



A Journey Through Complaints Using Empathy

Introduction

This is a new course for 2019 in response to request both internally AfC and from our partners to help manage complaints and difficult situations.

This half day session of truly experiential learning not only identifies what empathy is, but enables those attending to 'feel' empathy, analyse and understand it on a deeper level. Therefore being able to understand WHY it is so important within healthcare, social care, and education systems, particularly in complaint situations, but also to enhance confidence and self-care.

The session will take empathy out of the textbook and into real life as delegates go on a journey of empathy and emotional awareness and the importance of both these things when working within challenging situations and dealing with sometimes vulnerable people in the process.

Learning Outcomes

By the end of the session delegates will be able to :

- Recognise, analyse and explore the presence and absence of empathy, individually and culturally, developing insight of the impact of being listened to, or not.
- Define and state what empathy is in delegates own words and develop experience of seeing perspectives, and how emotional motivations underpin behaviour.
- Learn how the 'funnel of life', through real life examples, can impact on our empathic communication and our own resilience and how our emotions influence us, the tone we use and the impact on others.
- Critique and build confidence in a deeper appraisal of what empathy is and what it isn't. Delegates will identify the difference between empathy, sympathy and apathy to create the optimum mindset for a personalised approach and apply it in a reasoned way.
- Work through scenarios to explore biases and judgements and be able to demonstrate how a lack of empathy has the potential to cause psychological harm as well as developing, through group work and analysis, the impact this has on practice and outcomes and personal views.

Audience	Youth, Social, Family and Voluntary Support, Justice and Crime Prevention, Health, Education, Early Years and Childcare, Business Support
Age Ranges	0 - 5 yrs / 5 - 7 yrs / 7 - 11 yrs / 11 - 19 yrs / 19 yrs / 11 - 19 yrs
Trainer	Carolyn Cleveland

Start Date	Venue	Times	Event Code
15 Oct 2019	King Charles Centre Surbiton, Hollyfield Road, KT5 9AL	09:30 to 13:00	EY 19/031

