

Performance and Change Team, 2020 – A Year in Figures



In 2020 the team:

Moved at pace to develop and deliver **21** unique sessions/engagement activities in response to staff feedback and the changing situation

Facilitated **85** separate events

- that's an average of around **1.6** sessions per week

For circa. **925** attendees

- that's bookings for Orbis sessions via Eventbrite, attendees at drop-in events, acceptances for diarised Orbis sessions, plus participants in Orbis specific training i.e. (Delivering Partnering Excellence)
- **Equivalent to 70% of the Orbis population** having attended one of the events (note some staff are likely to have attended multiple events)

Breaking the numbers down...

- Digital engagement sessions – **120** bookings
- Wellbeing sessions – **265** bookings
- Partnership specific learning and development – **281** bookings
- Orbis Leadership and Management Sessions (main event and follow up workshops) – **209** acceptances/bookings
- Developing Partnering Excellence Programme – **36** participants in three cohorts

P&C Team Session Feedback:

How well did the session meet your personal objectives?

[More Details](#)

[Insights](#)

137

Responses



4.59 Average Rating

How effective did you find the facilitator's approach?

[More Details](#)

[Insights](#)

137

Responses



4.80 Average Rating

How effective did you find the 'virtual' approach?

[More Details](#)

[Insights](#)

137

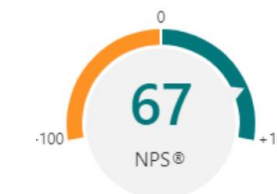
Responses



4.64 Average Rating

How likely would you be to recommend the session to your colleagues?

NPS = % promoters (9 or 10 out of 10) minus % detractors (6 out of 10 and below)



A selection of comments:

- "an excellent workshop that would benefit many colleagues throughout all 3 sovereign authorities"
- "the course content and pace judged perfectly, the session felt shorter than 90 minutes"
- "I feel there is definitely a secondary wellbeing benefit to these sessions - it's great to connect and just see and speak to others during the working day!"

Developing Partnering Excellence Programme



Key highlights:

- Adapted and redesigned what was a 3 day physical programme run by externally commissioned trainers into a 4 half day programme, delivered entirely in-house with the help of volunteer facilitators from across the Orbis services. Then due to COVID, adapted the programme further to allow for virtual delivery.

Delivery to date:

- Three cohorts went through the original physical programme with Kaplan (began 2019) – **approx. 50 participants**
- Three cohorts have now been through the internally delivered DPE programme – **total of 36 participants**
- Tailored programmes for Procurement and Internal Audit are scheduled for the New Year – **additional 24 participants**

Qualitative - a selection of comments:

Q. What will you do differently as a result of this session?

- *“Develop ways to think about how to build trust with customers”*
- *“I will consider ways to improve my self awareness and self regulation and carry that through to my relationships. I will consider the social style of the person/persons I am meeting with and how best to adapt my social style to theirs to get the best possible outcome.”*
- *“Use the Influence/Interest matrix to “plot” stakeholder impact”*

Q. What were the key takeaways for you from this session?

- *“the workshop's interactive approach was a key takeaway in itself.”*
- *“I especially enjoyed the pre-mortem exercise and will definitely use that in future.”*
- *“Understand and recognise both my own style of working and the styles of others, An understanding of this may enable better conversations.”*

Feedback and Impacts:

How well did the session meet your personal objectives?



4.13 Average Rating

How well did the session meet your personal objectives?



4.37 Average Rating

How effective did you find the virtual approach?



4.13 Average Rating

Re. the mode of delivery:

“Pre covid, I ran funding workshops for small groups [but ceased doing so during COVID]. The Developing Partnerships session was a real eye-opener as to what's possible via a virtual format!”