

Personal Change Management (Quantum Thinking) Training Review & Feedback Training for Prison Service Management & Staff

The course was monitored by an end of course evaluation sheet which showed extremely positive feedback from those attending (see appendix 1 for a detailed analysis).

It was also decided to use the HSE stress management standards survey questionnaire as a way of monitoring the impact of the training on the delegate's perceptions of personal stress levels.

The HSE survey questionnaire consists of 35 questions that gauge stress levels against the HSE stress management standard areas.

Delegates were required to complete the survey questionnaire before the course and again at the end of the course. The results were analysed using the HSE analysis tool and the results are presented in Table 3 below.

Table 3 HSE stress management standard results for delegates

Management standard	Before	After
Demands	2.72	2.94
Control	3.22	3.57
Managers Support	3.28	3.32
Peer Support	3.58	3.74
Relationships	3.74	4.01
Role	4.35	4.48
Change	3.02	3.09

HSE Indicator Key:

	Urgent Action Needed
	Clear need for improvement
	Good, but need for improvement
	Doing very well – need to maintain performance

In summary, the evidence obtained by using the HSE analysis tool indicates that post the training staff feel better able to cope with the demands of their job, believe that they have more control, can relate to others better and understand their role more clearly.

The results showed a discernable improvement in the delegates feeling of stress with levels improving in all of the categories and in 3 categories the combined rating moved from red to amber status, which indicates quite a significant achievable shift within one day.

Mark Dawes

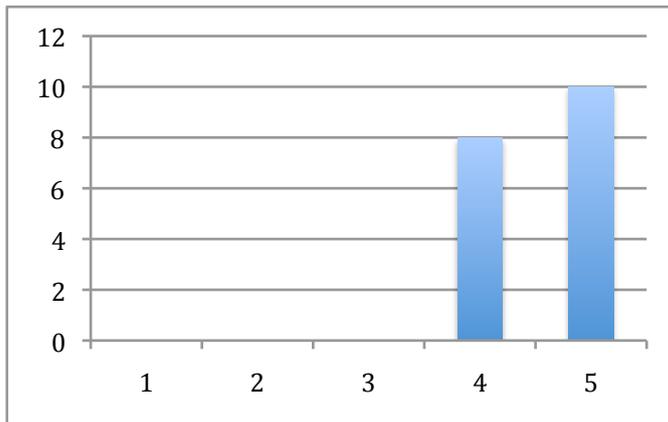
APPENDIX 1

Analyses of the end of course feedback sheets

Delegates were asked to rate the questions from 1 (Not at all) to 5 Fully. The rates of response are given below

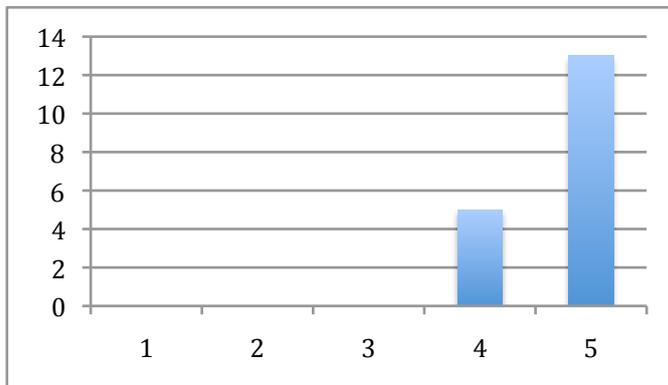
Question 1

Did the course fulfil its stated objectives?



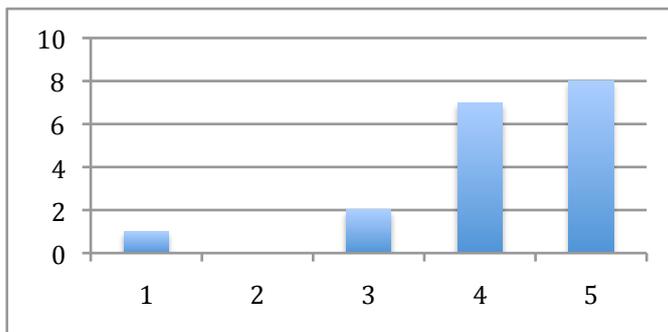
Question 2

Did it fulfil your objectives in attending?



Question 3

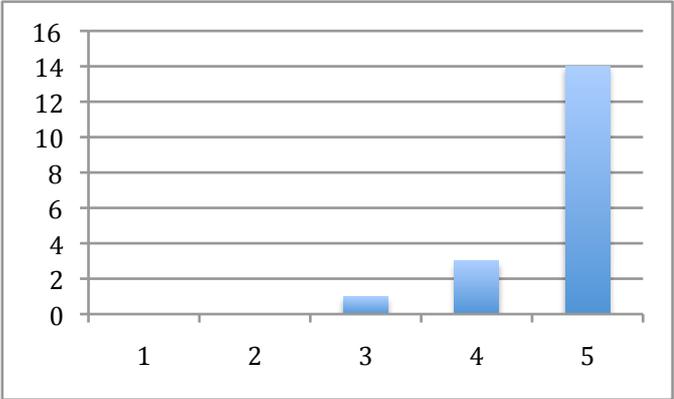
To what extent will you be able to apply what you have learned to your work?



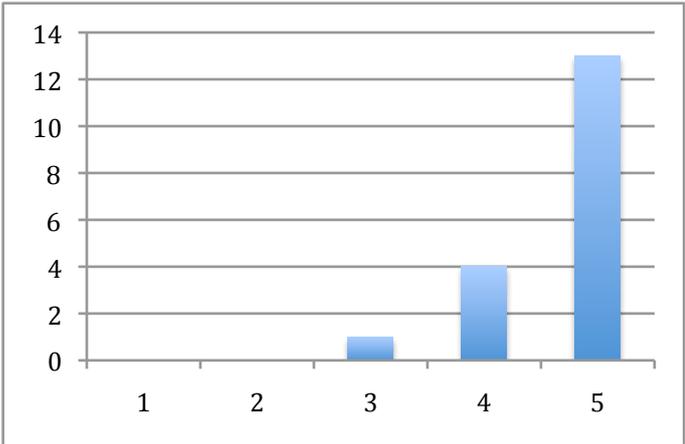
Question 4

Assessment & Course delivery, rated from 1 (poor) to 5 (excellent)

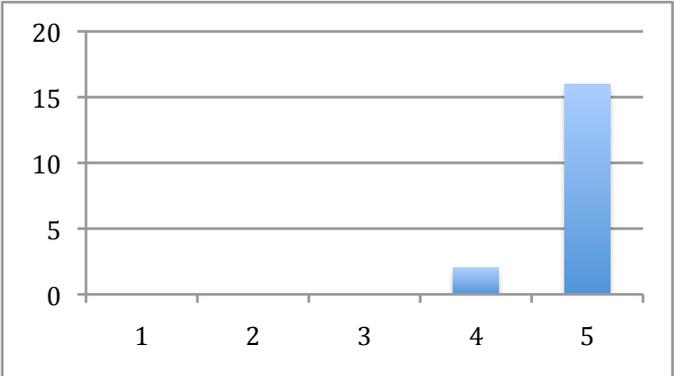
A) Method/structure



B) Training Materials

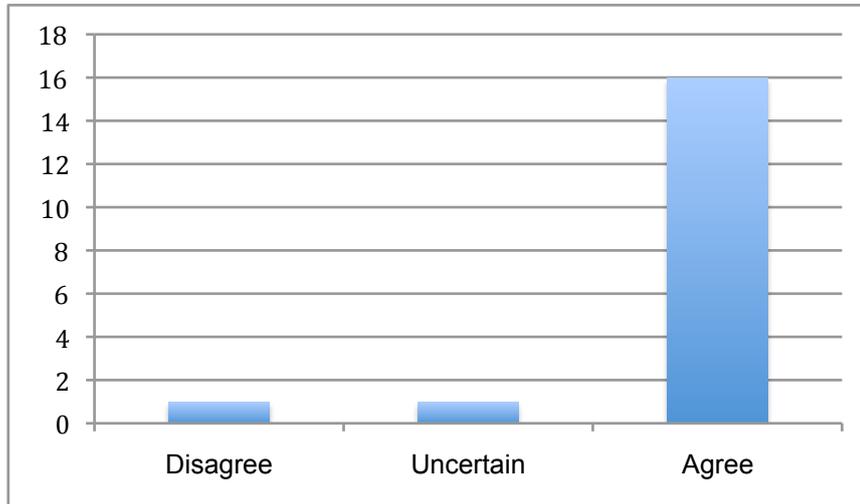


C) Trainers skills



Question 5

“All our training should actively value people’s diversity by showing respect for individuals and their views (unless they are seen to be oppressive). Trainers and participants alike should accept responsibility for promoting anti discrimination” Do you think this statement of intent was upheld during the training?



Comments

Delegates were also able to make additional comments about the course and the following are the comments from their feedback sheets. No amendments have been made whatsoever and the following are the exact words written.

“Found the whole course empowering and positive and left me confident that I could take greater control of my future.”

“Will be able to view challenges more positively and feel less burdened by heavy workload. Will be able to focus on what is important and achievable, rather than worry about what is not.”

“Extremely well delivered. Presented in appropriate tone and at right rate and some good experiences to demonstrate the validity of the theory.”

“Respectful of all groups and individuals and saw no means where someone could reasonably have been offended.”

“Focus on affirmations as a means of instilling positive goals, beliefs and emotions.”

Useful to develop understanding of stress and how thinking patterns can become negative.

“Trainer had a lovely manner about him. Very receptive to our ideas and train of thought. Well liked.”

“It may be an idea if the course was slightly longer so we can take it all in at a slower pace. This is a fully loaded course that requires a lot of attention so people may have felt they weren’t able to take it all in although they can refer back to the hand out.”

“Provided a better clearer understanding of how we can affect change. Will enable me to take positive steps / measures in improving my work situations and changing my approach and time management skills.”

“Trainer was very informative, knowledgeable, engaging throughout – maintained interest and enjoyment.”

“I have taken a lot from today – I have read a lot of self-help books and it re-iterated everything I had previously learned. I was not sure what to expect from this course – work can be very busy at times but this course has certainly given me a lot of food for thought.”

“Hopefully I will be able to apply a lot of what I have learned today. It was a lot to take in on one day but I will take what I need from the course and apply it to my work as well as my everyday life.”

“My overall comments about the course are that it was excellent. I have come away feeling good and that I have learned a lot. A refresher course in the future would be helpful.”

“The objectives were fully pointed out at the start so I have a full idea of the plan for the day. It has definitely helped me think about how I think and the approach I take at work. The issues discussed were valuable and very applicable to the work I do.”

“Everyone felt comfortable and when a person spoke everyone listened and interacted.”

“It helped me to change my life. It helped me to feel positive. I can organise myself at work. Excellent presentations.”

“Provided insight into behaviour patterns. Enabled me to analyse my own behaviour and that of others. I plan to use what I have learned to encourage others and to improve myself.”

“Found the use of presuppositions interesting and a valuable tool in communicating.”

“Whilst I will try to use and apply – external pressures will impact at work. With family it will be easier to adapt and apply. I agree if you think negative then you become negative. We are what we let ourselves be.”

“Dealt with matters not considered before. Came to see what could be learnt. Much to think about. Restricted at the moment by low staff numbers without any change to incoming work or pressures. Found course to be most interesting and worthwhile. Much food for thought. All sessions found to be useful. Will certainly attempt to put into practice.”

“The course was delivered well and covered each topic that was mentioned at the start of the course. Each and everything that I have learned today I will apply in my working patterns. The course was delivered in a professional way. The course content was easy to understand and the training exercises were very useful.”

“Each objective was carefully and effectively explained with good analogies. It gave me concrete and practical ways of changing my behaviour and thinking. I will implement new systems of dealing with problems in a positive way by focussing on resolutions. I will smile more, stop saying ‘don’t’ in feedback to staff and have weekly meetings with colleagues.”

“The trainer used clear language which was easily understood. The handout had good reference points for further research.”

“The way bad stress releases chemicals and their detrimental effect on the human body was explained very well and we were given practical ways to resolve this without the use of medication.”

“This course should be a requirement for all senior managers.”

“The course was extremely interesting and comprehensively covered the objectives. The course has had a real impact on the way I think about things which I intend to use in my personal and professional life. I hope to incorporate all I have learned today. However, some, particularly language structure and spotting presuppositions will require significant practice. This is without doubt the most interesting and helpful course I have attended during my 20 years with the service. Mark is an excellent tutor, a real people person.”

“The way the brain works ie., perception v reality – grooves of behaviour, was fascinating. It is something that will stay with me for a very long time. An excellent course that needs no improvement.”