

LEED 1



One day
course
2016

SPECIALIST EMPATHY TRAINING COURSES TO
REDUCE HARM FROM POOR COMMUNICATION

EMPATHY TRAINING
IDEAL FOR LEADERS AND MANAGERS

**USING EMPATHY IN
LEADERSHIP**



TO BOOK CONTACT

enquiries@cc-et.co.uk or call 07541 798 949
www.empathytrainingltd.co.uk

Supported by:

Northamptonshire Healthcare 
NHS Foundation Trust



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, PTTLS)

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 leaders that can show they have genuinely listened and honestly understood an individual processes a skill that outranks all others. Using empathy to develop the human connection, staff long-term psychological well being is increased, along with productivity and retention.

Training supports

Psychological well being,
self awareness & CPD

LEARNING
EMPATHY
EMOTIONAL
DEVELOPMENT

Today's workers "want a sense of connection," which empathetic managers offer, says Adam Waytz, an empathy researcher and associate professor at Northwestern University's Kellogg School of Management

LEED 1: USING EMPATHY IN LEADERSHIP FOUNDATION COURSE

Being a skillful leader or manager is much more than being a boss. Developing the human connection to increase staff well being, alongside productivity and retention is crucial. A multitude of skills are required and one of the most important skills is empathy. With the top 10 businesses among 160, having effectively empathetic leaders and managers generated 50% more net income per employee, than the bottom 10 businesses (2015 Global Empathy Index).

Description This one-day course examines, in a unique, thought provoking way, the important role empathy plays in good leadership. 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.

Learning outcomes:

- Who are we? Understanding developing the human connection
- How to identify and understand emotionally focused thinking and practice and staff focused leadership
- 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 cultivate empathy - communicate at a deeper level
- How to use your new skills to enhance the human connection and handle difficult conversations
- How to manage empathy to prevent burn out and improve retention
- Understand reflexive leadership and how to use these skills for staff well being and productivity

Ideal for: All those in leadership or management roles and want to improve their interactions skills and human connection skills with their workforce

"tuning in to another person using empathy, 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

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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 REALLY? THE HUMAN CONNECTION

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 leadership and what is the real bottom line.

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 and how we remember things. 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: The big question! 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.

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 discursive analysis of real life video case studies, biases and unconscious thought processes will be examined. Delegates will learn how to identify how lack of empathy in an interaction could cause harm psychologically that goes on long after the initial interaction and negatively affect professional relationships.

13:00 - 13:45 LUNCH

13:45 - 14:45 SESSION 3: YOUR ROLE IN HANDLING DIFFICULT CONVERSATIONS EMPATHY, SYMPATHY AND APATHY

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 - 16:15 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&C Empathy Trainings SPC® empowering them to use empathy effectively

Part 2: Your empathy levels: Your own resilience

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 training to look after yourself in stressful roles and to prevent emotional burn out.

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.