

North Halifax Partnership Area Away Day

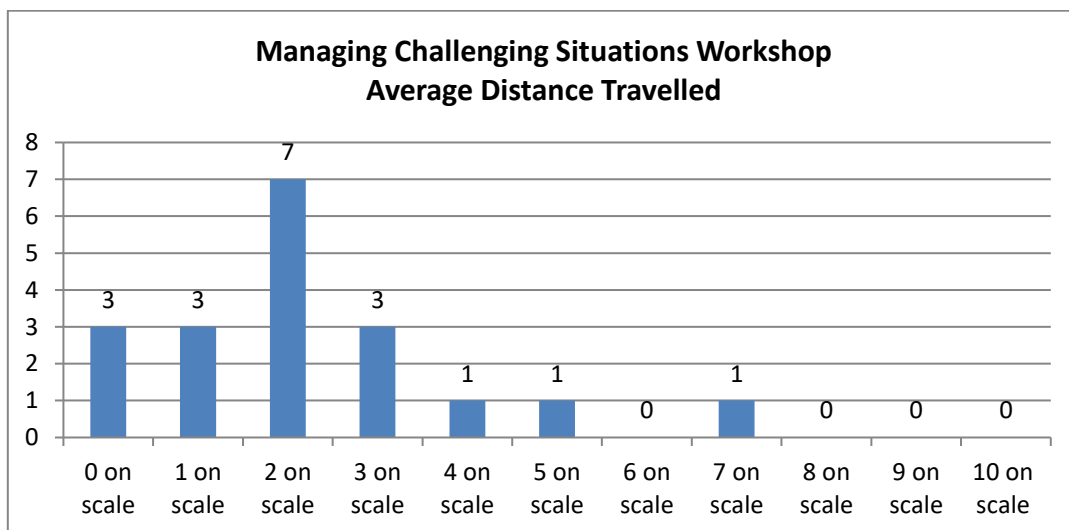
17 March 2017

Evaluation Report

Managing Challenging Situations

Staff were asked on a scale of 1-10 how confident they felt about the topic before attending the workshop, and again how confident they felt after attending the workshop (10 being the most):

Scale	Before	After
1 on scale	0	0
2 on scale	0	0
3 on scale	2	0
4 on scale	1	0
5 on scale	1	0
6 on scale	3	0
7 on scale	5	0
8 on scale	4	6
9 on scale	3	9
10 on scale	0	4



Staff were asked what the best thing was about the workshop:

- Jill Webb (x3)
- Interacting with others and Jill.
- Lots of interaction.
- Interesting. Could easily relate things learnt to day to day communication.
- Team work and communication skills.
- It was quite fun doing the different team exercises.
- Lots of new and useful techniques.

- Lots of tips on managing situations.
- Not just sat there - different activities.
- Learning about the different relationship roles within work.
- It was good doing the team exercises and really thinking about how to handle different situations and thinking about how a person can come across.
- All the workshop was very interesting.
- Realising everyone is in the same situation and it's useful in all areas of life coping mechanisms.
- Learning new skills on how to manage difficult situations.
- Learning new techniques and handling situations. Very engaging. Good trainer.
- Quite fun.

Staff were asked what they would like to have changed about the workshop:

- More interaction / role play.
- The setting (too far out of way).
- Nothing (x15)
- Nothing; had a mixture of sitting down listening as well as interacting with others.

Staff were asked to say one thing they will do differently as a result of attending the workshop:

- Handle situations better and listen better.
- Think about the way I handle situations.
- Reflect more.
- Think before I speak.
- Use my new skills in work practice.
- Think about my body language more.
- Think before speak, be aware of body actions.
- Look at the way I speak to people and how I manage a difficult situation.
- Using the appropriate communication skills depending on the situation.
- Talking skills, managing conversations.
- Thinking about tone and body language.
- Possibly be more observant and listen.
- Remember to think about my body language when dealing with challenging situations.
- Think more when on the phone and in situations.
- Be more patient.
- Listen to the whole picture and deal with it.
- Take time to take a step back and listen.
- Set off earlier next time.
- Listen more.
- Use skills I have learnt.