

## Personal Change Management Training Review & Feedback Training for Probation Service Management & Staff

Please note that the feedback for Probation Service Area 1 was independently collated and assessed by the Director of Health and Safety for that Service area. They have not been manipulated or amended by us and so represent an independent measure of the courses effectiveness by the commissioning Service area.

### Probation Service Area 1

In Probation Service Area 1 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

#### Introduction

7 courses have so far been provided attended by 76 managers.

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).

**Table 3 HSE stress management standard results for delegates**

Management standard	Before	After
Demands	2.58	2.96
Control	3.69	3.85
Managers Support	3.39	3.45
Peer Support	3.52	3.56
Relationships	3.54	3.74
Role	4.30	4.12
Change	3.19	3.23

The results showed a discernable improvement in the delegates feeling of stress with levels improving in all but one of the categories and in 2 categories the combined rating moved from red to amber status. In addition the tool identified that before the course 16 delegates felt they were bullied sometimes, always or often, where as after the course only half this number 8, continued to feel they were being bullied sometimes, always or often.

Head of Health and Safety  
31/3/08

*“Using the HSE survey results for before and after there is a discernible shift in the results as a group. For all bar one of the stress management categories the results improved. Also perhaps more importantly, before the course 4 of the standards were in the red "urgent action" zone whereas after only 2 were in the red zone.*

*One other interesting factor is that the tool identifies those reporting that they are subjected to bullying 'always, often or sometimes' and before the course 6 responses were flagged as being in this category whereas again after the course only 3 were still indicating they were in this category.”*

Director of Health and Safety

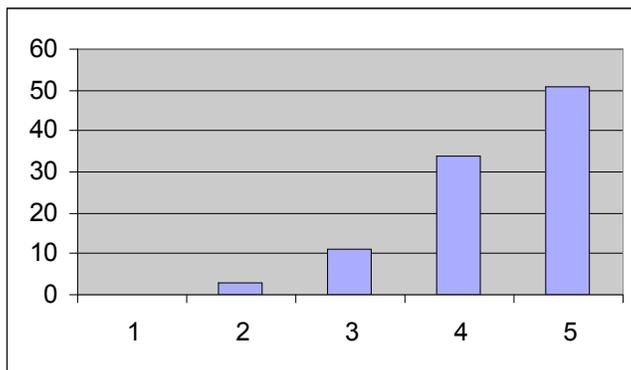
### **Appendix 1**

#### **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:

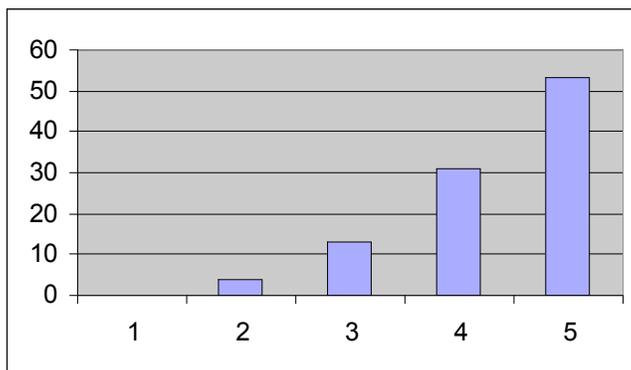
##### **Question 1**

Did the course fulfil its stated objectives?



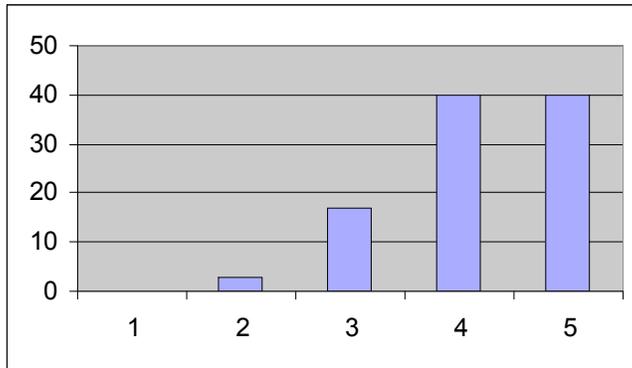
##### **Question 2**

Did it fulfil your objectives in attending?



**Question 3**

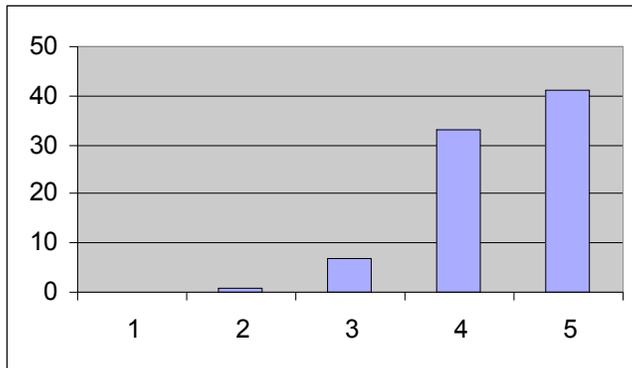
To what extent will you be able to apply what you have learned to your work?



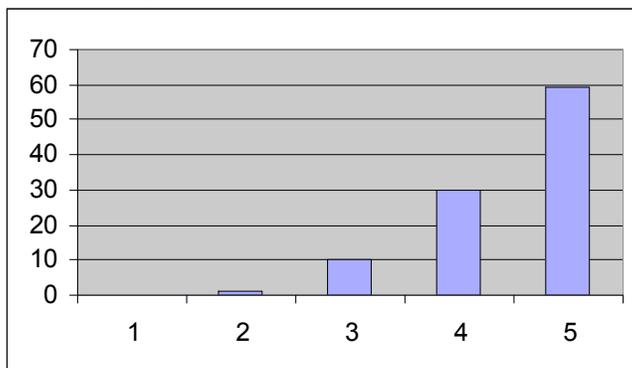
**Question 4**

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

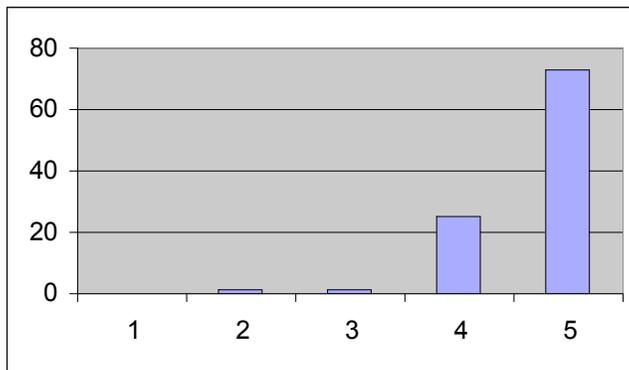
A) Method/Structure



B) Training Materials



## C) Trainers skills

**Question 5**

*“All our training should actively values 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?*

88% agreed, 12% were uncertain, 0% disagreed

**Comments**

On the reverse of the feedback form delegates were also able to make additional comments about the course.

**Question 6**

In response to the question: *“Please comment on any aspect of the course, giving reasons why particular sessions were useful or unhelpful if this was the case”,* the following were common comments made:-

- 7 indicated they felt the eye trigger section particularly useful
- 4 felt the breathing/relaxation section
- Body-language section
- 4 pre-suppositions section
- Lots to think about
- 5 felt all aspect of the course were good/interesting and/or helpful course

**Question 7**

In response to the question: *“Do you have any suggestions for further improvements/developments of this course?”* the following were the more common comments made:-

- 18 indicated they felt the course should be rolled out across the organisation to all staff
- 3 felt a follow up course would be beneficial
- 10 felt the course had lots to consider and would be better over 2 days
- None best course of the year

**Personal E-mail to the Director of Health and Safety**

In addition to the above quantified feedback and delegate comments the following e-mail was sent to the Director of Health and Safety from one of the individuals who attended one of the courses in this probation service region:

*"Hi Xxxxx*

*After Monday's really excellent, thought-provoking course, I just wanted to give you some feedback now that all the information has had time to sink in.*

*The positive effects already for me are that I have changed three long-ingrained personal habits (in fact one was virtually an OCD issue). I've been regularly doing the breathing exercise at various intervals each day.*

*I've taken my bucket-emptying breaks, and I have done my utmost to only speak in an appreciative and positive manner. That said, when I outlined my initial feedback to my team about the things I'd learned, the immediate reaction from all of them was to snigger unbelievably and generally dismiss it all as 'rubbish'. However, I still managed to maintain my cheerful demeanour throughout and told them their reactions were only to be expected given that it is much easier for humans to react in a negative way than in a positive way. In the end, though, I did get them all laughing so, positivity (albeit a word I have previously loathed) can definitely be contagious.*

*In terms of my own learning, the key things were the Breathing Exercise; the effects of words on water ie on us (largely being made of water); telling people what they can do, not what they can't do; that happiness has a beneficial effect on the body; visualisation, re-framing bad memories etc. I also found the discussions about the brain fascinating, particularly the pharmaceutical production centre (hypothalamus) and how we become addicted to our emotions.*

*Having just completed the Post-Graduate Diploma in Change Management, I have to say that this was the perfect sort of course for me.*

*Many thanks."*

[Name withheld]

## Probation Service Area 2.

Please note that the feedback for Probation Service Area 2 was independently collated and assessed by the Human Resources and Training Manager for that Service area. The following comments have not been manipulated or amended by us and so represent an independent measure of the course's effectiveness by the commissioning Service area.

*"We commissioned a rolling programme of Personal Change Management. This was part of our action plan to address sickness absence and in particular stress-related absence in a proactive way. 15 sessions have been run to date attended by 215 members of staff. Managers were actively encouraged to try to ensure staff who had raised concerns over stress were encouraged to attend. Positive feedback was received from a number of those attending in terms of how their perceptions and reactions to change/stressful situations had been altered and how they felt empowered to deal with this. What was particularly pleasing was the number of unsolicited comments from individuals regarding the impact the day had made on them both on a personal and professional level."*

HR & Training Manager, Probation Service

### **A copy of a few of the 'unsolicited e-mails' received are as follows:**

*"I attended the above course yesterday and I wanted to let you know that it was one of the best courses I've been on and I for one will definitely benefit from it. I do think though that it should be mandatory for all staff.*

*The principle of the course was to show that we are all responsible for our own thoughts and feelings and to blame outside "forces" (e.g. the Service) for being in a stressed out state means we're not managing ourselves - rather simplistic way of putting it but you get the drift!! Anyway, as we only completed the questionnaire provided by the company who is running the course (rather than the Service's in-house one), I thought it important to contact you and share my views. I know the rest of my colleagues in yesterday's group also felt it would benefit a lot of staff at all levels if this course was made mandatory.*

*I just wanted to let you know that C has been singing the praises of the training yesterday. If you know C you will know that in itself is an achievement! Both her and H are of the opinion that this is the best training the service has ever put on, and that everyone should attend.*

*I have already given the course rave reviews to all and sundry at the Blackpool office. My main comment being that I can't believe the service shelled out the cash for such a worthwhile course and professional consultant!!"*

[Name and contact details withheld]

*"First of all - a big "Thanks" for the Personal Change Management course I attended yesterday. At the end of the session I was chatting to Mark Dawes the trainer ... I found Mark as a person and a trainer was extremely interesting, helpful, inspiring and the material that he presented was so motivational."*

[Name and contact details withheld]

*"Hi Mark*

*Just a quick email to thank you again for a fantastic day yesterday - like I said, I know I'm a bit of an enthusiast and was ready for finding out about NLP anyway, but even if I hadn't been it would have been a great day and quite inspiring.*

*I bounced home, cuddled my youngest (tactile and emotional), talked to my middle son (verbal and analytical), and showed my daughter the diagrams I'd sketched on your handouts (visual). I tried to convey my excitement about what we'd discussed during the day, but they need to experience it for themselves, so it'll be in the practice of it in daily life that we'll see any changes. Me changing some of my language will make a difference and I just have to make sure I slow down enough to allow my awareness of situations to catch up and give me the space to choose words - does that make sense?*

*Thanks too for speaking to me about the children, especially xxx who is so passionate about things and finds life harder than his brother and sister. The hugging is helping, tho he's looking at me a bit weird cos it's out of character.*

*I also enthused to one of the rugby coaches who thinks that some kind of motivational NLP style session would be really interesting, and I plan to get in touch with the secretary of the club to see if anything could be arranged. Thanks so much for considering it as a possibility in the future. I'll let you know if other people are as enthusiastic about it as I am."*

[Name and contact details withheld]

The following e-mail is from a woman who was extremely nervous about giving a presentation to the Service's Board members. I personally spent an extra hour working with her after the course to help her. Her e-mail post the course is below:

*"Hiya Mark*

*Just to fill you in - I was one of the women you worked with after the Personal Change Management Course (Probation Service) on 24th October in Preston. I haven't yet done a presentation but I had to feedback to our Chief Officer, Board Members and some of our senior management team on some research I had undertaken. I just wanted you to know that I didn't feel one bit nervous!! A massive development for me! I have also since passed on the course information to my dad, who can be a very negative thinker and he has started to look at things more positively and said "its been like a breath of fresh air. Thanks for all your advice - definitely a life changing course which I would love to do again."*

[Name and contact details withheld]

The following is a copy of a letter received from one delegate who attended one of the open courses that we ran:

*"Dear Mark,*

*I am writing for two reasons, firstly to thank you for a superb seminar on Quantum Thinking, but also to let you know the positive effect the day & information provided has had, not only on me but my family and friends.*

*That said, I have to admit that on the day, just before the start of the course, I was sceptical!*

*Of course I understood that the brain works on a programmable basis and is responsible for our attitudes & responses to life situations, having understood that, it follows that what has been learnt on a conscious or subconscious level can be changed or modified. However I was not prepared for the impact that the day was going to have on me personally.*

*I listened to your introduction, delivered with enthusiasm, sincerity, where you explained the principles & most importantly the simplicity & speed with which changes could be effected in the brain, it all seemed too good to be true.... Surely one day can't change your life!*

*Having known you & your work for many years now, and knowing that you do not & never have recommended anything that you do not believe in or have not researched thoroughly, I put aside my "cynicism".*

*Just as well I did!*

*I consider myself to be a semi intelligent person, not given to "flights of fancy" or "pie in the sky" ideas but none the less open-minded.*

*The concept & explanations offered were so simple & straightforward that my mind was racing & actually looking for a more complicated structure to it all.*

*I know that is a contradiction in terms, but it illustrates perfectly part of my own "belief system" that "everything in life is complicated" & "nothing is easy". By the way after having digested the information and tried out the techniques taught, I no longer think that way, so one up straight away for Quantum Thinking.*

*On a very personal level, I have to say that, in common with most people in the world today, the general problems we encounter in life had taken it's toll on me. My self-confidence & self-image had taken a real beating, particularly over the last ten years or so. Ten years, that's a long time to be unhappy, isn't it?*

*Some examples:*

*I constantly lived in the past, going over old ground & fretting over things that happened years ago.*

*I kept looking for explanations as to why my life had taken "the wrong road" from an emotional point of view.*

*I wondered why I was not as productive & creative in the business world as I once had been.*

*I had considered myself a failure in many areas of my life, although to everyone else I seemed happy, confident & capable.*

*I had put on a lot of weight through overindulging in the wrong foods & alcohol.*

*I could go on, but you get the idea.*

*When I started implementing the ideas you had recommended, it is true to say that my whole world changed.*

*Examples:*

*I don't live in the past, I live in the now. I still look at the past, but with a different attitude.*

*I am virtually worry free, although the same problems exist, I don't focus on the problem anymore, I focus on the solution.*

*My creativity has returned with a vengeance & I have recently finished writing a one-day course for Cabaret Performers. This I had been promising to do for months! This is due to my confidence & creative side returning.*

*As a result of an improved self-image I have changed my eating & drinking habits, take regular exercise & lost over a stone in weight (which incidentally takes to almost to the same weight I was in my early twenties, I am FIFTY ONE NOW!)*

*My confidence in my own abilities has returned & improved my business & therefore my income*

*Mark, I could go on & on, but this illustrates some of the changes that modifying my thinking & "reprogramming" my brain has brought about.*

*I wholeheartedly believe that the Quantum Thinking Programme is so powerful that it is almost scary to see what can be achieved in a short space of time & indeed where it will lead me in the future. But it can only be for the good.*

*My home life & relationships have improved because I have changed... WOW.*

*So convinced am I of the effectiveness of this, I have passed on your course notes to family & friends who I felt would benefit from this. I told them only to read the material; I did not try to force my experiences on them as a way of justifying why they should read it.*

*As a result of this:*

*Two of my relations who have suffered from long-term depression have managed to "step down" their medication.*

*And a friend of mine who has a “constant & debilitating” fear of issues relating to his health has turned the corner & no longer carries this burden with him.*

*This is just from reading the course notes! Think how much they could achieve with a session with you or attending the one-day seminar!*

*I have already begun to research this whole subject thoroughly using your seminar & notes as my cornerstone.*

*It is my intention to try and bring this “concept” to as many people as possible, BECAUSE IT WORKS.*

*Once again Mark many thanks, these ideas should be taught in schools, the benefits to the individual & society in general would be immense.”*

Peter Murray

Tuesday, 09 September 2008

## Annex A: Course Overview - Personal Change Management Training

<b>Aim:</b>	The aim of the course is to demonstrate how each of us has the ability to make better choices in our lives by applying our thinking in a more positive, constructive and functional way. This will allow us to better enable ourselves to take more direct control over the way we think thus allowing ourselves to better manage occupational and personal change and reduce their personal stress levels through a better understanding of how our thoughts and actions affect our behaviour and well-being.
<b>Objectives:</b>	<p><b>At the end of the course participants will be able to understand:</b></p> <ol style="list-style-type: none"> <li>1. Why we are 'hard-wired' to focus on fear and threat.</li> <li>2. Stress, it's effect on Health, and how to Manage it.</li> <li>3. How the Benefits of Being Happy can increase our life, boost our immune system and help us fight illness, infection and depression.</li> <li>4. The current scientific research on relaxation and how to use progressive muscular relaxation to improve our physical and mental well-being.</li> <li>5. How the Law of Attraction and Interaction works and how we can use it to our benefit.</li> <li>6. Body Language – Why your body believes every word you say.</li> <li>7. Eye Accessing Cues and Language Predicates – how we can tell how individuals encode, store and recall information through eye movements and language predicates.</li> <li>8. Presuppositions – understanding how language is and can be structured to bypass conscious objection thus influencing us to believe things that are not necessarily true that affect our health and well-being.</li> <li>9. How the mind works through the process of neuro-associative conditioning - how our mind creates neural networks that affect our thinking and create our habits and how we can take direct control of how and what we think about.</li> <li>10. How our thoughts are 'associated' and how to create new associations that can break old thinking and bad habits thus allowing more choice in how we live our lives.</li> <li>11. How our thinking about change affects our well-being and health and how we can take direct control over the way we think and as such reduce our stress levels and improve our personal well-being and health.</li> </ol>
<b>Certification</b>	All delegates will receive a certificate of attendance.
<b>Duration</b>	1 Day
<b>Cost</b>	£800.00 + Vat per day + travelling expenses, accommodation and meals if required.

## Would you like to achieve similar results?

If you would like the opportunity of achieving similar results in your organization then why not contact us now!

The training we deliver is at the cutting edge of current thinking – as can be seen by the feedback received.

The benefits to you as an employer are obvious, and I am not going to be presumptuous enough to labour on that point because you probably know all about that anyway.

## Our Guarantee

If you are interested in running a similar event for your staff but are concerned that it may not be well received – and as such you will have wasted your time and money – here's the deal:

**I will guarantee you that if only 50% of those who attend find the course to have been no good, or not helpful for them in any way, I will not invoice you for the course, nor any travelling expenses or accommodation and meal charges.**

## So, what have you got to lose?

You will either:

1. Run a course that has a quantifiable benefit for your staff, which will justify it's cost, or, you will either
2. Run a course that was of no benefit to staff that you do not have to pay for.

That has to be a win-win situation.

Hopefully, I'll look forward to hearing from you, but please be mindful of the fact that I only have the current capacity to run a limited number of these courses this year so availability will have to be allocated on a first-come, first-served basis only.

Best Regards, and I look forward to hearing from you.



Mark Dawes