

## Groupwork Solutions post-workshop (3-month) feedback (Group work stream)

Unfortunately, few training organisations conduct follow-up feedback and publish it on their website. Groupwork Solutions (GWS) advocates for this to be the minimum standard for all training organisations. At GWS, three months after workshops are completed, participants are asked to provide feedback about their learning experience regarding:

- what learning they valued.
- how they have put that learning into practice.
- the difference the learning has made to their work.

Kirkpatrick (2010) identified the following levels as a tool to improve evaluation of training programs. The more feedback informs the 4<sup>th</sup> level of evaluation results, the greater is the return on expectations (ROE) and return on investment (ROI) for the organisation.

### Groupwork Solutions Dashboard Report (Group work stream)

Evaluation measure		Results achieved
<b>Level 4: Results and impact of the training</b>	To what degree targeted outcomes occur, as a result of the learning events and subsequent reinforcement.	<ul style="list-style-type: none"> <li>• 40% of participants reported running <i>more</i> groups after workshop participation.</li> <li>• 53.3% of participants identified positive changes group work.</li> </ul>
<b>Level 3: Behaviour change</b>	To what degree participants apply what they learned during training when they are back on the job.	<ul style="list-style-type: none"> <li>• 47% of the participants had implemented skills and knowledge learned in the workshop into the workplace.</li> </ul>
<b>Level 2: Learning from training</b>	To what degree the participants acquire the intended knowledge, skills and attitudes based on their participation in the learning event.	<ul style="list-style-type: none"> <li>• 86.7% of participants who rated the workshop as <i>above average</i> or <i>the best</i> training workshop they had participated in during the past 2 years.</li> </ul>
<b>Level 1: Reaction to training</b>	To what degree participants react favorably to the learning event.	<ul style="list-style-type: none"> <li>• 73% of participants thought the workshop had been <i>important</i> to <i>very important</i> for them.</li> <li>• 100% of participants would recommend this workshop to other professionals.</li> </ul>

### Respondents attended the following range of workshops

	Percentage
Groupwork for change - Working with the young, the not-so-young and the nowhere-near-young	4%
Enhancing your group leadership – The experiential course (3-day)	11%
Working with the edge - Engaging young people in group work	11%
Tools for change using creative groupwork	29%
Developing your presence as a group leader	4%
Strengths based group work	7%
Developing group work programs and their evaluation	0%
Group dynamics and change	11%
Using sculpture in groupwork and other action methods	4%
Facilitating therapeutic-educational groupwork	14%
Other (please specify)	7%

### Specific feedback scores

<b>Level 1: How important has the workshop been for you?</b>	<b>Very Important</b>	<b>33%</b>
	<b>Important</b>	<b>40%</b>
	Alright	26.7%
	Little value	0%
	No value	0%
<b>Level 3: Have you been able to put the skills/knowledge that you learnt in the workshop into practice at your workplace?</b>	<b>Yes</b>	<b>47%</b>
	Partially	53%
	No	0%
<b>Level 4: Are you running more or less groups than you did before completing the workshop?</b>	<b>More</b>	<b>40.0%</b>
	<b>Same</b>	<b>46.7%</b>
	Less	13.3%
<b>Level 4: Have you identified positive changes in your group work?</b>	<b>Yes</b>	<b>53.3%</b>
	<b>Partially</b>	<b>40.0%</b>
	No	6.7%
<b>Level 1: Would you recommend this workshop to other professionals?</b>	<b>Yes</b>	<b>100%</b>
	No	0%
<b>Level 2: Compared with other training workshops that you have attended over the past two years, how would you rate the Groupwork Solutions workshop(s) that you participated in?</b>	<b>The Best</b>	<b>20%</b>
	<b>Above Average</b>	<b>66.7%</b>
	Average	13.3%
	Below Average	0%
	Poor	0%

# Qualitative Feedback

## Which workshop did you attend? Other (Please specify)

- Engaging men in family based practice.
- Working with men.

## What types of groups are you currently running, if any?

- Relationship, post separation and men's groups.
- Focus groups with A&D clients.
- Young single mums.
- Community Education groups and support groups.
- Grief and loss; psychosocial rehabilitation.
- Copmi, Information and therapeutic groups.
- Negotiation Skills

## What differences have you noticed in your group leadership skills since completing the workshop?

- TRUST - learning to trust what is happening in the group and remaining present with this - and beginning to trust in my ability to connect the learning of the presence to the focus of the group.
- Better sense of self and staying in the moment with group members.
- Increased confidence to initiate group activity and work with the energy if the group
- Little more confidence in presenting group.
- Much more confident in my presentation as I felt that i have more knowledge than I realised.
- A little more confident to take risks myself and also attempt to directly engage those who are less vocal.
- More confidence in my ability to engage effectively.
- I am more confident as the group leader rather than just facilitating a group hoping for the best.
- Understanding things behind the scenes.
- More creative tools & knowledge of where to go to find more.
- I have an increased bag of tricks to engage participants.
- Greater awareness of group interaction & a better idea if how to react usefully.

## What is the most valuable knowledge that you gained through participating in this workshop?

- Presence - being present to both what is happening within in the group and within myself. 2. The Focal Conflict Model - I just love the wholeness of this model.
- Exploring and encouraging other group members to engage in topics and conversations with other members and getting them to direct these conversations directly with the others.
- Reflecting on dynamics.
- Being flexible.

- Being organised and exploring more with group members participating their ideas. Just listening is a great skill.
- Leaving the 'telling'/educational piece of the session to the second half. And that participation in a group is about balancing risk taking and safety.
- How to manage conflict within group participants.
- The facilitator being in the group, not being the focus of the group.
- Be confident and you don't have to draw out every person. Taking into consideration adult learning style.
- Intrinsic value of skills learned in group - less threatening for clients.
- How different personalities either strengthen or weaken groups.
- The use of continuums to encourage positive change.
- More appreciation of what the difference in value that males & females add to activities. I can use my own input more confidently & compensate for my "short-comings" (gender influenced tendencies) now I know better what they are.

#### **Any other comments?**

- Thanks.
- Very enjoyable and a valuable tool to have.
- I really enjoyed the workshop and I realised that I am on the right track. I also appreciated that we all have similar fears and worries in engaging groups
- I really thought the workshop created a really nice learning environment... it possibly helps that we were all willing participants and engaged for the most part. However I learn best from observation and I like that the group was a bunch of people in a group learning group skills and was itself also a tool or a feature to study itself - I found it easy to observe your skills and your sign posting -active learning was especially helpful. You also made yourself available and approachable (on breaks) which was appreciated. I like group work and I felt the workshop was the best training I have attended in quite a while where I have some firm ideas and hopefully improved my skills. Another workshop I attended which would come second was suicide prevention again because there was active learning and direct education. Thank you also for morning tea.
- Thanks again for a great workshop.
- Thanks, the informal but educational style works both to provide inclusive training and models effective facilitation. Well done Andrew
- I found it helpful.
- Would love opportunity to use skills gained more often with clients. Majority of client work is one on one currently.
- This training reinvigorated me and led to me mixing up some of the programs I run. It also gave me the confidence to begin developing a COPMI program for Indigenous kids
- Although Andrew's experience & insights were highly valuable, I would have preferred more interactive exercises that allow getting to know other group members and added their experiences to the mix.