



Velindre University NHS Trust Leadership Programme

Action Learning Set (ALS) Evaluation Summary

Date: 22nd May 2019 (Group 2 - ALS 1 of 8)

1. The key things I have learnt from today's Action Learning Set are:

- What action learning is. The importance of open questions. The need for 'accountability partners'. The value of trust in our group.
- How to phrase open questions. Listening without intent to respond. Try not to give advice but offer help by asking questions.
- What an Action Learning Set (ALS) is. The benefit of ALSs in sharing issues or challenges.
- There is advantage from summarising/ interpreting an issue from different perspectives (6 Thinking Hats)
- The power and impact of asking open questions. Listening is a key factor to the process. What's important - ways of working (as the group)
- What ALS is, how this can be applied to practical learning.
- Open ended questions are effective!
- The make-up and how to use ALS.
- What ALS is, how it applies to me & ways I can apply it in work.

2. The most important thing I have learnt about myself today is:

- That I ask too many 'why' questions. That I offer advice perhaps too early. I need to become more assertive too. Join in.
- I find it difficult not to try & help. I need to work on listening without responding.
- I immediately want to offer advice or solutions based on my own experiences and perceptions.
- I need to develop a range of response options from various perspectives.
- I need to learn more about my own weaknesses and strengths.
- To consider the balance between composed and challenge in a leadership role.
- Being nice is not enough! I need to be more courageous.
- Being nice is not enough; try to have a balanced approach.
- I enjoy learning new skills & info; sometimes I worry about applying it & doing something different in work.

3. My principal actions to take back to the workplace are:

- When encountering problems, pause/consider rather than take a knee jerk reaction. Take my problem to colleagues to gain insight or ask myself open questions.
- Considering the impact of my actions to projects and the 4 groups discussed (me, team, organisation, patients/clients) Listen and try using open questions more.
- Try to ask open questions when dealing with other people's challenges. To encourage the person to form their own opinions or solutions.
- Analysing actions from 4 perspectives (impact on myself, department, organisation, patients)
- Draw on some of the actions from today; open questions, listening, engaging.
- How to evaluate a problem, how to discuss a problem/ challenge and consider actions as a result of that discussion.
- Explain to clinician & management the difficult situation I am in & the stress it has caused.
- Fully understand the problem before you comment. Sometimes you don't even need to speak.
- Being more courageous & not avoiding challenge if I feel anxious.

4. The Action Learning Set could have been improved if:

- I don't think there were any improvements needed.
- Making 'whiteboard' notes for sessions.
- Some of us are quite reserved and reluctant to be involved but maybe as it's the first one we will become more relaxed.
- The day was very useful, particularly having the opportunity to participate in a real example of ALS.
- Held at a venue that no one is based at (neutral) so that people can fully concentrate on the session.
- I enjoyed today & particularly found the ALS focus on particular challenges really interesting. I would value more opportunity to do this in future sessions.

5. The style of facilitation was:

- Impressive, with input that guided rather than being over bearing.
- Really helpful. Empathetic, but challenging. Actions to be revised next time, making us all 'accountability partners' will help these actions move forward.
- Encouraging and challenging.
- Fair, encouraging, inclusive.
- Relaxed and informal which helped.
- Excellent.
- Relaxed and effective.
- Informative. Allowed discussion. Kept us on track and guided the session.
- Very supportive & challenging at times to make us think outside of the box. Activities were varied & good to move around to get a chance to know everyone.

6. Additional Comments

- This is already helping me consider things in a different light. Good start to the ALS sessions. Interesting and comforting to know that my peers face similar challenges which gives me hope of finding ways to deal with them going forward.
 - Actually enjoyed the session this afternoon, although I'm a little daunted at the prospect of doing it.
 - Really enjoyed it. :)
 - Thank you I found today really valuable.
-