

CAMHS Leadership Course

September Course Evaluation 2009/10

Please answer the following questions pertaining to the course as fully as you can.

1.	<p>How helpful were the course facilitators?</p> <ul style="list-style-type: none"> • Brilliant amazing could not have asked for more • They are helpful and available in between the sessions • All the three course facilitators were very supportive, paced the course according to our needs and were knowledgeable of the issues facing the NHS • I found them extremely helpful and knowledgeable- especially around the action learning sets • Yes they were helpful • They were all very knowledgeable, helpful & approachable. • All 3 course facilitators were approachable and helpful. Judith in particular invited participants to contact at anytime for extra support. • Very helpful and approachable. • Very • Very helpful, approachable, lots of useful ideas to help us think differently about general or personalised issues.
2.	<p>Did you use the online support and was it useful? If you didn't use it can you say why not</p> <ul style="list-style-type: none"> • Found 1 to 1 more useful / responsive / personal • Yes I did, it was useful • Unfortunately, I didn't use the online support but intend to do so in the future. I have requested for it to be sent up on my personal email, as I would find it more useful. • I was not very good at remembering my passwords so have not used this much if at all • I didn't really use the online support because I only work part-time and didn't get the opportunity. • Used it to download posted documents but did not see it used hardly at all. This probably influenced my lack of use along side feeling there was limited group interaction generally (appreciate this is down to all members to make an effort) • I did not use it as I did not feel the need .However I did read comments on it. • I did access some of the learning material that we were given links to. Some of it was links to video, via youtube, which was both interesting and useful. Other stuff I felt that I had previous knowledge of so did not access. I did forward some links to other colleagues with an interest in leadership.

	<ul style="list-style-type: none"> • I didn't. I always feel so overwhelmed when I arrive at work with the workload I have to get through in 3 days, that I never seem to find the time to fit in support, and supervision type experiences. • I liked knowing it was there even though I didn't visit it a great deal due to pressure of work. It was good to feel part of a network though in between the sessions.
3.	<p>Was being a member of this group a helpful experience or a hindrance? Very helpful indeed – should be available to as many as possible</p> <ul style="list-style-type: none"> • A helpful experience • It was a very helpful experience. I was sceptical at first, but I am looking forward to continuing the action learning with the group outside of the course. • I found the group an extremely helpful and impacted on me more than I had anticipated • It was helpful to an extent but I got little from the action learning sets which was disappointing. Facilitation and direction was poor. • I found it very helpful to share experiences & ideas with the group & valued how open people were. • It was incredibly helpful to me on many levels. In particular to work with professionals that I would not ordinarily come into contact with and to understand what their service issues are. This has been particularly helpful in my role as a non CaMHS project manager. Exploring authentic leadership and the reading materials has been helpful both professionally and personally. I have since recommended reading materials to other colleagues and friends. • Very helpful in terms of learning a lot about my own (and others) leadership styles. • Helpful • Very helpful as it was really useful to have space to step away from work and reflect. The course/ group enabled this reflection via ALS and general approach of the facilitators, rather than being content driven like some groups.
4.	<p>On this course there should have been more opportunities for</p> <ul style="list-style-type: none"> • Nothing more, nothing less, just right • Can't think of anything More about managing different personality types etc, more about leadership and how to deal with situations Discussion of individual experiences which challenged leadership skills. • Recognition that policy, theory and practice are often compromised by lack of staff, skills etc • Cannot think of anything else I would have liked added, I thought there was a good balance between theory & group exercises. • Whilst the short sessions per person of action learning was of value, on reflection I am used to action learning sets giving more time to bigger issues. I was wondering if participants could be given longer, say 45 mins. This would mean that some would wait till next time to have their issues aired. • There were some assumptions made about the knowledge people already had about some management topics, and it would have been helpful to have definitions and examples first. • Allocate some time in your diary in between sessions to do some reading, and to follow up any action points. • For me to have the capacity to use the course to its fullest, which I didn't • Studying 'content' – e.g. it might be helpful to have a certain amount of time built in to the course but used by attendees at their own discretion for reading

	<p>the materials in order to cover the content which was only briefly presented during the sessions. The course could be badged as 6 training days plus 1½ days study time for example??</p> <ul style="list-style-type: none"> • Also more opportunities for access to windows! And more fruit!
5.	<p>On this course there should be less.....</p> <ul style="list-style-type: none"> • Could not think of anything else • It was a very well organised and run course, though we covered a lot of things, it didn't feel rushed. • Theory about the work force development etc • People dropping out with no mention of it happening by facilitators. • Analogies! • Venue variety.
6.	<p>Things on this course that shouldn't change are...</p> <ul style="list-style-type: none"> • Judith was brilliant • I really liked the format – more structured mornings with hands on afternoons • Just the right components and emphasis • The time spent on action learning • The action learning set and mix of disciplines and roles • Action Learning • Group exercises • The fun activities that link in to the 'serious' topics. Judith doing a little dance every now and then! The wide variety of topic areas covered. • The creative style of the presenters. • Meeting in oppressive environments • Majority of it • ALS, in particular the way they were introduced and facilitated.
7.	<p>What advice would you give to others coming on this course in the future, for them to get the most out of it?</p> <ul style="list-style-type: none"> • Read the material before each session • Put some time aside to 'digest' what you have been taught • Ensure protected time for the whole duration of the course • To be open minded and not come with expectations of attending a 'management course', because it is unlike any other management course I have been on, yet have gained a lot from it. • To think of issues to discuss at action learning, make the most of the opportunity. • To ensure they commit to attending and to use the minds of the others there to look at situations that affect them at work • Have the time to do it and make the most of networking. I think action learning sets could lend themselves to this in the main if they were facilitated well. • Relax and join in completely. Turn up to all sessions! Turn up on time. • Attend at a time that they can give their all to it • Do bother to do the reading in advance/ during the course. The books that were recommended were very 'readable' so it wasn't an arduous task, and were useful and interesting.
8.	<p>Please list any leadership activity you have been involved in since</p>

	<p>commencing this course.</p> <ul style="list-style-type: none"> • Taking on new consultant post – it has been timed perfectly for me – and I use the skills every day • SHA-funded Perinatal-Infant CAMHS Outreach project • I have taken on a project looking at dependency levels and SUI's in Tier 4 CAMHS and their relationship to setting tariffs • I am in the process of applying for a Consultant post, where I will not doubt be using the skills I learnt at the course. • Continued development as a head of service rather than a manager. I am doing far more networking now • Inter agency care pathway for access to CAMHS • Neuro developmental care pathway • Start reading recommended books for the course prior to starting. • Evaluation of the service <ul style="list-style-type: none"> - planning staff members gradual return to the service - care pathways - protocols • Not sure if this question is referring to leadership learning or leadership tasks associated with my role. • With regard to tasks, I have been proactively searching out relevant strategy and identifying links with my project, noting the gaps and seeking out and working with relevant colleagues to help move forward with this. • With regard to Leadership learning – this is a subject of particular interest to me so I naturally seek out relevant learning materials. I have since completed Prince 2 and accessed various online materials associated with leadership and project management in particular. • Audit of the service • Writing about the service in our newsletter. • I am a lead nurse member of Locality Action Team, service redesign projectors, PDR's, Locality Team Member • Nothing new since commencing the course. Just line management and project management.
9.	<p>What do you think you may do in the future to build on what you have gained by attending this course? Do you have any further needs to support your plans?</p> <ul style="list-style-type: none"> • Read and re read the reference material from the course • Have already bought and am reading suggested books from the course • Would be very interested in attending any future events and keeping informed of any online activities etc • Make full use of in-house Trust or Directorate leadership training opportunities to contextualise the learning experience gained • I would like to continue with the action learning process with the group in the course. I wonder if there is any way that this could be supported by the WMRDC, perhaps having the course facilitators doing a follow up once a year for a day. • Have more confidence in asserting my leadership & in networking • I am keen to start and complete a Masters and put my needs first • Think I need to review and reflect on what I've learnt so far. I need to give it more time which I havn't been able to yet. • As my current role comes to an end in 12 months I am considering what options may be available. The learning on this course will assist me with a variety of career options, hopefully within the CaMHS arena. Perhaps in a

commissioning role or other project management roles. Working in a regional capacity is something I would not have considered before, but could now be a consideration. Any development opportunities in this area would be of interest.

- Our action learning set has arranged to meet up again. No further needs at this present time.
- Better time management. Discuss with Manager
- I would like to continue to meet the other members of my ALS, perhaps 2 or 3 times a year.
- I will follow up some of the recommended reading – particularly around personal branding and change management – ‘who moved my cheese’.
- It would be helpful to have a prompt to remind me that I said I would do these things, and possibly a venue in central Birmingham for occasional use?