

Velindre NHS Trust Leadership Programme

Action Learning Set (ALS) Evaluation Summary

Date: 15th November 2017 - Group B (4 of 8)

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

- Allow time and space to consider different perspectives and think about different influencing styles for different staff/situations.
- The importance of listening and taking time to listen to all viewpoints.
- Insight into 'push/pull' approaches and how can bring to workplace, challenge perhaps to work on strengthening some aspects.
- Push and Pull influencing styles.
- Listening to other points of view is key to solving problems.
- Push and Pull theory. Value of being heard/understood. Empathic listening as one of several tools.
- It is really important to listen empathetically so people know you have listened to them and taken on board their viewpoint.

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

- Too much tendency to 'advise' rather than listen during conversations with staff.
- I am quite a good listener. I need to evaluate how I use push/pull styles and improve on my 'pull' styles.
- 'Pull' is my most effective style, however, I should plan to be more assertive.
- I need to stop analysing and imagining the worst possible outcome to situations I am uncomfortable about.
- How much I need to make a little space to think amidst the reactive firefighting.
- I need to be more assertive when confronting the Band 5 I need to have a chat with and not to fear the worst. Ask myself incisive questions!

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

- Take 'assertive' action in respect of management of business intelligence team.
- To use empathic listening when required. To adopt different push/pull styles to influence change.
- Need to be more assertive communicating issues and service gap at present and impact on me/team/organisation/patients.

- Take note of how empathic I am when listening to other staff issues.
- To listen and understand other points of view before explaining my own.
- Make space. Use the toolbox more explicitly in my planning. Try out more 'understanding' scenarios.
- Chat to the Band 5 and use empathic listening. Use push and pull techniques.

4. The learning set could have been improved if:

- No suggestions for improvement.
- Shame that through various circumstances, not all able to attend sessions. Impacts group dynamics and information to date varies.
- No improvement necessary, as always, the sets are well planned out.

5. The style of facilitation was:

- Excellent as always.
- Good mix of activities.
- Excellent as always.
- Excellent. Thank you.
- Good mix of one to one discussions.
- Excellent.
- Good - lots of group work to be able to discuss issues.

6. Additional Comments:

- Enjoyed!
 - Thank you.
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