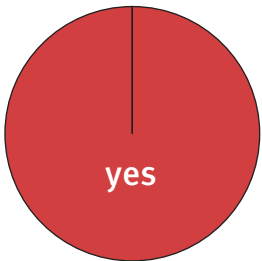


Developing & Communicating Sound Organisational Policy & Procedures

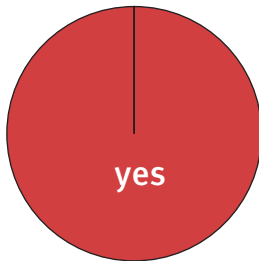
SYDNEY 17–18 October 2019

WORKSHOP FEEDBACK

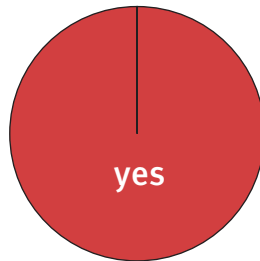
“ The balance of theory and practical/discussion was great. Best I’ve seen in a training course. ”



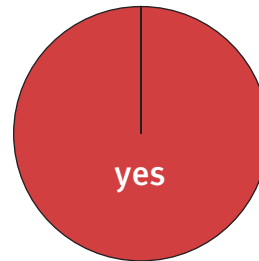
Workshop met or exceeded expectations.



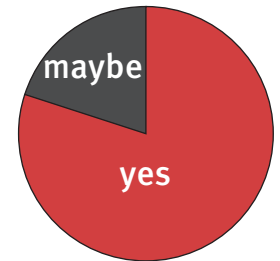
Tools and Skills gained at Workshop.



Presenters met expectations.



Recommend Workshop to others.



Further develop skills with us?

| | |
|---|---|
| Tell us what you liked most about the workshop. | The balance of theory and practical/discussion was great. Best I've seen in a training course. |
| | Content, discussion, structure. |
| | Strategies for writing great policies and procedures and write a good sentence. |
| | Group interactions and new perspectives on where policies and procedures sit within DVA. |
| | I enjoyed the learning and being reminded about grammar. I found the overall structure and material well prepared and easy to understand. |
| | Writing skills. |
| The workshop overall was very well balanced. I particularly liked hearing ideas on the implementation process and ideas on how to evaluate. | |

| | |
|--|--|
| <p>Tell us what you liked most about the workshop.</p> | <p>Learning about good writing skills and what makes good policy/procedure.</p> <p>I really enjoyed the interactive examples—it was good to talk in smaller groups too.</p> <p>The relaxed and open manner in which it was facilitated.</p> |
| <p>How well did the workshop meet your expectations?</p> | <p>Exceeded my expectations.</p> <p>Quite well.</p> <p>The workshop helped me obtain further understanding of tools and skills for writing good policies.</p> <p>Exceeded.</p> <p>8/10.</p> <p>Exceeded expectations.</p> <p>Very well.</p> <p>Expectations were adequately met.</p> <p>We spent more time on "Big P" Policy than I expected but the rest of the workshop was very relevant and helpful.</p> <p>Exceeded them—especially around structure and policies.</p> |
| <p>What understandings, tools and skills have you gained and what difference will these make in your practice following the workshop?</p> | <p>Better writing skills (sentence structure), ideas for developing (templates, checklists) that can be adapted, confidence/affirmation of some of the things I'm doing.</p> <p>Opened my mind to more possibilities, ways of doing things. Will definitely be applying this in my workplace.</p> <p>Tools for writing for clarity and purpose. I will use these tools to improve my writing skills.</p> <p>Difference between policy and procedures, how/what to include in policy, different formats both policy and procedures can take.</p> <p>Learning to be concise with writing and the difference between policy/procedure and how I can implement into my new job.</p> <p>It will make me review more closely, guidelines, policies, procedures.</p> <p>I intend to take back some of the ideas, particularly in the implementation phase. Also use some of the skills shown in improving language and readability.</p> <p>Writing succinct and concise policies that I can implement in my organisation.</p> <p>I enjoyed the pyramid—understanding how to structure policy, procedures, guidelines etc. for an organisation. The writing tips were the most helpful aspects, personally!</p> <p>Clear sentences, when to use and not use templates.</p> |

“ Difference between policy and procedures, how/what to include in policy, different formats both policy and procedures can take.

”

| | |
|---|---|
| <p>How well did the presenters meet your expectations?</p> | <p>Exceeded.</p> <p>Great. Both were amazing, knowledgeable and approachable.</p> <p>The presenters gave great consideration to participants needs and expectations. I had one-to-one session.</p> <p>Exceeded.</p> <p>Well informed, engaging and helpful.</p> <p>Met expectations.</p> <p>Very well.</p> <p>Met expectations.</p> <p>Both were wonderfully learned and friendly. Thank you.</p> <p>Greatly—more so than what I was expecting.</p> |
| <p>Would you recommend the program to others?</p> | <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> |
| <p>Would you like to develop further policy skills with us?</p> <p>(If yes or maybe, please tell us what you would like to explore.)</p> | <p>Yes. Policy Evaluation, more writing sessions.</p> <p>Yes.</p> <p>Yes. Ability to influence policy decision-making.</p> <p>Yes.</p> <p>Maybe. Not so much "policy" but my writing/brief skills.</p> <p>Maybe.</p> <p>Yes. Interested in implementation and change management processes.</p> <p>Yes.</p> <p>Yes. Interested in policy skills outside "Big P" Policy.</p> <p>Maybe. Not sure yet.</p> |

“ The presenters gave great consideration to participants needs and expectations. ”

| | |
|--|--|
| <p>Would you like to hear from us about further programs?</p> | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| | Yes. |
| <p>Further comments:</p> | Will recommend to others at my workplace. Would be quite popular in Canberra. |
| | If possible, don't have training on a Friday. Email addresses of other participants if allowed. |
| | Thank you for your guidance and the very thorough notes. I look forward to working through them at a slower pace soon. |
| | Good interaction with group also helped my understanding. |

“ Thank you for your guidance and the very thorough notes. I look forward to working through them at a slower pace soon.

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