

Velindre NHS Trust Leadership Programme Action Learning Set (ALS) Evaluation Form

Date: 26th July 2017

Group A (1 of 8)

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

- How to be more empathic with questions, that giving advice is not the best strategy and allowing or giving people the tools to come to their own conclusions through specific questions is better.
- Ground rules for ALS going forward, little more about fellow cohort members. How ALS can work in practice.
- The importance of questions and phrasing them to get the most out of a situation/ person and make them feel listened to.
- The leader creates the paradigm. 3 things to think through in my head: delete, distort, generalise.
- Reinforcement of methods/ needs for empathy with staff. Ground rules of ALS.
- People who want to discuss issues don't always want my advice.
- You can learn a lot from other people's perspectives. Ted.com (useful resource for training) Good exercise at end, again useful resource.
- Challenging assumptions. Using open questions to facilitate a more effective discussion to help others.
- Seeing how to conduct an ALS session. Framing open questions more effectively.

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

- Found the empathy questioning harder to do than I expected.
- Felt more comfortable than I thought I would in ALS - great group. I am more empathetic with service users than colleagues.
- Not to make assumptions about situations/ people. My leadership style and an awareness of other styles.
- Learning styles - different to what I was 3 years ago when I was in a different role.
- Still have difficulty implementing things I know.
- I like to give advice and interrupt people.
- Do not make assumptions, be brave and challenge my own assumptions. I don't know what day it is! 😊
- Not to feel afraid of judgement from personal contribution.
- I am still often thinking about 'solutions' to issues presented to me; also, how to verbalise empathy better.

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

- Use the questions given from the session when speaking to the team.
- Be more empathetic with colleagues.
- Consider leadership styles 'in action' at work. Take a proactive approach to my situation/ new role.
- When creating an agenda start with what has been successful.
- Implement greater empathy with staff particularly juniors. Review whether X's feelings about their line manager may be shared by my staff.
- Be positive and proactive. I can influence my team. The team can pick up on my behaviour/ attitude.
- Be brave - ask for secondment, take what I have learnt & try out on team.
- Apply learnt principles eg. open questions etc in practice with peers.
- Review what I am doing in terms of what I get/ want to get from them.

4. The learning set could have been improved if:

- Had more time. The day went fast.
- Slightly faster pace in the morning.
- Possibly preparation of issues etc?
- We have a bigger room with more space but I did appreciate the windows.
- More time to prepare challenge to be presented to the group.
- Bigger room.

5. The style of facilitation was:

- Very good. Useful comments, appreciate the honesty given.
- Supportive/ guiding.
- Good - measured and at the right pace.
- Excellent.
- Good. Enjoyed the day. Kept the day flowing with lots of movement.
- Lovely, relaxed, comfortable, unhurried.
- Laissez- faire. Allowed group to be open with discussion without too much interjection.
- Good. Very supportive and enlightening.
- Great facilitation, everyone contributed, good atmosphere, good first action learning set as didn't know what to expect, looking forward to the next one.

6. Additional Comments:

- Looking forward to how group will develop & ALSs getting into full swing.
 - The session helped the group to bond well.
 - Really enjoying the course so far.
 - Great session, a mix of different learning, kept everyone's attention and energy remained high.
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