

What did you learn from the course?

Week 1	Week 2
<ul style="list-style-type: none"> • Reassured my knowledge in certain areas. With nearly 10 years' experience within the company and have encountered many situations. • I now have a more in-depth performance/HR issues – all was very helpful. • I learnt different ways of dealing with different people and situations. Very useful. • Different approaches to meetings. How to handle certain tough responses. • Very useful and informative, different aspects of dealing with behavioural/performance related issues. • How to construct an interview/meeting process. How to look into a problem in more depth. • Useful to review real incidents and alternative methods. • Course was useful, very interactive, learnt new things. • Refreshed process. Managing defensive situations. • How to deal with situations and outcomes. • Policy and procedure. Tactics on how to handle conversations. • Better understanding of policy processes. • I learnt that at the moment, the way I work and conversations I have mirrors what the company expects. Yes this was useful. • Insight into how different managers deal with situations that I have dealt with personally. • 'CHANGE' model approach. • Different approaches to tackling ways to deal with behaviour and situations. • Updated company policies. How to have a difficult conversation. • Different approaches to situations. • The problems I have are not unique and are widespread, so understanding other people's approach and responses were interesting. All very relevant and transferable. • Other options when dealing with staff (other than my 'red' management style). Other managers' views on certain cases. • Better understanding of the interview process and conversation you may have. • How to deal with tough conversations. Different styles of approach, which would be more effective. • Different approaches to handling difficult behaviours and conversations. Overcoming obstacles when trying to improve employee behaviour. • Broader knowledge in subject (as I'm new to role, I found all of subject useful). Experience of others. Tools available to help/support. 	<ul style="list-style-type: none"> • Reviewing the new process. • Difference between the stages of disciplinary. • Ways to hold difficult conversations • Methodologies for handling difficult situations logically and consistently. • Different ways to structure conversations. • Reiterated techniques already using. • Learning new techniques and methods to deal with difficult situations. • Better understanding on how to carry our HR procedures. • Everything about the course was useful. I have learnt a lot and will take this back with me and hopefully give me good hindsight into the grievance and disciplinary procedure. • I am better equipped to handle difficult conversations in the future. The course was very useful. • I learned a lot from the course. I found that it was all about the wording that you relate to other staff. I feel more confident after sitting in the course. • A greater insight of how to manage disciplinary and grievance issues. • It's the first training I have had in this field so I found it all helpful. • Information around the disciplinary process. How to apply policies in different situations/scenarios. • Learned a lot about managing issues that may arose from behaviour, discrimination etc. • Variety of scenarios with good range of 'tools' and techniques to deal with them in an effective and measured way. • Important to emphasise – but also ensure that facts and evidence in place. • New policy. Tools for dealing with different conversations. Confirmation that I'm doing the right thing. • Reiterated what I felt I knew already – gained confidence. • How to manage difficult situations and how to provide support to the members of the team. Also, the process for a disciplinary and what is required. • How to deal with defensive behaviours. Policies. Remember to write all meetings down. • How to deal with different situations with empathy. • Policy changes. • Plenty of new tools to use during 121 situations. • It was very useful. I learnt the different types of language for a successful meeting. How to manage difficult people as well as situations and updates on policies. • How to approach differing scenarios to enable conversations to start in the right way and be followed through to a conclusion. • How to handle defensiveness. Causes of difficult behaviour and how to deal with it. • Some useful 'sideways' things to look out for. • Different ways of handling all kinds of issues. • A variety of different ways to handle different situations.

What do you intend to put into practice?	
Week 1	Week 2
<ul style="list-style-type: none"> • Best practices shared. Adopt some different approaches. • Managing employee performance. • Tools learnt. • Various tools and approaches learned today to handle tough discussions with individuals. • Thinking of the bigger picture rather than assuming. • Have more meetings with my team. Communication is key. And having more conversations will hopefully reduce the issue we have and no more tough conversations. • Explore other options before maybe heading down a formal route. • Trying different approaches if needed. • The advice around feedback, and how best to present to others. • The 'CHANGE' model in performance management. • The identifying of evidence and standard in reviewing behaviour. • To continue on as I have. • New information and practices will be put to use. • The views and thoughts of others. • Most of it! • Everything that was spoken about I will take back and use going forward. • New policy. • Most practices relating to investigations and disciplinary hearings. • To follow structures such as 'CHANGE'. • I intend to take the booklet away, read again, digest more fully and put it into practice. • Feedback process. • 'CHANGE' method. • All the acronyms as they can be used in all aspects. • Positive feedback. • Put all I have learnt into practice at the workplace. • Coaching approach to behavioural issues. • Pick up on conversations required sooner at all instances. • Listen more. 	<ul style="list-style-type: none"> • Hopefully none of it, but will look to put in weekly 121s. • Implementing feedback guidance in 121 sessions. • 'CHANGE' and 'CARE' • The techniques discussed not only for difficult conversations but also in praising team members. • Better feedback to my staff. • To put my ideas across better. • Everything from the course, but hope I don't have to put into practice. • I intend to be more professional in my approach to dealing with the team. • Further expand my knowledge so I can successfully implement what I learnt. • Hopefully none of it, but I gained a great insight into how to deal with things. • Undertaking 121 conversations in more detail. • Everything I have learned. • Use tools and techniques in an effective and measured way. • Once I have had a conversation, make sure I make a note/email as evidence. • The policy. Will follow up with those on course to achieve actions. • 'CARE' & 'CHANGE' type conversations. • I would like to put everything into practice. The CARE and CHANGE models enable me to follow the correct process. • Write all meetings down and send to individuals. Continue to use SMART model as this is seen to be effective. • Consider the CHANGE approach. • Being more empathetic towards people during meetings/interviews. • Everything. I can apply all I learnt to day into nearly all current situations I have in the office. • The more open-minded approach to tackling the meetings, in that various techniques can be employed depending on the situation. • New assessment and disciplinary procedure. • All, including difficult topics. • Learn out policies. • The CARE method will certainly be used.

Comments about the trainer?	
Week 1	Week 2
<ul style="list-style-type: none"> • Outstanding – well-presented course material, with interaction. • Very interactive, great to not have ‘death by power-point’. Friendly trainer. • Engaging and easy to follow. • Very interactive at all levels. A good subject manner/knowledge. • Fun, engaging and very informative. • Brilliant. Good training method compared to just having a power-point presentation. • Good pace, tone and different approach. • Good, kept session light but informative. • Easy to communicate with. Allowed open-forum conversation. • Excellent, clear, kept course moving in a positive manner. • Good interaction, presentation, well directed and aimed at the correct audience • Well mannered. Open and good with keeping conversation. • Great knowledge and teaching skills. • Friendly, good group communication and acknowledgement. Good way of switching the groups. • Excellent, clear, concise and constructive. • V good, interactive and very understanding. • Friendly, knowledgeable, good structured training. • Very good and well informed. • Enthusiastic, amenable. • Great guy. • Good. Felt that having group discussions rather than power-point was more effective. • Love no power-point! Very good. • Very engaging throughout • Very friendly and professional. Also made quite a tricky topic fun and relevant. • Good structure to course and well presented. 	<ul style="list-style-type: none"> • Good & engaging. Not monosyllabic in delivery. • Very personable and knowledgeable. Kept a difficult subject light. • Engaging, good pace, relatable, authentic. • Kept the course interesting and light hearted even though discussing serious issues. • Delivered the course very well. Enjoyable. • It was good humoured and a fun course even though it was about a tough thing to deal with. • Very professional and informative. Enjoyable. • Very engaging within the group. 5* trainer. • Excellent / well presented. • Good. They made the topic less daunting. • Excellent trainer and engaging. • Very good trainer. Best course for a while. • Enthusiastic and knowledgeable. Kept the momentum of a potentially long day going well. • Concise and interesting – kept the discussion flowing. • Good / easy to understand. • Good fun while getting course material across. • Made the whole day fun and was informative. • Extremely funny and made me feel comfortable on the course. • Delivery was informative and descriptive with a comfortable, open environment. • Very interesting/fun style of delivery. Kept the group involved and encouraged all to join in. • Clear and fun, made the process easier and more willing to get involved. • Excellent. Very engaging and time went very quickly. • Very engaging. • Great energy. Kept it interesting.