

Supervisory Pilot Programme Post Course Survey Results

Post-course survey

65% of the participants were spoken to. A number of messages to ring back were left with the remaining participants but no reply was received.

Question 1 – What has been the most relevant module to you?

NOTE: More than one answer was sometimes given

Module 1 – Intro to Field Supervision - 0

Module 2 – Goal Setting and Time Management - 2

Module 3 – Communications and Conflict Resolution - 4

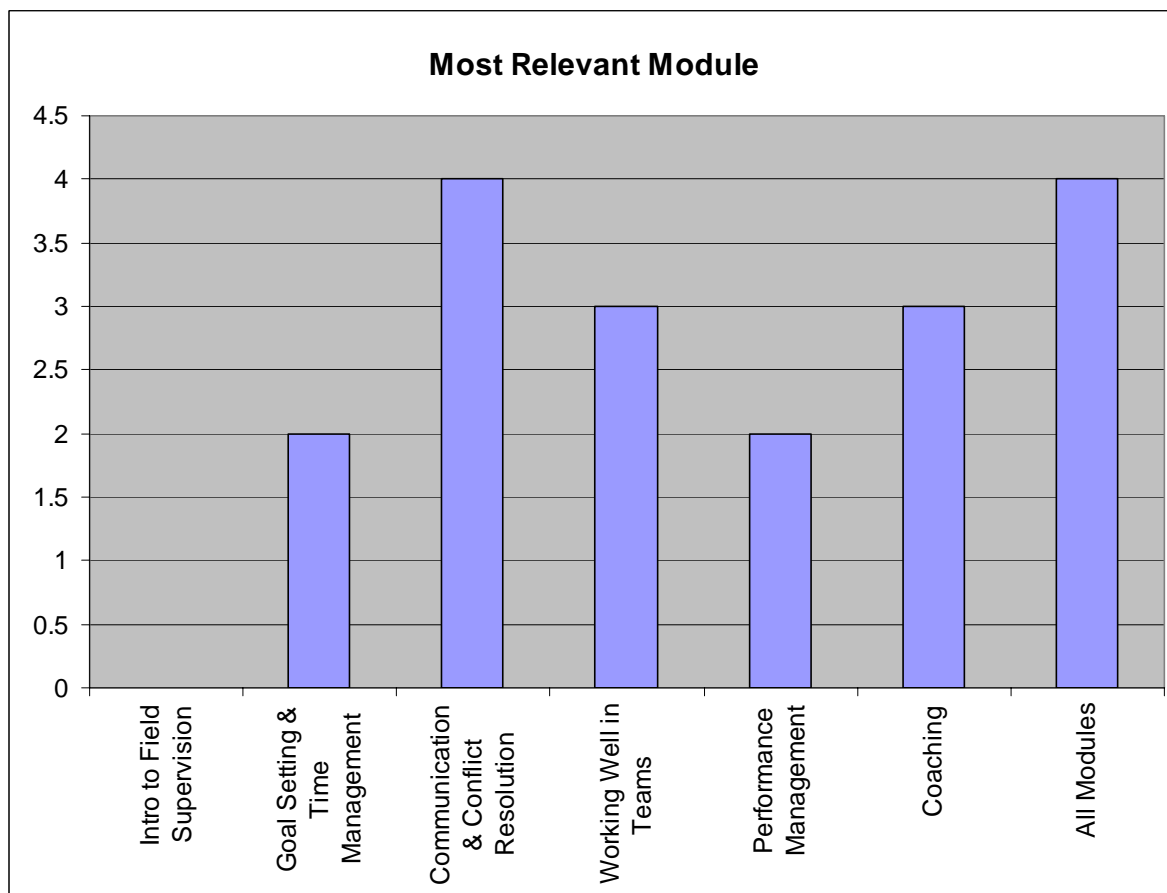
Module 4 – Working Well in Teams - 3

Module 5 – Performance Management - 2

Module 6 – Coaching - 3

All Modules – 4

No Modules – 0



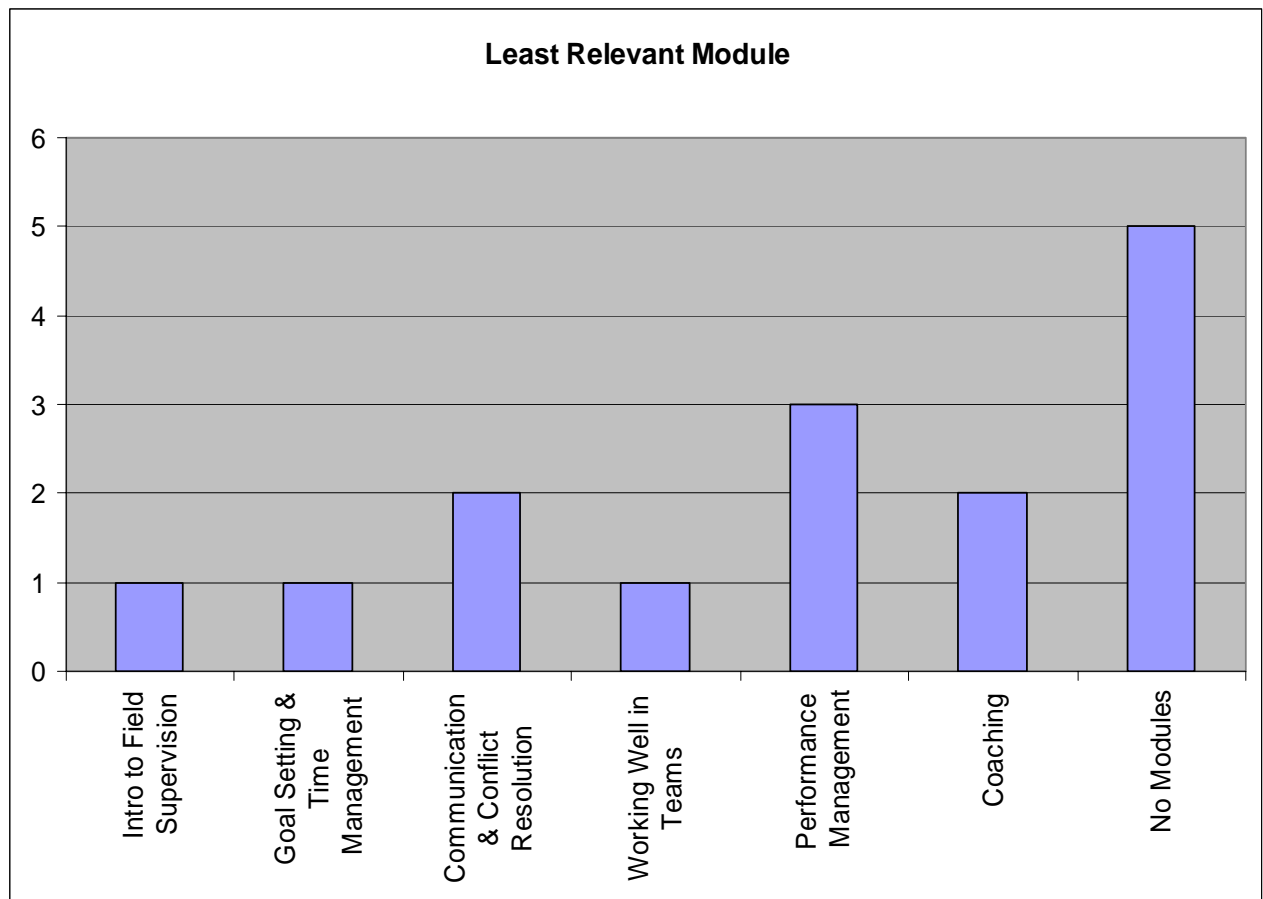


NOTE: There was no clear preference relating to the course attended (Hamilton, Christchurch or United)

Question 2 – What has been the least relevant module to you?

NOTE: More than one answer was sometimes given

- Module 1 – Intro to Field Supervision - 1
- Module 2 – Goal Setting and Time Management - 1
- Module 3 – Communications and Conflict Resolution - 2
- Module 4 – Working Well in Teams - 1
- Module 5 – Performance Management - 3
- Module 6 – Coaching - 2
- All Modules – 0
- No Modules – 5



NOTE: There was no clear preference relating to the course attended (Hamilton, Christchurch or United)

Question 3 – Was the coaching between modules helpful?



Yes – 5

- Good prompt to get onto things

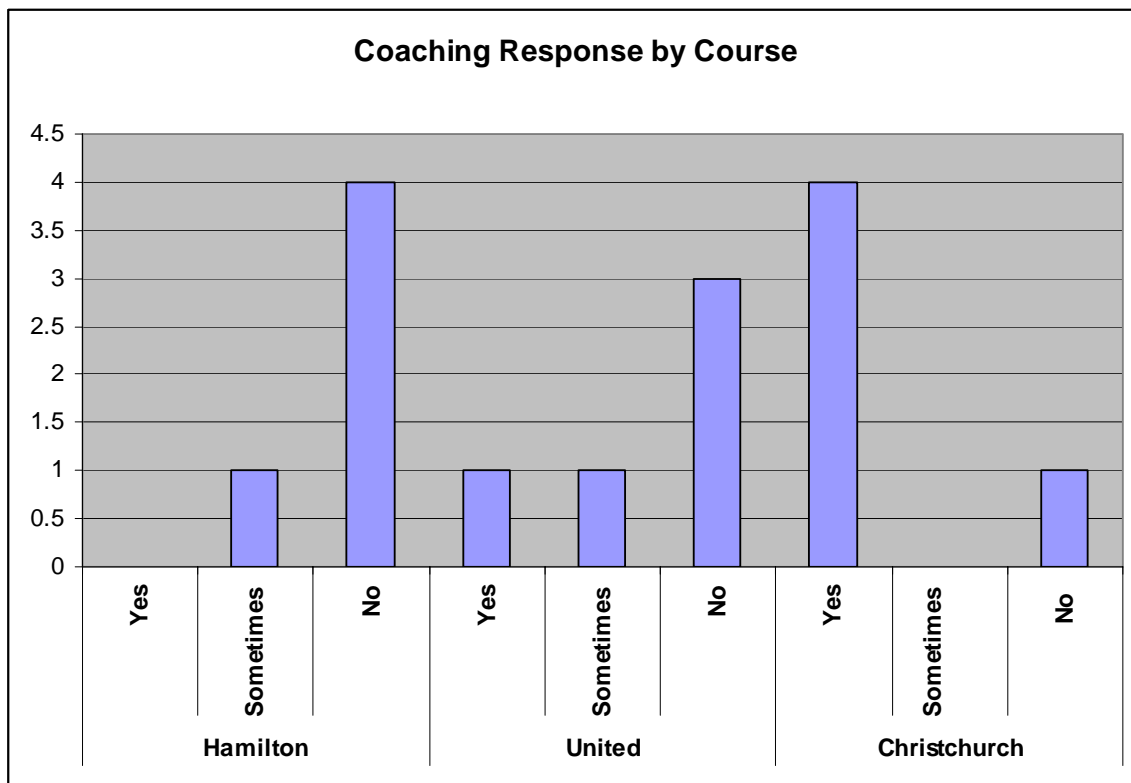
Sometimes – 2

- Email reminder was a bit helpful but no real coaching although it was clear that the trainer was available if needed

No – 8

If No why not or what could be done to improve this:

- Didn't happen – we did everything in class
- What coaching? We got an email to remind us but that was all – not sure if anything else was needed
- Too much time between modules
- I had no time when rung and often didn't ring back
- Would get a reminder emails but no coaching
- I don't think that I was easy to get hold of – I am really busy and in a small company you are often too busy to get back to someone, especially when it involves more work!
- Happened occasionally but there definitely could have been more.
- Not so much time before the calls – by then I had forgotten and really wasn't that receptive to the call





Question 4 – What have you changed since doing the course, what will you carry on doing?

Nothing – 4

Not Sure / I Think So - 2

Comments:

- Not a lot – just the way that I approach the boys
- Just more aware of how I handle / approach things
- No real change, it just confirmed or strengthened my approach to management
- Time management is definitely getting better I have started putting everything into my diary and I am getting more done because of it.
- Have changed a lot really – I think that I am a better supervisor now
- Can't really pinpoint anything in particular
- A bit more confident in how I approach certain situations now. Especially around how I talk to people – especially my team
- Got a lot out of it
- Maybe more personally than at work

Questions 5 – Was this course presented well / was the provider providing relevant examples?

No – 1

- Examples not relevant – trainer was good but no experience in the industry really

Yes - 14

Comments:

NOTE: The participant that said no refused to make a comment

- Excellent and very relevant to the industry
- Good examples
- Very informative but not necessarily relevant examples to my job
- Too much 'paper' but the presentation was good – was not just read from the book
- Had an answer for all the questions and an example that was relevant for most

Question 6 – What suggestions do you have for the course / any improvements?

- Need to get a qualification out of it (NOTE: This was said by nearly every participant)
- Less 'homework' as I struggled to get it done – most of the time it was a last minute rush
- Build the work into the classroom work so that there is less to do.
- Was generally very good, particularly good when the discussions got going and we could discuss 'real' examples
- Work out of the course was hard to achieve – maybe try and do it all on the day
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- Need to put assessments into the course so that we are not having to do all the work after the course has finished
- More verbal communication and interaction in the classroom, less paperwork
- Want some sort of certificate out of it – a lot of work and time to get nothing

Summary:

- All participants felt that they got something from the course and that the material was very relevant to them.
- They all expressed a desire for a 'qualification' or 'certificate' from the course and most were willing to do work required to achieve this.
- All felt that the course was presented well. Allan's industry experience was appreciated, Lynley and Sharon were still rated as good trainers but comments around examples were that they were not necessarily industry relevant.
- More than half of the participants made some comment around the amount of time between modules being too long. Only one participant thought that this shouldn't change. Suggestions were made about every 2 weeks instead of monthly.