Leeds Infant Mental Health Service

Upskilling the workforce in a digital world: Feedback from our training during the last 6 months

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Parent-Infant Foundation Network Event Agenda

Thursday 25th November 2021

Training

Training Offers

- Babies, Brains & Bonding (BBB)

- Early Attachment Observation (EAO)

- Understanding Your Baby (UYB)

- Toddler & Beyond: Helping Relationships to Thrive (TAB: in development)

- Bespoke Training (i.e., recent 90-minute masterclass for social workers: Hearing the Infants Voice)

Redeveloping into a Virtual Offer

BBB full one day face-to-face became three modules:

- Self-directed learning module (Brain Development/Stress in Infants)

- Live Webinar (Part 1 & 2 'Bonding': Theory, Attunment & Sensitivity: Some discussions)

- Relationship Based Practice (Application: High levels of interaction)

Asking for Feedback

- Piloted two training sessions
- Microsoft Forms Feedback (11 responses)
- Survey Monkey (19 responses)
- Specific feedback on:
  - Self-directed Learning
  - Live Webinar
  - Relationship-Based Practice
  - Overall Feedback

Feedback Questions

Module Feedback:

1. The training was well-paced (neither too fast, not too slow; neither too little not too much content)?

2. Time was allowed for reflections/ discussion/ questions?

3. The sessions were interactive enough?

4. The learning platform (i.e., webinar) worked for me?

Overall Feedback:

Which learning method best suited your learning style?	If you were offered more training from IMH, would you like a similar format?	Please comment on your experience of the group size	The trainers demonstrated appropriate knowledge and skills with issues arising from the session?
Please rate the quality of the adaptations and resources that have been provided for this online training?	Will you be able to put what you have learnt into practice?	Would you recommend this training to a colleague?	Please provide us with more details:
Please let us know what aspects of the training you enjoyed:	Please let us know if you did not like aspects of the training and any recommendations for improvements		

Training Feedback: Survey Monkey

Enjoyed the interactive sessions found those very powerful. Good to have self-directed study as well as breakout sessions to discuss information given

Maybe a little more time following the self-directed learning; I had to go back to take notes and didn't have much time to finish

Could the self directed element be done prior to the course then discussed during the course? this would give more time on the day for discussions and case

I really enjoyed all of the content. It flowed really nicely. However, I would have liked a few more case discussions as this way of learning helps me relate theory

Going in and out of the breakout rooms was a little tricky as I felt it messed up the connections a little bit. More breaks needed. Breaks didn't feel that long

Training Feedback: MS Forms

2. If you were offered more training from IMH, would you like a similar format?

More Details   💡 Insights

🔵 Yes		4
🟠 No		0
🟢 Maybe		1
🔴 I would prefer face-to-face		6

3. Please comment on your experience of the group size:

More Details   💡 Insights

11

Responses

Latest Responses

"Fine - not a problem"

"Wasn't too big. suited the information"

"good group size (approx 20) but would be better face to face"

7. Would you recommend this training to a colleague?

More Details   💡 Insights

🔵	Yes	10
🟠	No	1
🟢	Unsure	0

8. Please provide us with more details:
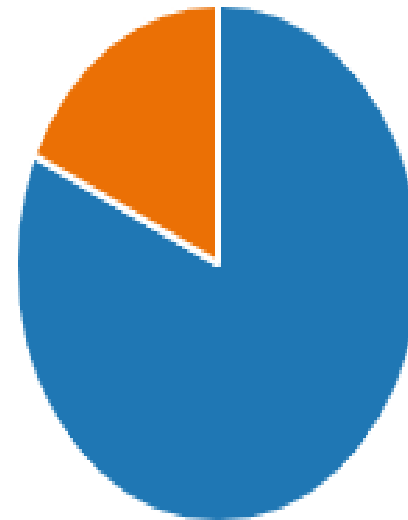
More Details

0

Responses

Latest Responses

5. Please rate the quality of the adaptations and resources that have been provided for this online training?

More Details   💡 Insights

- 🔵 Exceeded expectations   9
- 🟠 Met expectations   2
- 🟢 Below expectations   0

9. Please let us know what aspects of the training you enjoyed:

💡 Insights

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Responses

Latest Responses

"The webinar"

"the level of information and delivery was easy to understand and en..."

"Knowledgeable trainers, related theory to practice, "

3 respondents (**27%**) answered **trainers** for this question.

level of information   sent prior

context was very useful

case study   trainers were very knowledgeable

knowledgeable

learning formats   mix of self

trainers

information

self   appropriately paced

related theory

Knowledgeable trainers

information and delivery

new information   breakout rooms

group discussions

The day's training was well thought out, appropriately paced, informative and thought provoking. Both trainers were extremely personable, involving and knowledgeable.

I enjoyed the breakout rooms and the self directed learning (broke things up very well)

I enjoyed the variation of different learning formats as this kept me interested

the forms that we was sent prior to follow ourselves

I feel the trainers were very knowledgeable and adjusted well to make it more useful and interactive. The context was very useful

All of it, really good mix of self directed, videos & group discussions

10. Please let us know if you did not like aspects of the training and any recommendations for improvements:

More Details   💡 Insights

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Responses

Latest Responses

"Longer for exercises in the break out rooms "

"Only issues were with the system not the info"

"would prefer face to face :) "

3 respondents (**27%**) answered **face to face** for this question.

different experience   virtual   exercises in the break   **distractions**

useful   **training sessions**   format rather than the laptop   **accessible**

emails and messages   **face to face**   training day   challenging

Longer for exercises system not

best thing long training

issues were with the system**hard**   lot of information   info

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None.

It is a long training day however there is a lot of information so I understand it is hard to shorten.
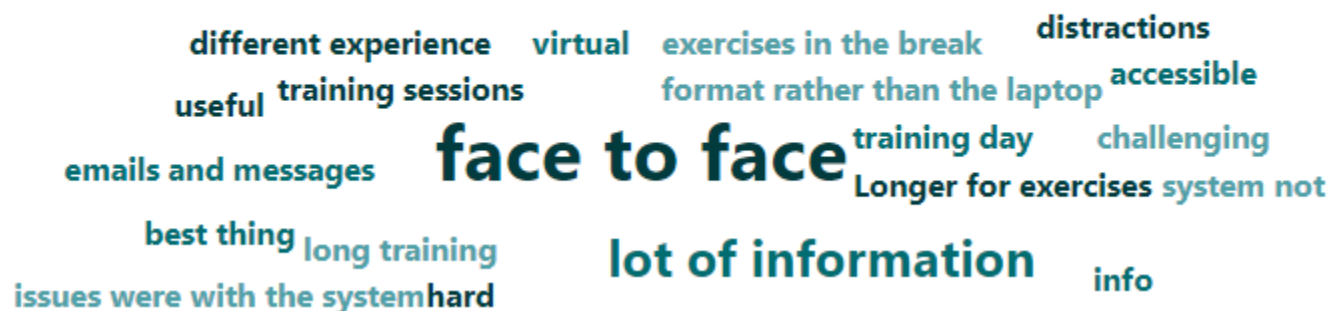
n/a

it felt like a lot of information however face to face will of been a different experience

online can still be very challenging due to the other distractions - maybe useful if we can do training through another format rather than the laptop where emails and messages can still be accessible.

Would prefer face to face but appreciate that this is the next best thing :)

Some Current Lessons Learnt (we're still learning!)

- MS Teams: Breakout rooms – problematic if you don't generate the link
- Try to embed videos: reduce failed technology
- Try to establish connection and discussion at the beginning to encourage throughout the day
- Need to use less material and more breaks (little and often)

- Can be wider reaching (sharing videos)
- Can save time (self-directed/travel)
- Connection reduced/more spontaneous discussions lost
- Loss of cues and nuances of communication
- Being prepared for virtual delivery (i.e., checking attendees can access before training, reduce distractions etc)