

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

Date: October 12th 2017 (Group B - 3 of 8)

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

- The power of different words & emotional intelligence.
- The benefit of using proactive language vs reactive language in order to gain a positive response.
- Revised look at EQ as a whole. Proactive brain releases good stuff inside.
- Choose our response.
- What emotional intelligence is and how it can be used in the workplace.
- A better understanding of the span of emotional intelligence, examples and benefits.
- The importance of 'emotion' in leadership. How it is observed, handled/acted on etc.

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

- I don't use it enough and should think more about it.
- I often react on impulse & that I need to take a step back and assess situations before acting.
- You do choose your mood, mine stuck all day.
- To pause before response.
- My emotional awareness and how important it is in a team setting.
- How important EI is in a leadership context.
- To change my language to be more positive.

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

- Use 'I feel' instead of 'you make me feel'. Discussed issue with group - several actions to take back.
- To be aware of the emotional bank account I have with each of my team members and use it wisely!
- To invest some energy in understanding some emotions of my team members.
- Ensure other expectations. Understanding other's perspective.
- Make others aware of emotional intelligence.
- How I can better use EI in my role.
- Positive language when talking to staff. Help them feel empowered to come up with solutions too.

4. The learning set could have been improved if:

- Nothing.

5. The style of facilitation was:

- Good. Enjoyed this session.
- Great!
- Excellent.
- Excellent.
- Great. Always engaging with different tasks & videos.
- Excellent.

6. Additional Comments:

- Enjoyed the activity, could be expanded and used to train all staff via e-learning.
 - Really enjoyed. :)
 - Really enjoyed the morning session, sorry that I had to leave.
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