

## EVALUATION REPORT

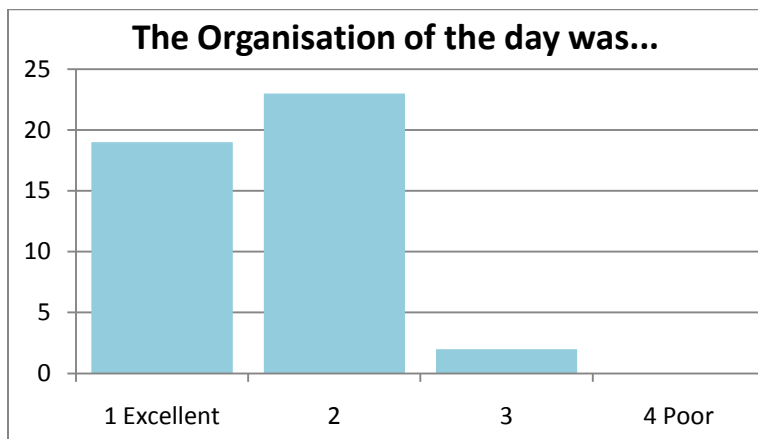
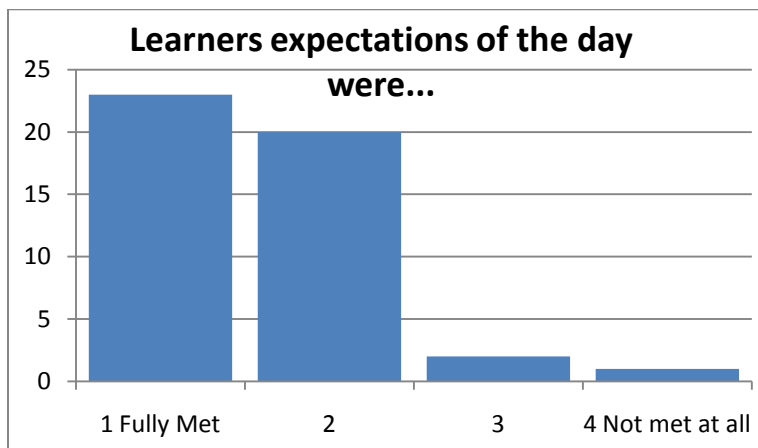
### TRAINING AND DEVELOPMENT DAY FOR UNION REPS IN CORNWALL:

### THE RECESSION – COPING WITH THE HUMAN COST

**16th December 2009, The lowenac Hotel, Camborne**

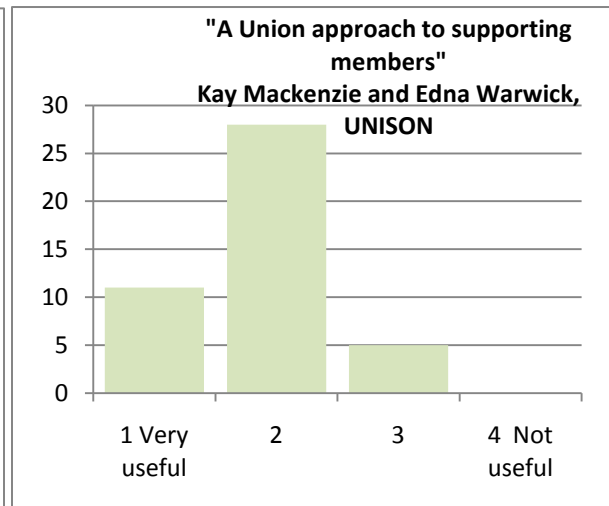
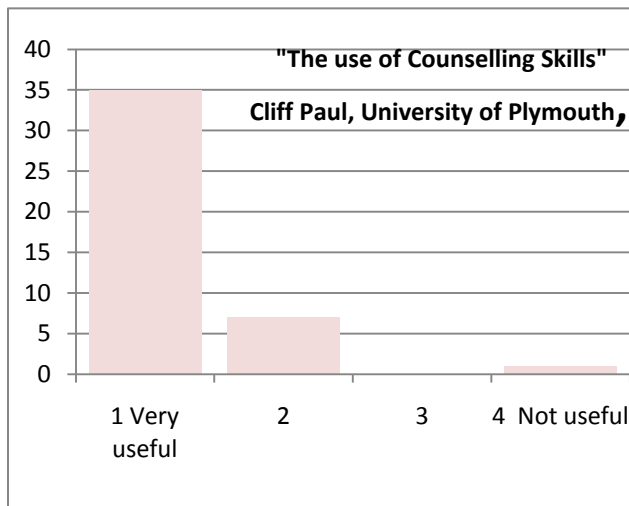
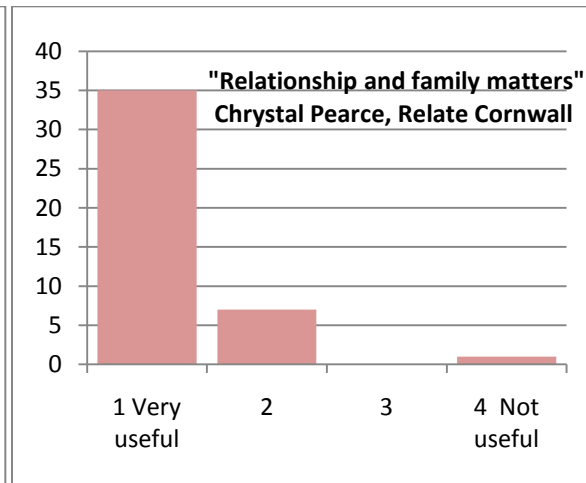
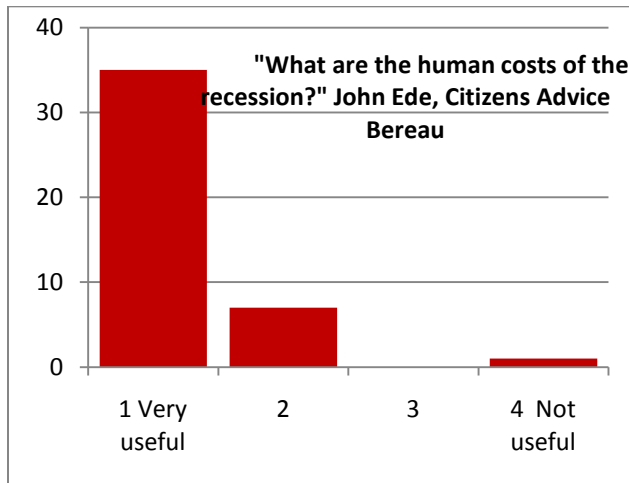
#### GENERAL

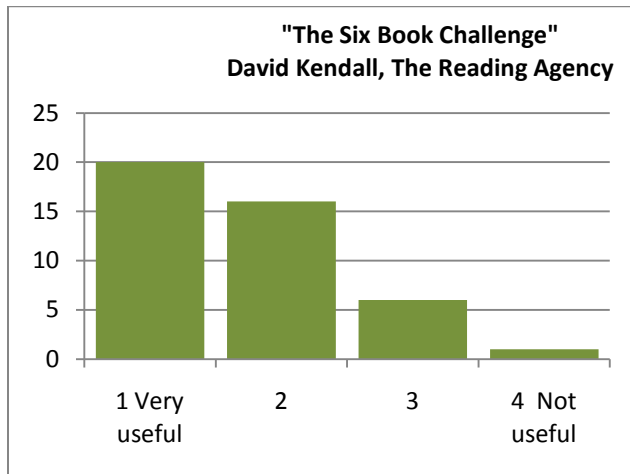
64 Union Reps from 14 different unions attended the day of training, of which 46 completed and returned evaluation questionnaires to us. The tables below show the general views of the day.



## THE PROGRAMME

Five subjects were covered during the days training, and learners were asked to report their views on each in the evaluation questionnaire. The results are as follows:





We were happy with the outcomes above and feel this evidence can be used to support the fact that we delivered a varied, interesting and useful programme of training.

**ACTION** In future we need to ensure a varied, interesting and useful programme is incorporated into all of our union rep training.

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#### ACTIONS POINTS

The evaluation questionnaire asked the learners to tell us the actions they intend to undertake as a result of attending the training day. Examples were:

- Push for more ULRs to come forward.
- Plan a money matters day course for members in 2010.
- Work more closely with CAB and signpost members to them
- Contact unionlearn team with regard to accessing funding for Quick Reads in 2010
- Read more! Perhaps a book on Counselling Skills
- Arrange for the 6 book challenge to be ran in our Workplace.
- Offer more IAG one to one with my members.
- Try to be more helpful with information on life long learning.
- Listen more – talk less! (as per Counselling skills)
- Identify members who may be at risk of debt – slippery slope.
- Be more aware of counselling skills and use them in real life.
- Enrol on Counselling Skills course.

- Feed back to union Branch members
- Attend ULR training course.
- Use new confidence to support members suffering from effects of recession.
- Learn more about counselling.
- Understand my approach to members – food for thought.

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## FURTHER SUPPORT

On the questionnaire we asked the learner to identify what further support, training, skills and information they would need to enable them to achieve the actions listed above:

- Run a training day in East of the County.
- We will let you know!
- Level 3 or 4 Mentoring or Counselling course please.
- Please continue to advice us with training and information as you have delivered to date.
- Posters and leaflets to take away on these days would be helpful.
- More days like this.
- Email the slides from todays presentations.
- Some more counselling training.
- Quick Read books to take into workplace.
- Funds for the 6 quick read books
- Send information direct to workplaces
- Funding for training support.

## ACTIONS

- 1. Look into running a one or two day Counselling Skills course to offer to Reps.**
- 2. Create item on our website about the day and upload presentations onto it – then email link to all who attended (and those who did not attend)**
- 3. Look into funding the Quick Reads for the union Reps who are keen to run the 6 book challenge in their workplace. Email to gauge interest.**
- 4. Plan next training day for east Cornwall and consider the subject matter and content carefully, to maintain quality of our provision.**

## OTHER COMMENTS MADE

- Thank you for a super day, great solidarity and very useful – wonderful.
- Good to have a venue so close to train station.
- Good introductory day for people who have not practiced these skills before.
- Enjoyable day with ‘usual’ TUC unionlearn professionalism – slick and well organized – Thank you.
- Very Good Presentations
- Well worth coming along to!
- Good to meet fellow activists
- Venue not good – kitchen noise constant and disruptive – staff did not seem to enjoy their job. **ACTION check venue prior to booking**
- Very good lunch
- Thanks for the great food
- Venue – poor lighting, acoustics sightlines etc. **ACTION check venue prior to booking**
- Excellent Day!
- Very good and interesting day
- Very useful day – lunch was late though (sorry to complain)
- Not easy to read presentations – screen too low. **ACTION check venue prior to booking**
- Not enough time allowed for Q and As. **ACTION point to consider for next programme**
- Very interesting day covering a range of issues.
- Enjoyed the day – great being with like-minded people again
- Thanks- excellent day (and good lunch!)
- Very useful and informative – Thanks.
- Would have been nice to have water on the tables. **ACTION point to consider for next programme**
- Great Day – Thank you

Report written by Carrie Mann

5<sup>th</sup> January 2010