NHS**
NHS Foundation Trust

“Empathy...our most valuable resource”

Prof Simon Baron Cohen, University of Cambridge

C&C Empathy Training Ltd

The LEED Communications Programme® developed by Carolyn Cleveland and Vanessa Carter

Carolyn Cleveland

Founder and Managing Director

(BSc Hons Open, Cert counselling, PTLLS)

Trained in counselling and humanistic psychology. Certificate in psychodynamic training, specialising in Loss and Bereavement and fear.

Carolyn has been public speaking, on emotion and empathy in real life situations since 2006, reaching audiences including government officials, medical and legal professionals, advocates, junior medics, complaints staff and members of the public.



Vanessa Carter

(RGN, BSc, PTLLS, QTS)

Trained in behavioural psychology, an ex Nurse with intensive Care specialism and qualified secondary school teacher of health and social care and psychology provided training and medical expertise to the development LEED training programmes®.



Why empathy?

Empathy is the ability to see and understand the world of another person. Evidence suggests that showing that you have genuinely listened and honestly understood an individual's concerns can prevent that concern from escalating. This also has the effect of reducing long-term psychological harm for both parties.

Training supports

The therapeutic relationship, self awareness, the 6' C's

&

Provides evidence for CPD & Revalidation requirements

LEARNING

EMPATHY

EMOTIONAL

DEVELOPMENT

LEED 1: FOUNDATION COURSE

Using Empathy Effectively in Care Homes

Description A one-day course for care home managers and frontline staff to improve how they approach care and conversations with patients, families and other members of staff. Delegates will develop essential skills to understand implement effective relationship focussed work using underpinned with empathy and emotional development. They will gain confidence to handle difficult conversations with compassion and understanding to improve outcomes and the experience of care. Through thought provoking material and knowledge of empathy management, delegates will develop a toolkit of human centered practice for both service user and staff well being. The course is ideal for induction training, as well as culturally embedding excellent practice in line with CQC inspections.

Learning outcomes:

- Who are we? Understanding therapeutic relationships in care
- How to identify and understand emotionally focused thinking and practice
- How lack of empathy in one-on-one encounters has the potential to cause psychological harm, how to respond to others using empathy
- How to develop empathy - communicate at a deeper level
- How to use your new skills to develop the human connection and handle difficult conversations
- How to manage empathy to prevent burn out
- Understand reflexive working and how to be use these skills for CPD & revalidation and measurement

Ideal for: Care home managers and frontline staff in health and social care.

“That natural curiosity about other people's reality, technically speaking, signifies “cognitive empathy,” the ability to see the world through others' eyes. Cognitive empathy is mind-to-mind, giving us a mental sense of how another person's thinking works.....”

“....This way of tuning in to another person does more than give us an understanding of their view – it tells us how best to communicate with that person: what matters most to them, their models of the world, and even what words to use – or avoid – in talking with them Daniel Goleman

All course content is registered to C&C Empathy Training Ltd and use of our material is not permitted without prior arrangement

REGIONAL TRAINING DAYS

ONE DAY FOUNDATION COURSE

- Taking place at easy-to-reach locations
- Intensive one-day training including buffet lunch and refreshments (regional days only)
- Supporting training material
- Certificate of attendance with CPD reflective account
- Follow up email support
- 10am start to 4.30pm finish

Cost: £250+VAT per

IN HOUSE TRAINING DAYS

ONE DAY FOUNDATION COURSE

- As regional days but on site at your organisation for a minimum of 10 members of staff

Cost: £1500+VAT per 10 people (£150+VAT per person) Any travelling and accommodation expenses extra



Reductions

Contact us for our latest special offers

TO BOOK CONTACT

enquiries@cc-et.co.uk

or call 07541 7989 49

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PROGRAMME: LEED 1 FOUNDATION

09:15 - 09:45 ARRIVAL AND REGISTRATION

09:45 - 10:00 WELCOME & INTRODUCTIONS

10:00 - 10:30 SESSION 1 WHO ARE WE? THE THERAPUTIC RELATIONSHIP IN CARE

Description Carolyn will present an insightful and thought provoking personal narrative, highlighting the importance of empathy in understanding the whole person. The scene will be set to start to examine task orientated vs relationship orientated care work and the therapeutic relationship.

10:30 - 11:30 : LEARNING TO CHALLENGE THINKING NOT WHAT, BUT HOW TO THINK.

Part 1: Understanding emotions & reactions -the science behind our behaviour

Description Understand more about empathy and its affect on emotions and reactions. This session will cover how to identify and understand emotionally focused thinking. What is the emotion behind the action? Learn to step back from a situation and look at events objectively by understanding your own emotions and those of others.

Part 2: Is empathy natural or can it be learnt?

Description This session looks at the neuroscience of empathy; research states we are hard wired to be empathic, so why is society struggling in the 21st century? We offer some explanations based on latest research theories that make more sense of modern behaviour and how this relates to issues concerning staff working in health and social care settings.

11:30-11:50 BREAK -tea or coffee provided

11:50 - 13:00 SESSION 2: IDENTIFY POTENTIAL PSYCHOLOGICAL HARM, BARRIERS TO COMMUNICATION

How lack of empathy in one-on-one encounters has the potential to cause psychological harm

Description By analysis of scenarios practitioners will learn how to identify how lack of empathy in an interaction could cause harm psychologically. Carolyn Cleveland's personal narrative will be used as a discussion point along with exemplar case studies

13:00-13:45 LUNCH

13:45 - 14:45 SESSION 3: YOUR ROLE IN HANDLING DIFFICULT CONVERSATIONS

Part 1: How to use empathy skills to handle difficult conversations with the general public and colleagues

Description Various scenarios of conflict and difficult conversations will be explored based on case studies presented and situations offered by practitioners themselves, allowing them to reflect on actual events and examine and analyse how empathy used well would change and improve the outcome.

Part 2: Practical strategies to develop and use empathy - Take time to listen

Description Empathy can be developed by consciously. This session will empower individuals to take the theory they have learnt, develop their new skills and use them in the workplace.

14:45-15:00 BREAK

15:00 - 15:30 SESSION 4: HOW TO ACHIEVE SAFEGUARDED PERSONAL COMMUNICATION (SPC®)

Part 1: Understanding and implementing communication with care – your toolkit checklist

Description This session helps practitioners to understand when they have communicated with care, and achieved C&E Empathy Trainings SPC® empowering them to use empathy effectively

Part 2: Your empathy levels: Your resilience in care work

Description This session will look at the management of empathy, looking more closely at what can deplete our own personal empathy levels. It will provide understanding and skills based in psychological therapy

Part 3: How to work in a reflexive way to help practice and practice for CPD

Description This session will offer hands-on skills for professionals enabling them to ask questions and reflect on their own practice, analyse their own actions and their implications, promoting a conscious self-awareness of behaviour, strengths, limitations and an understanding of how others may perceive them.

16:15 - 16:30 - EMPATHY ENVOY, FOLLOW UP SUPPORT, Q & A FOLLOWED BY CLOSE

Delegates attending will be issued with a certificate of attendance plus self reflection documents for CPD & nurse revalidation requirements .

BOOKING FORM

To book your place call 07541798 949 or email form to carolyn@cc-et.co.uk

Dr Mr Mrs Ms (please circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Course Title: **LEED 1: Communication**

Training Date:

Venue:

This form must be signed by delegate or person authorising booking please

Name

Signature

Payment details:

By Cheque (please tick)

A cheque for is enclosed

Please make cheques payable to C&C Empathy Training Ltd

By Invoice: Invoice to be sent to:

Name:

Organisation:

Address:

Postcode

PURCHASE ORDER NUMBER (IF APPLICABLE)

BY BACS (Please tick)

For payments in £: Sort code: 20-67-40 Account No: 53202550

BACS Reference

BY Credit card: Please debit my Visa/Mastercard/Switch

Cardholder's name:

Card No:

Valid from:

Expire date:

Issue No: (Switch only)

We will call you during the process for address & security code

Terms & Conditions apply, please see below
Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the training date. We will also offer a place on a substitute training date, if available. We regret that any cancellation within 4 weeks of the training date cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.