

FEEDBACK ON TRAINING & DEVELOPMENT

Attended: 15 Returned Feedback forms: 15

Objectives:

- The session will explore the member and officer relationship and identify how it can work to best effect for mutual benefit. This is a lively and interactive session and will not only outline the key differences between officers and members but it will also:
 - (a) identify the key frustrations most often experienced in member/officer relationships and identify how to overcome them and work proactively together. t
 - (b) examine how potentially 'negative attitudes' can undermine the partnership - and how to identify and resolve them.
 - (c) outline the '7 deadly sins' of the member/ officer relationship – and how to avoid them. The session will provide tips and techniques for members on how to build efficient, effective and productive partnerships.
 - (d) Invite members to compile and implement a number of actions to build an effective member/ officer partnership in their own Council.

STRENGTHS

- Interactive parts, no 'Death by Powerpoint'
- Finished on time. David was aware of the timescales
- Session met the objectives outlined above
- Very knowledgeable. Good style of teaching/leading
- Interesting overview
- Lively presentation
- David has good knowledge and a good method presentation
- Quick quiz – forced the group to navigate the document and find the answers. Helped to formulize councillors with the document and also contrast it with that of other councils
- Later on the opinions each group had of each other was brought to the fore
- Ability to communicate the aims and objectives
- All about respect. I learned a lot & an excellent session
- All of it
- Easily understandable delivery & good content
- Liked that it was linked with other councils
- Interactive – liked everyone joining in – not just being spoken to
- David was really good and made it fun
- Easy to follow and listen
- All of it

WEAKNESSES

- Room too hot & water is warm. This is not conducive to a learning environment
- Not being given to Officers
- Would be helpful to have some officer input
- Too long spent on procedure
- Pace was slightly slow for an evening meeting
- We must stop training sessions turning onto 'whinging' sessions & long speeches about individual casework frustrations. It robs the group of quality training time. We attend these sessions to learn from the trainer, not to become familiar with casework of fellow councillors
- Started out with too much waffle

- People talking over the facilitator
- None x3
- Shame only 13 councillors turned up – would be good for more to have come

OPPORTUNITIES

- We used to get biscuits at these things. Bring back the biscuits, tea and coffee
- Members should be able to speak freely, not be shouted down by Portfolio Holders.
- Yes better knowledge of protocols by both officers and councillors
- Highlight the essentiality of 'ethical distance' between officers
- Give clear guidance on appropriate questioning from councillors
- It was raised and noted at this session that some councillors ask irrelevant questions for the sake of being heard and appearing in the meeting minutes. This is unacceptable waste of all colleagues time & does not support the promotion of mutual respect.
- Ensure all officers understand the role & democratic mandate of councillors & work together with them professionally regardless of their personal feelings about the legal framework. Some officers work extremely well with members whilst others make their contempt too well known
- More comparisons between local authorities would have been useful
- Follow up suggestions in Member Development, Standards, Group Meetings
- Further explanation of communication between officers and members
- More interactive meetings might draw in more members
- This is the most important member development course I have been on in 13 years

TRAINING SCORE

Poor	
Adequate	
Good	2
Very good	6
Excellent	7