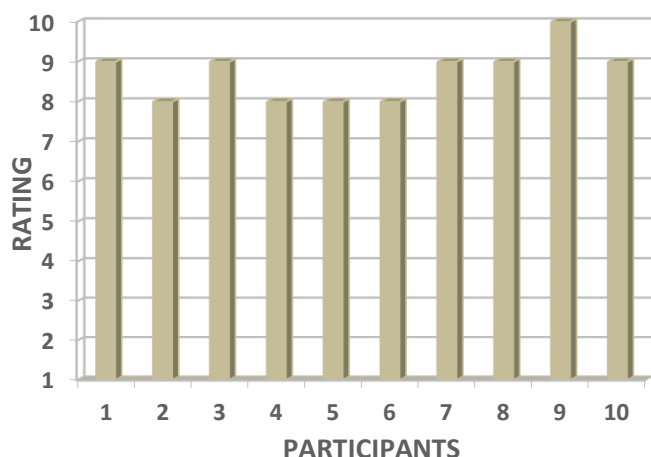


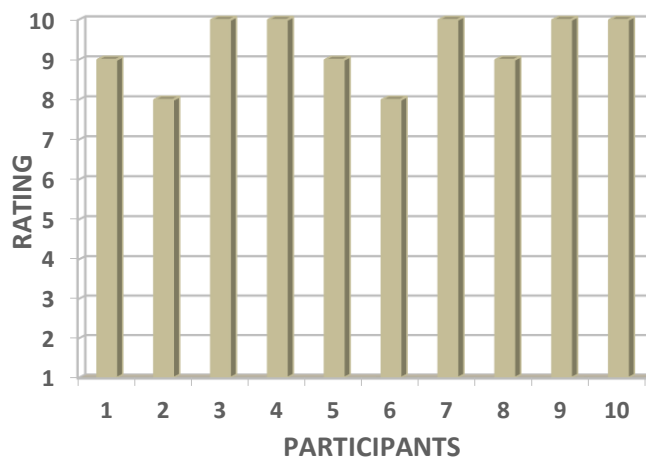
# YMCA – Performance Review Workshop

## 25<sup>th</sup> July 2017 – Participant’s Feedback

### Overall Assessment of the WORKSHOP



### Overall Assessment of the TRAINER



#### **What was your overall assessment of the workshop?**

Average: 8.7

Range: 8-10

- Tanya is very engaging and takes time to address key points. The training covered all the parts of the process with loads of examples.
- Good content, timely, well planned
- Perfect
- Very clear content and expectations of what I will get out of the sessions
- No way around it – reviews are complicated and require nuance and understanding. Big subject, but this workshop was Very informative and empowering
- Very informative
- Learnt more today. It’s very important to know about PPP before doing it with staff

#### **What was your overall assessment of the trainer?**

Average: 9.3

Range: 8-10

- Tanya explained the process with lots of examples and scenarios. At no point I felt the training was rushed as she made sure that everyone had a chance to participate.
- Good delivery, open discussions, good understanding
- Very encouraging, opportunities to ask questions and would probe for answers. Didn’t make anyone feel silly for asking/not knowing – felt valued!
- Thanks a lot for your time, Tanya, it was an informative and engaging workshop
- Knowledgeable and patient
- Very good, she is helpful and very clear

#### **What parts of the workshop were of most value to you?**

- Learning YMCA’s way to do performance review.
- A good session on the ‘Feedback’ part
- Process content (but have done feedback stuff before so that was more of a refresher but is still a good part)
- Overview of process and ensure that staff are supported
- Breaking down the performance review template
- How to give feedback and be constructive
- Learning more about the process and how we can effectively document the way we develop, engage and encourage our team.
- How to delivery development feedback, i.e. not harsh, find out the reason first before jumping
- Reviewing process
- Feedback
- Discussion about feedback
- Knowing the process and how to explain to staff

***What else would you like to have covered in future workshops?***

- Advanced Key Account Management x 2
- Negotiation Skills x 2
- Advanced Questioning Techniques x 1
- Customer Service Skills x 1
- Emotional Intelligence x 3
- Handling Conflict x 3
- Project Management x 2
- Strategic Planning x 2
- Time Management x 1
- Territory Planning x 2

***If this workshop was to be held again, what advice do you have to make it more valuable for future participants?***

- Split the people into different groups rather than with their own centres. However I do see the value working in the same centre teams as they can brainstorm with more relevancy.
- None, was on point
- More group work/moving round a little more and less sat at desks
- Preview about the review process and pre-work
- Not much really, Tanya was a great presenter and answered mine and group questions
- It really was good, short and simple