

How to use this form

This form is designed to help employees and their managers think through the full case for attending a training event, course, or development activity — before approval is given. Complete all sections and submit to your line manager ahead of the requested activity. Both parties should retain a copy once signed.

SECTION 1 — EMPLOYEE & EVENT DETAILS

Employee name

Pat Morgan

Job title / role

Team Leader - Customer Services

Team / Department

Customer Services

Line manager

Sasha Williams

Title of training event or activity

Empathy in the Workplace: A Practical Workshop for Team Leaders

Type of activity

e.g. workshop, course, conference, online, coaching

Workshop (In-Person, 1 day)

Provider / Organiser

Growth Learning and Development

Date(s)

14 July 2026

Duration & times

Start and finish times if known

09:00 - 17:00 (1 day)

Location or delivery method

e.g. in-person, online, hybrid

In Person - at The Hosting Company Premises

Estimated cost

Fees, travel, and other expenses

£299 workshop fee + approx £3 travel = £302 total

SECTION 2 — RATIONALE FOR ATTENDING

Summary of the activity

Briefly outline what the event covers and its key learning outcomes. You may attach or link to this information if available.

This one-day workshop explores empathy as a practical leadership skill. It covers how to recognise emotional cues in team members, adapt communication styles for difficult conversations, and build psychological safety in a team environment. Key learning outcomes include: understanding the difference between empathy and sympathy in a work context, applying active listening techniques and developing a personal action plan for more empathetic leadership. The workshop uses a mix of facilitated discussion role play and peer reflection

Why do you want to attend?

Explain how the content relates to your current role, responsibilities, or a specific challenge you are working through.

As Team Leader, I manage a team of eight and deal with a range of interpersonal challenges - from handling customer complaints escalated by the team, to supporting colleagues going through difficult periods. I have noticed that I sometimes default to practical problems-solving when a team member actually needs to feel heard first. This is something I want to develop. I believe this workshop will give me tools I can apply immediately particularly around difficult conversations and 1-to-1 check-ins.

How does this support your development plan or performance objectives?

Reference your personal development plan or agreed objectives where relevant.

In my last appraisal (March 2026) one of my agreed development objectives was to improve the quality of 1-to1 conversations with my team, with a specific focus on listening and responsiveness. My personal development plan also notes that I would benefit from formal training in people skills as I move toward a more senior leadership role. This workshop directly addresses that objective.

What benefits do you foresee for your role, team, or organisation?

Think beyond your own development — what could you bring back, share, or apply at a team or organisational level?

I intend to share key takeaways with the team at our next monthly meeting, including practical techniques around active listening that the whole team could adopt in customer interactions. Improved empathy in how we handle escalated complaints could also contribute to better customer satisfaction scores, which is a current organisational priority. In the longer-term modeling empathetic leadership helps build team morale and reduces the risk of disengagement

SECTION 3 — COSTS & ABSENCE CONSIDERATIONS

Full cost of attending

Include event fees, travel, accommodation, and any other expenses. Add an estimate of the cost of your time away from work.

Course fee: £299 plus travel via public transport approximately £3 return. No accommodation required as it's a local event. Add to that my time (salary cost), approx. £130. Total estimated cost is £432.00

Any loss of revenue or productivity during your absence?

Where relevant to your role, note any client, operational or team impact. This is in addition to the cost of attendance.

My team operates independently for much of the day and does not require constant supervision. The main risk is if a significant customer escalation occurs that would normally come to me. I do not anticipate this being a major issue given the planned cover arrangements, as commented below, but it is worth noting as a possibility.

How will your absence be managed?

Outline any cover arrangements, handover plans, or actions you will take to minimise disruption.

I have spoken informally with my colleague Jamie Reed (Senior Customer Advisor) who is happy to act as team point of contact for the day. I will brief Jamie the day before and leave a contact sheet with any live issues. I will also ensure all scheduled 1-to-1's that week are rescheduled in advance. My manager Sasha will be aware and available if an issue escalates beyond what Jamie can handle

If you are unable to attend, what alternative would you consider?

Is there another route to achieving the same learning outcome — online, peer learning, reading, internal training?

I looked at online alternatives but found the content in this area tends to be quite generic and does not include the peer discussion and role play elements that I think will be most valuable. If I cannot attend this specific event I would consider requesting a future cohort of the same workshop, or asking whether a similar facilitated session could be arranged in house for the wider team.

In your view, do the benefits outweigh the costs?

Summarise your case. Be honest — this helps your manager have a more informed conversation with you.

Yes, I believe they do. The total cost of around £432 is relatively modest for a full day of specialist training. The content is directly aligned with a named development objective in my appraisal and the skills I develop will benefit not just my own performance but my team's approach to customer interactions. The cover arrangements are straightforward I am confident this is a good use of the training budget.

SECTION 4 — AUTHORISATION

Manager decision

Approved — the employee is nominated to attend as requested

Conditionally approved — subject to the following:

Not approved at this time — reason noted below

Conditions, notes, or reason for decision

Complete if applicable — conditionally approved or not approved

N/A - Approved as requested. Please confirm booking and forward invoice to Finance, copying me in. Agree the cover plan with Jamie before the end of this week.

Employee — I confirm the information above is accurate and complete

Full name	Date	Signature
Pat Morgan	12 May 2026	

Line manager — I have reviewed this nomination and confirm my decision above

Full name	Date	Signature
Sasha Williams	13 May 2026	

HR / L&D sign-off (if required by your organisation)

Full name	Date	Signature

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