

Staff Engagement Event Feedback held in April 2019

Report June 2019



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Overview

The event was held in the Parc Y Scarlets, Llanelli on the 4th April 2019.

Our target was to invite a group of approximately 400 front line non managerial staff to the event. There were 2 sessions held over a morning and afternoon for a period of 3 hours with a variety of non-managerial/front line staff from each division were in attendance. Staff were seated in cabaret style in groups of 10. The total number of people who attended was 256. This is equivalent to last year's attendance which was 257. Please see the breakdown per division of attendance numbers below:

Division	Morning Session	Afternoon Session	Actual Numbers Attended	Total number invited/nominated	% of actual attended out of the number invited
BSU	14	12	26	29	90%
Homes & Safer Communities	58	50	108	118	92%
Integrated Services	11	8	19	24	79%
Mental Health, Learning Disabilities & Safeguarding	13	19	32	33	97%
Commissioning	2	4	6	6	100%
Leisure	21	23	44	59	75%
Other (Investors in People Work streams, Accountancy, Carefirst Team)	4	17	21	28	75%
Total	123	133	256	297	86%

There is a capacity for 400 delegates for the event. 200 in each session morning and afternoon. Each of the divisions have various numbers of staff to be invited to each session – we worked this out as a percentage of the workforce in each division divided by 200 delegates to give us a proportional number.

We asked all senior managers to discuss and decide which staff members from their division they would like to nominate to be invited to the event. We then sent an invitation to that person, and asked if the manager could also have an informal discussion to encourage attendance.

Here is the breakdown of the allocated numbers per division and the actual number of attendances.

Division	Session	Allocated number per division	Actual Numbers Attended
BSU	Morning	13	14
BSU	Afternoon	13	12
Homes & Safer Communities	Morning	91	58
Homes & Safer Communities	Afternoon	91	50
Integrated Services	Morning	16	11
Integrated Services	Afternoon	16	8
Mental Health, Learning Disabilities & Safeguarding	Morning	28	13
Mental Health, Learning Disabilities & Safeguarding	Afternoon	28	19
Commissioning	Morning	2	2
Commissioning	Afternoon	2	4
Leisure	Morning	50	21
Leisure	Afternoon	50	23
Other (Investors in People Work streams, Accountancy, Carefirst Team)	Morning		4
Other (Investors in People Work streams, Accountancy, Carefirst Team)	Afternoon		17
Total		400	256

Guest Speaker Mark Hodder

Mark Hodder is an independent leadership and learning development specialist who uses captivating ideas to inspire and motivate. Mark has over 20 years' experience in training and development across a wide range of organisations including the NHS, government and defence. His interactive materials are used on a number of public service leadership and personal growth courses for staff at all levels. After his early RAF career Mark went on to study leadership, positive psychology and neuroscience and applied these ideas within organisations. All of Mark's sessions aim to bring science to life and give participants a range of proven practical ideas that they can take away and apply immediately.

Web www.markhodder.net Twitter [@MarkAHodder](https://twitter.com/MarkAHodder)

Mark Hodder spoke to the group about Positive Psychology, the science of happiness at work and home which was all to do with wellbeing and flourishing at work. Using proven research, he explored the true causes of fulfilment and achievement at work.

The whole event was centered around the focus on staff health and wellbeing and how we all contribute and need to work more closely together in order to achieve this. Mark Hodder talked about Positive Psychology, the science of happiness at work and home which is all to do with wellbeing and flourishing at work. This included some aspects of body language and emotions on the face and how we can overcome stress by giving people a greater sense of control. He distributed material on psychological safety at work and the sessions were very pictorial and engaging. His session was fully interactive and experiential.

Results Breakdown for Rating the Event

Before staff left the event they were asked to rate the event. Below is a breakdown of the results:

Staff Engagement Event 2019	Promoters	Passives	Detractors	Total Number Rated	Net Promoter Score
Morning	111 (87.4%)	15 (11.8%)	1 (0.79%)	127	87 Excellent
Afternoon	98 (77%)	25(20%)	5 (4)	128	93 Excellent
The whole event	209 (82%)	40 (16%)	6 (2%)	255	80 Excellent

Suggestions and Comments

Quote from Mark Hodder

“Life will give us the negative, it’s up to us to us to find the positive.”

Throughout the day staff were asked to note some of the positive and negative challenges from the session.

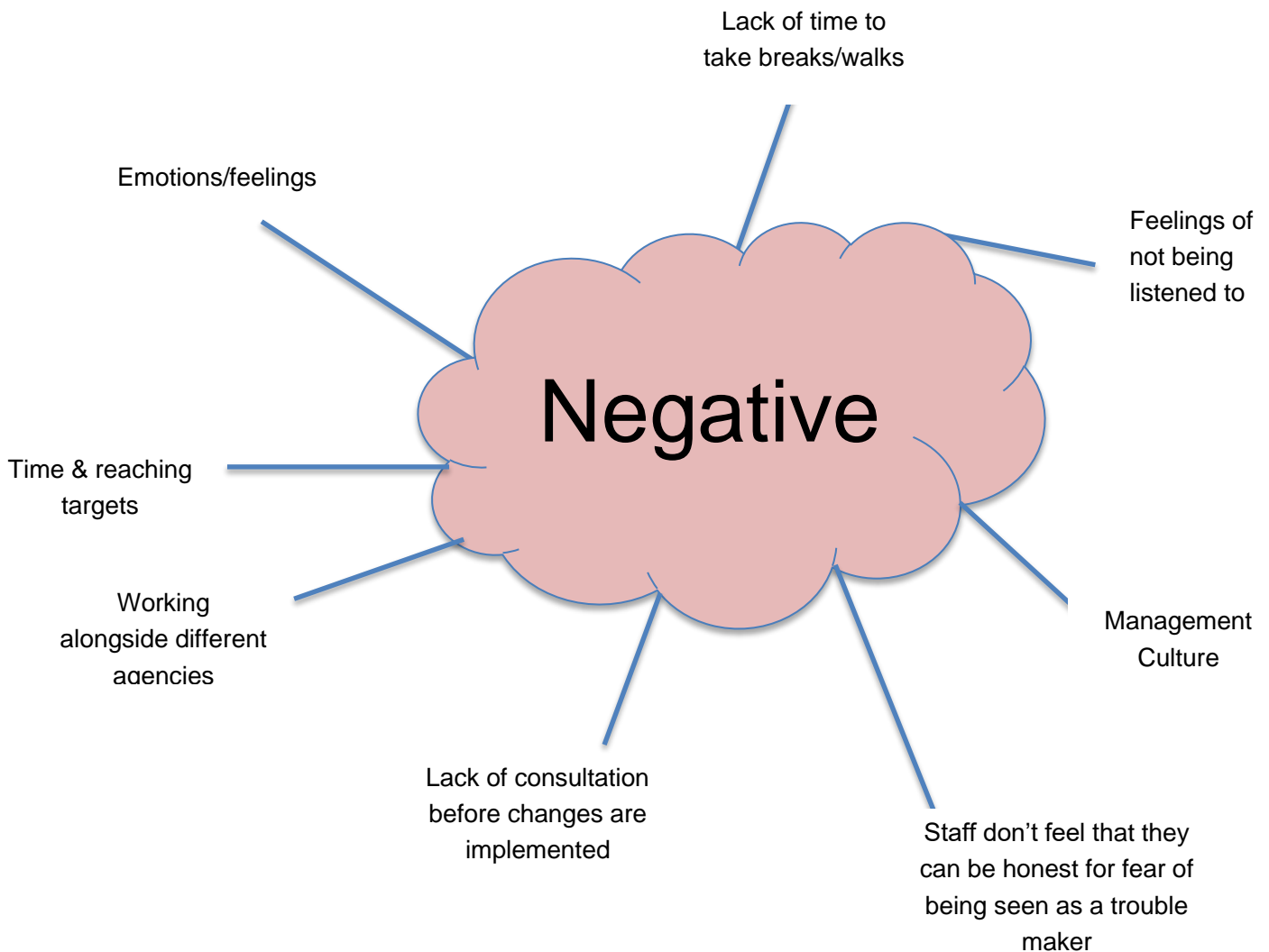
We looked at the proven ways to deal with negative events and thinking in life. We then move on to creating more positivity and how we can get the most from those moments.



Positive comments from attendees were:

- Consistent and Positive Communication from 1 person is important!
- Learned to appreciate the importance of approaching our work and general life with a positive frame of mind
- Negativity can be so damaging so it was very valuable to have an event that encouraged such positivity
- Regular breaks to refocus and become more efficient

- Despite being a very diverse team, we are a very supportive team and communicate well with each other and have a very supportive line manager in Gareth Williams
- Ideas on how to make our own teams more productive
- Positive start to the day. Take a break during the day.
- Team Building (Theatre Staff) - Meeting of other teams. Work life balance – Taking breaks and lunch time walks.
- A positive event this morning.
- 20 Minute lunchtime walk for fresh air
- We feel appreciated from this morning! Because it's been about us! Not the service/service users.
- Affirmation of kindness from organisation level
- Recognise what we do
- 3 positive things in one day
- Learned to appreciate the importance of approaching our work and general life situation with a positive frame of mind. Negativity can be so damaging.
- The general feeling is that the presence of senior management here today shows a willingness to engage and listen to any problems.
- Sharing 3 things: Praise
- Praising effort as well as achievement – something makes sense
- A positive statement to be made daily –positive challenge.
- Giving people honest praise for their effort, transformative, improve relationships.
- Have a positive attitude as your attitude effects people in your life, at home and at work and have a knock on effect with everyone. Create a happy working environment.
- 3 positive thing to impact on home and work life.
- Meeting People from different roles/departments – putting a face to the name.
- 3 positive interactions
- Being around positive people – thinking positive thoughts and doing 3 positive or helpful things each day
- Take a break and positive starts to the day.
- 3:1 Positive for every negative
- To boost my team moral which is low at the moment feeling undervalued and under staffed.
- Good recognition. Good focus on staff wellbeing: practically: instruct seniors of practical ways to implement this



Negative comments are listed below:

- Barrier – taking away of canteen facilities in Parc Dewi Sant. Vending machines only encourage people to sit at desks with less interaction with people from other Departments and teams.
- How can we grow trust when audit seem to?
- Taking a break from the office to walk – lack of time.
- Hard to be objective and not let your feelings get in the way.
- Emotions can get in your way.
- Time and reaching targets
- All very well 20 mins walk only have 30 minute lunch hour.
- Councils selling parks off, effects all our wellbeing.
- Time restrains – walking during lunch breaks
- Don't feel we'd be listened to – not confident about discussing with managers.
- Getting other people on board – mind set.

- Turning the positive aspiration into reality in workforce.
- We feel positive from today now how do we change the management culture.
- Lack of consultation before implementing changes – eg – no longer short term placement in Llanelli – everyone permanent. Social worker not told or involved. Another eg lack of being told changes – rapid response.
- Lone working is a negative – not being able to priorities/work/well-being and worklife balance.
- The difficulty of taking the messages we have learned today when we have to work alongside different agencies (i.e NHS) Even if you get it right with your team co-operative work can sometimes pose problems.
- As a Social Worker it is hard to have face to face interaction with managers for feedback. Face to Face would be more effective than email/call.
- We have to work hard to stay focused and maintain momentum and develop! + parking!
- Lack of resources and staff shortages.
- The group feel positive about today, however how can we influence and change management (3rd tier) cultures and encourage them to be more inclusive of other comments. Etc
- Not being able to speak openly. Not being able to promote staff ideas.
- Meetings, especially across lunchtime, or travelling to meetings.
- Honestly, and not many would be: The authority needs to change its ethos in a big way.
- Realistically would worry about being totally honest.
- Worklife balance – 4 day working week.
- Find out other people's strengths
- Sometimes it's not possible to take good care of ourselves such as walks at lunchtime and a worklife balance because of work pressures and expectations.
- Fear of speaking out – due to pressure on levels in-between – being heard.
- Time pressures/Listening/Space
- It sounds good but.....the process
- The difficulty of taking the messages we have learned today when we have to work alongside different agencies and even internal teams and departments. Even if you get it right in our own team corporate work can sometimes cause problems.
- I recently moved teams and part of that reason was the culture of the team. Managers don't value ideas, experience or encourage communication. It's a lot of red tape. Already my new team has a different culture but nobody from old team seems to care/value.
- Less staff, more duties, less appreciation.

Other Comments:

- Research (and Finland) shows that cutting peoples hours has a positive impact on productivity – Give us longer lunch hours (without cutting pay)

- Remember to take time out to listen and support each other. We all have lives outside of work and work can be an escape, but we need to ensure as managers we are there for our staff.
- Change from top down (senior managers/middle managers)
- Changes in the pipeline need to be told to staff.
- Find out other people's strengths, role variety, mixed skills, professional ability.

Next Steps

- Approve the report and update the Communities Department page on the Intranet for all staff to access information and reports.
- Organise a Health and Wellbeing Recognition Awards Event in September 2019.
- Propose a People Manager Event to follow up on and discuss the feedback from the staff engagement event and share the health and wellbeing motivational tools and tips from Mark Hodder with managers.

Report prepared by;

Amy Jones and Lianne Jones.

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