

Feedback Report for Engaging CALD men in family based programs at Parramatta - 2016

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		35	
Length in days		1	
No. of completed evaluations		30	86%
Expectation?	Yes	25	83%
	Partly	5	17%
	No	0	0%
Level of training	Too High	1	3%
	Just Right	29	97%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
	Okay	3	10%
	4	8	27%
	Great	5	21%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
	Okay	3	10%
	4	4	13%
	Great	5	25%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
	Okay	3	10%
	4	3	10%
	Great	5	25%
Handouts	Not enough	1	3%
	Ok	14	47%
	very useful	15	50%

Key outcomes

- 83% of participants thought the workshop *achieved what they expected*.
- 97% of the participants thought the workshop was pitched at the right level.
- 97% of participants reported the facilitator's attitude was *very good to great*.
- 97% of participants reported the facilitator's knowledge of the subject was *very good to great*.
- 93% of participants reported the way the course was run was *very good to great*
- 50% of participants who completed evaluations reported the handouts were very useful

Qualitative feedback

Has the training program covered what you expected? If partly or no, why?

- Engaging with asylum seeking men?
- I would like to know more strategies to engage men to access services
- It covered more than I expected

What topic/issue has been the most important for you?

- Tools
- Identifying assumptions; identifying reasons for working with clients; learning practical tools
- Strategies for discussing challenges with men; using a non-deficit perspective
- Practical tools to engage men; to identify practical tools to work with their emotional needs
- Perception of CALD males and things workers need to consider
- Do's and don'ts
- How to involve men without being forceful
- The tools that we can use dealing with male clients
- Good, practical strategies
- Control, influence and letting go circle. Process and outcome: Known to unknown – problem solving skills
- All was very useful. It concreted my confidence in my own practices. Learnt methods to externalise issues for men.
- Deficit assumptions; practical tools – circles of influence
- Generative
- Focused word discussion tool
- Circle of control
- All of it
- Externalisation of issue from client
- The clinical information and practical tools; topic of deficit assumptions and generative factors
- It provided tangible tools to engage men working with you
- Focus on control modes; focused word discussion tool; elastic band tool
- Working with men
- Turning the negative to positive
- Tools in engaging men; be visual more than audio
- Very informative; good tools; appreciated the focus on trauma informed care
- Engagement tools; bias/ assumptions
- Helped me realise that successful engagement is letting go of preconceived ideas
- Communication techniques
- Deficit assumptions
- Strategies of understanding men

What topic/ issue has been the least important for you?

- Nil
- N/A * 2
- I feel that the facilitators established themselves as knowledgeable, so for some questions (e.g. male client's flirting with female workers) they can defer to knowledge of participants.
- All was useful
- Nothing
- DVD on asylum seekers as we knew this topic already * 2
- None * 2
- What they had and what they experience without their family
- All relevant

What impact will this training have on your work?

- I will use the tools and have more confidence
- I will be more self-reflective
- I will use new engagement and communication strategies
- Skills to challenge clients but also to empathise
- Lots
- It will assist me in engaging men to open up and access services
- Be more aware of my assumptions against men and not allowing it to effect my work
- Having more knowledge dealing with different types of clients
- It will assist me in self-reflection and thinking of an alternative way of working with men
- Now I want to know how to best work with women
- It will help me to work more holistically with male clients
- I have a better understanding of myself as a worker and how to support other staff working with fathers
- It provided new strategies
- Useful in information and strategies
- It will encourage case managers to use more tools
- Tools for engage men
- I will try to use the externalisation strategy with client
- This course will dramatically impact the way I work with men and fathers in a positive way
- More confidence and tools to work with men
- It will help me to work more effectively with male clients
- More confidence in working with men
- Utilising practical tools
- It will improve my service delivery
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Any other comments about the training course

- Thanks
- Trainers have a wealth of knowledge and are engaging
- Nil
- Should consider physical scenarios to get a better understanding
- The course notes are quite theoretical. I liked that it was tailored to the audience and not too basic
- Great facilitator duo. Both knowledgeable – the academic and community worker combo bounce well off each other
- Thankyou I really appreciated your enthusiasm
- Helpful
- It was slow to start in the beginning
- It was better than I expected; the booklet reinforced verbal content and was referenced.
- Extremely helpful. Thankyou very much
- Fantastic!
- One day is too short
- Good information
- Thankyou for the practical tools