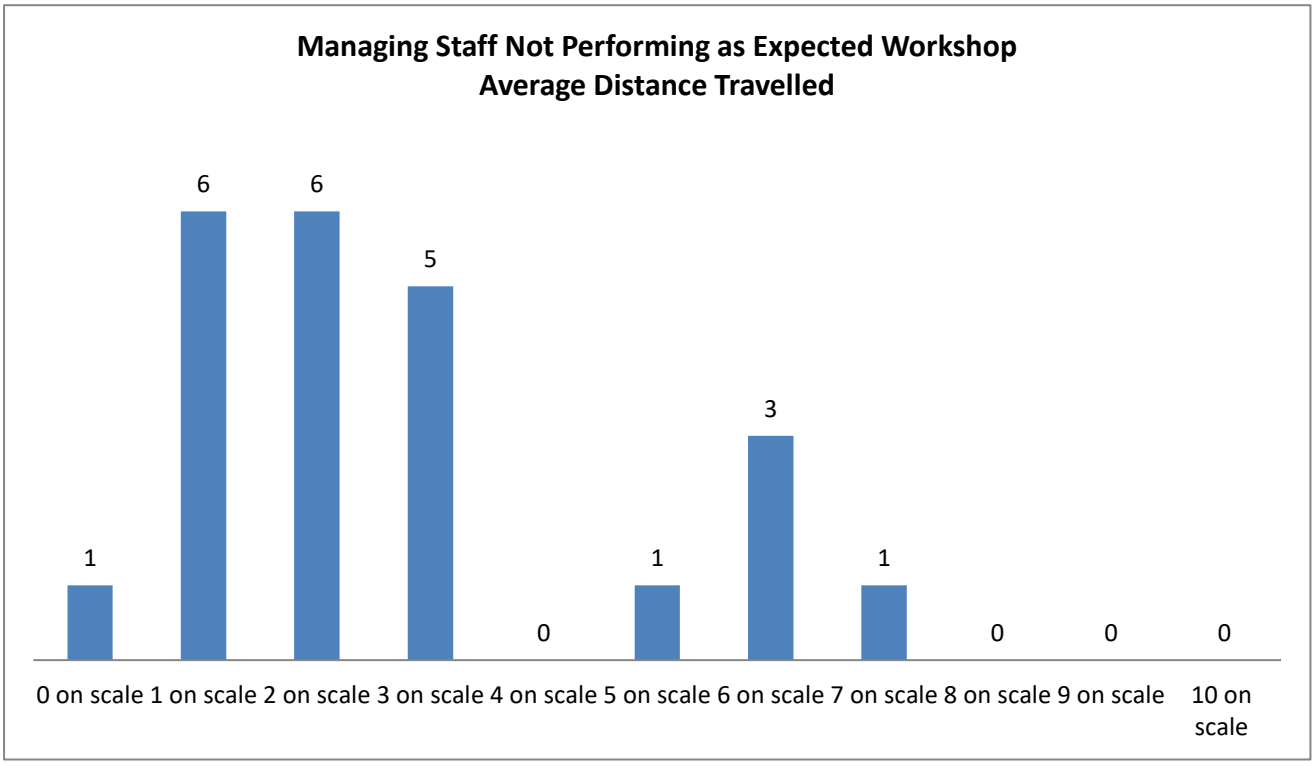
Managing Staff Not Performing as Expected Workshop

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	2	0
3 on scale	2	0
4 on scale	1	0
5 on scale	4	1
6 on scale	3	0
7 on scale	7	1
8 on scale	4	7
9 on scale	0	12
10 on scale	0	2



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

- Share experiences of management – different managers of SLT (x2)
- Going into groups, listening to advice from others
- Thought provoking and interesting. Helped to build on the knowledge I already have
- The information given
- Full of insight and I learned lots of new things
- Looking at case studies and talking through them and confirming what we would do together as a group but also some of what I already know.
- The scenario discussions
- Seeing and hearing other people's opinions on managing staff and other people's problems/solutions (x2)
- Time to reflect on own practice and what NHP has available
- Really good to discuss this subject. There was lots of good advice given
- Very informative and interactive (x2)
- Advice from other managers with more experience, being able to share their experience. Interactive
- Gaining new management knowledge

- Reflecting on own practice. What I could do differently
- Getting everyone's opinions and ideas
- Everything!
- Really good, clear information, really useful for a new manager in NHP
- Discussing scenarios, working in groups with other line managers
- Everything, certainly best workshop I have attended at NHP

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

- Would have liked more detailed course to unpick under-performance issues.
- Longer session (x5)
- Nothing (x16)

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

- Look further at the behaviour tool to link in with supervision and daily situations (x2)
- Think about how to approach difficult situations before resolving them (x2)
- Be clear about when I am being a manager i.e. 9.00 – 5.00 and when I am being a friend
- Reflect on my management style
- Use expected behaviours more and be more self aware on my expectations of staff performance (x2)
- Listen more to staff and be stricter
- Look for early signs of underperformance
- Use record of discussion forms/more formative reflection tool
- Think about using the different tools available
- Know what toolkits are available
- Keep in mind diagram of team/individual/task
- Consider my actions as a manager