

# City of Crossville - Post-Series Report

The purpose of this report is threefold:

1. To share observations and recommendations after having worked with your Team Members during this 8-Part Workshop Series,
2. To share a recap of their development according to the data from their pre- and post-assessments, and
3. To share comments from the participants themselves that I received on the final feedback form.

It is with sincere gratitude that I express my appreciation for having had the opportunity to work with each of them and to be included in this development process.

## Observations & Recommendations

To a person, the engagement was top notch! While each participated in their own way and at their own pace, everyone was willing to join in and work with me, the material, and each other as together we explored the content of this series.

It was most rewarding to witness the shift in the group as we moved through the workshops. Though initially there was the natural “push back” to change, by the end, change was spoken of in “friendly” terms. They no longer seemed to shroud change in a cloud of doom; change was simply the nature of things and the more one could find out about the impending change, the faster that change could be embraced and the smoother that change could be implemented.

Several people had no direct reports, so information on delegation and working with subordinates was not “directly” applicable to them. Every effort was made to highlight how the information could be applied in relationships beyond Supervisor/Supervisee. Since the skills being enhanced fell largely into the interpersonal, everyone had an opportunity to strengthen how they approached working with others to complete their assigned tasks.

As with any learning situation, continuing to champion the application of the new material will be the key to long-term change. And when that is combined with an ongoing assessment of the results the material produces and a commitment to refine the application until the desired results are produced on a consistent basis, success is right around the corner. I appreciated this group’s interest in absorbing and applying the material. Throughout our 24 hours together, their attention to what was being presented was terrific!

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## Assessment Data

At the beginning and end of this series, participants were asked to rate their skill level in each of the eight subjects covered. Below is the average percentage by which the group felt their skill level had increased according to the self-assessments:

Change Management	+ 22%
Communication Styles	+ 26%
Listening Styles	+ 18%
Giving & Receiving Feedback	+ 8%
Process Improvement	+ 24%
Time Management	+ 11%
Delegation	+ 14%
Project Management	+ 14%

## Assessment Data

While the figures above tell a good story, they don't necessarily tell a complete story. The comments below were pulled from the Post-Assessment in response to a question that asked participants what they were doing differently as a result of the series. These comments help to tell more of the story:

- ✓ Thinking about priorities as opposed to just finishing what can be completed quickly.
- ✓ "Speaking up" when engaging in feedback to make sure the other party understands my point of view.
- ✓ Paying attention to the why, what, and how.
- ✓ Trying to get a better handle on time.
- ✓ Looking for change.
- ✓ Delegating more. Giving back monkeys, but checking on them.
- ✓ Doing more delegating, finding time I didn't have, making a more productive department.
- ✓ Listening and communicating.
- ✓ Working hard on delegation.
- ✓ Managing my time better.
- ✓ Communicating and listening differently.
- ✓ Providing more feedback, making more observations, and working on making choices to be happy at work. Everything is a choice!
- ✓ Asking people to repeat instruction.
- ✓ Controlling conversations with questions.
- ✓ Not taking monkeys from others.
- ✓ I am more self-aware of what I say and do.
- ✓ I am having department meetings in the morning to assign tasks.
- ✓ Trying to communicate better with people.
- ✓ Asking for more feedback.
- ✓ I am taking into consideration all of the knowledge and using it as I proceed with my duties.

❖ Note: Without altering the author's intent, some comments have been modified to enhance readability.

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