

Velindre NHS Trust Leadership Programme

Action Learning Set (ALS) Evaluation Summary

Date: 14th November 2017 - Group A (4 of 8)

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

- More awareness of influencing/ persuading skills and how I use them - subconsciously till now! Plus the challenges and benefits of empathetic listening.
- Empathetic listening is a very useful leadership skill. Influencing is not all about doing all of the talking.
- The significance of empathetic listening, and the power it has to enhance an exchange, especially in clarifying each person's perspective/ opinion/ wishes.
- Push/Pull balance required. Empathetic listening.
- The difference between push/pull. Empathetic listening - skill not easy but powerful.
- The 'Third Alternative' could be an incredibly useful strategy to move things forward.
- How to apply pull/push influencing skills together. How empathetic listening can help get clarity.
- I have a pull style approach with some influencing push styles.
- How to use empathetic listening especially in workplace.

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

- My preferred style - why that works. How I could benefit from more empathetic listening in workplace.
- I need to be more reflective, listen more and understand rather than be given to form an opinion.
- The push/pull self-evaluation was very useful - I identified some areas I want to practice using more.
- Lack of empathetic listening skills.
- How I'm more pull than push but need to bring elements of push when appropriate.
- I pull more than I push, but on reflection a balance is required.
- Try and use more push influences than pull. (Lack the confidence to use those areas I'm not as strong at)
- I need to think about empathetic listening as my natural thought is to give advice.
- I need to work on my empathetic listening skills. I am happy with my influencing skills so far. Just need to work on refining them.

3. My action plan to take back to my workplace is:

- Consider various different ways of influencing/ persuading. Some subconscious till now - will give more thought to which style suits which situation/environment.
- Listen more. Understand then be understood. Identify who the stakeholders are in each project.
- Ask a colleague to do a push/pull assessment of me.
- Actions for exerting more influence task. Think about listening more in meetings etc. (Be proactive about techniques etc).
- Using the phrase 'It sounds like' etc when listening.
- Listen empathically.
- Use push/ pull influences in the new programme I'm setting up.
- Use a timetable for implementing ideas and action plans.
- I will ask a colleague to perform influencing questionnaire on me and I will go back and use action plan from task

4. The learning set could have been improved if:

- Very good session. Enjoyed the 'identifying stakeholder' session.

5. The style of facilitation was:

- Informal, comfortable, interactive.
- Excellent.
- Excellent.
- Useful as always - encouraged participation from all members of the group.
- Great as always.
- Excellent.
- Good.
- Excellent.
- Informative and motivating.

6. Additional Comments:

- A very useful session today - thanks Ian.
 - Thank you.
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