



HELPING YOU SOLVE THE LEADERSHIP PUZZLE

ROB MOORS

**LEADERSHIP COACH
EXECUTIVE COACH
L&D COACH
EVENT SPEAKER
PODCAST HOST**



PROGRAMME EVALUATION

HIGH 5 TEST



MINDSET > TOOLSET > SKILLSET



**1-1 COACHING
TEAM COACHING
LEADERSHIP WORKSHOPS &
TRAINING**

ALL QUESTIONS USE THE NET PROMOTER SCORE (NPS) SCALE.

I USE THIS AS WE DON'T JUST CARE ABOUT HOW PEOPLE SCORE VARIOUS QUESTIONS FROM 1-10... WHAT BUILDS A CULTURE IS HOW LIKELY THEY ARE TO PROMOTE OR DEMOTE THE BUSINESS BASED ON THEIR FEELINGS.

PROMOTERS – THOSE WHO SCORE THE QUESTIONS 9-10

PASSIVES – THOSE WHO SCORE THE QUESTIONS 7-8

DETRACTORS – THOSE WHO SCORE THE QUESTIONS 0-6



QUESTIONS 1-10 WERE CREATED FROM A FACILITATED EXERCISE WITH THE ENTIRE TEAM. THE 10 QUESTIONS REFLECT THE 10 WORDS CHOSEN BY BOTH THE CARE LEADERS AND THE CARE LEADERSHIP TEAM WHEN ASKED HOW THE 'BEST LEADER' IN THEIR CAREERS HAD MADE THEM FEEL.

THIS IS FUNDAMENTALLY DIFFERENT TO 'WHAT DID THEY DO THAT MADE THEM A GREAT LEADER?'; I.E. NOT STARTING WITH WHAT LEADERS DO, BUT WITH HOW WE WANT OUR PEOPLE TO FEEL.



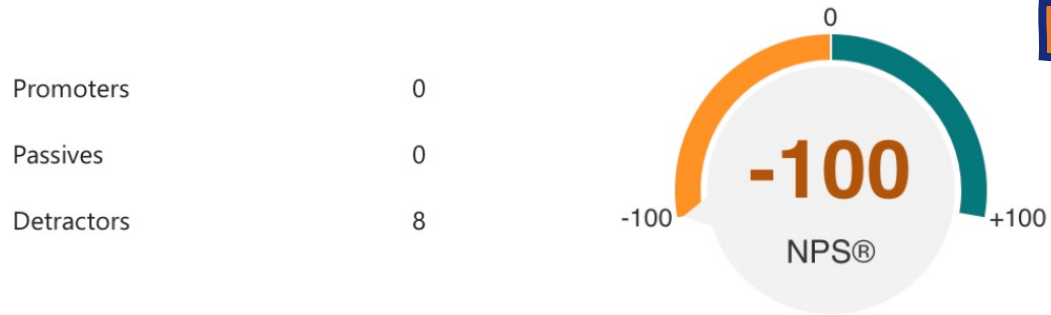
EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

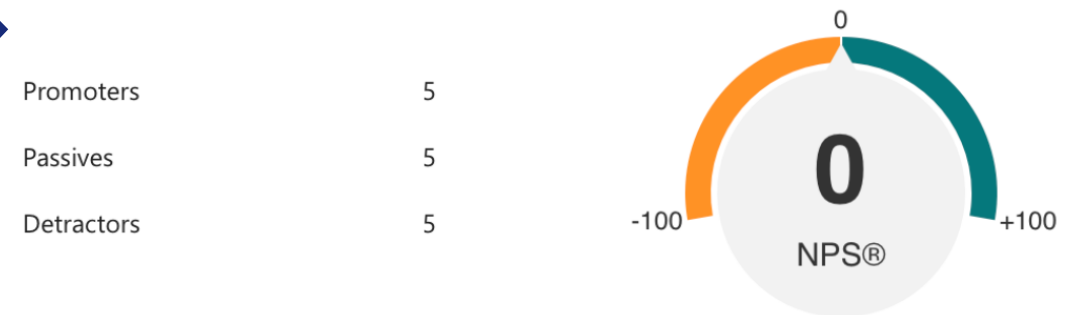
1. How 'Happy' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

1. How 'Happy' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



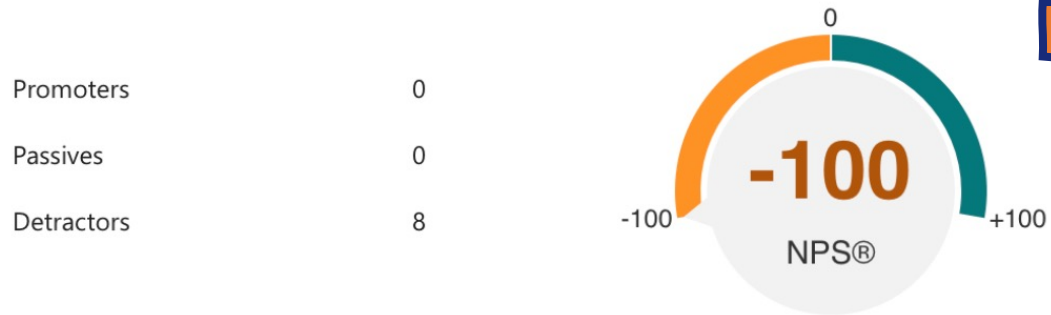
EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

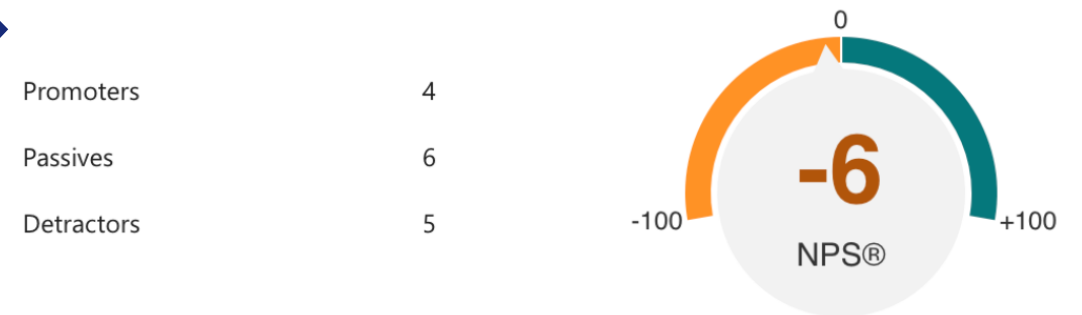
2. How 'Valued' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

2. How 'Valued' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



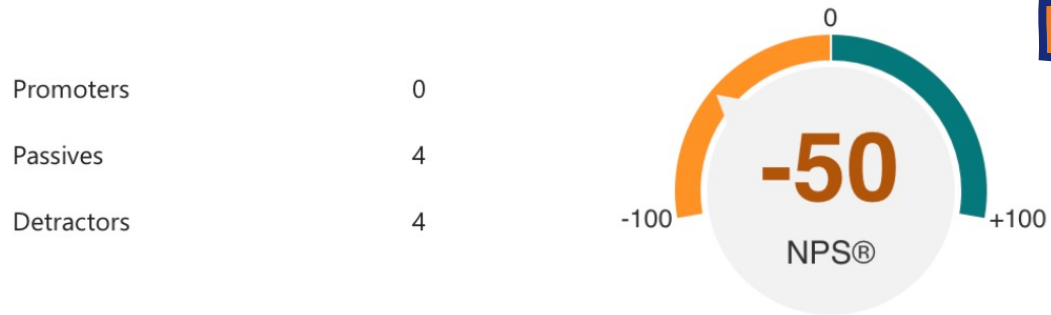
EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

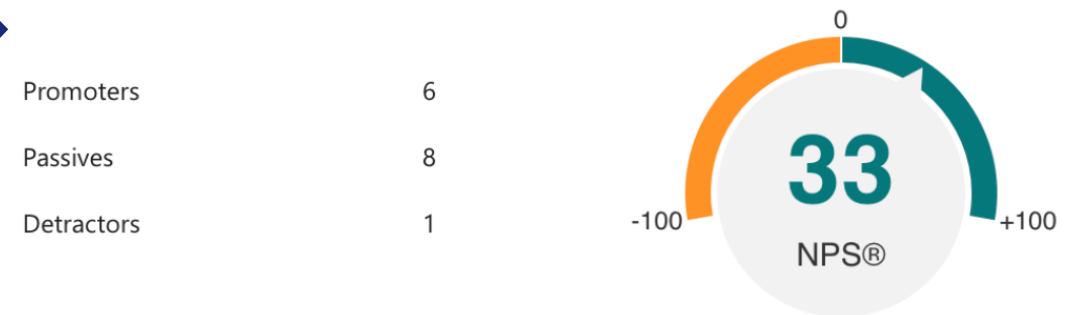
3. How 'Motivated' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

3. How 'Motivated' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



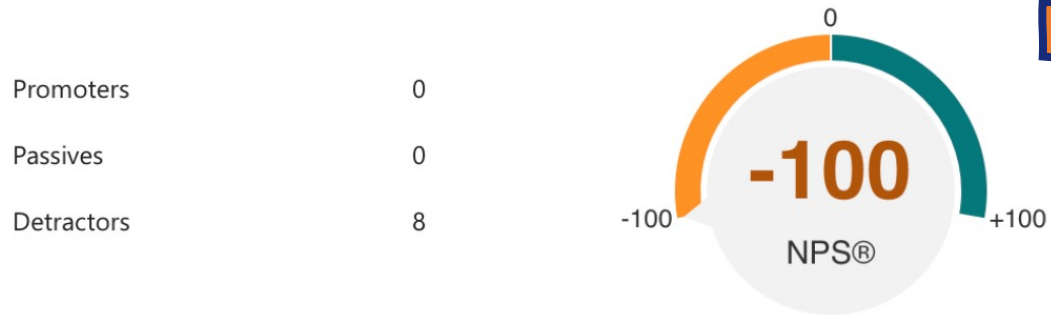
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- Pre-Survey

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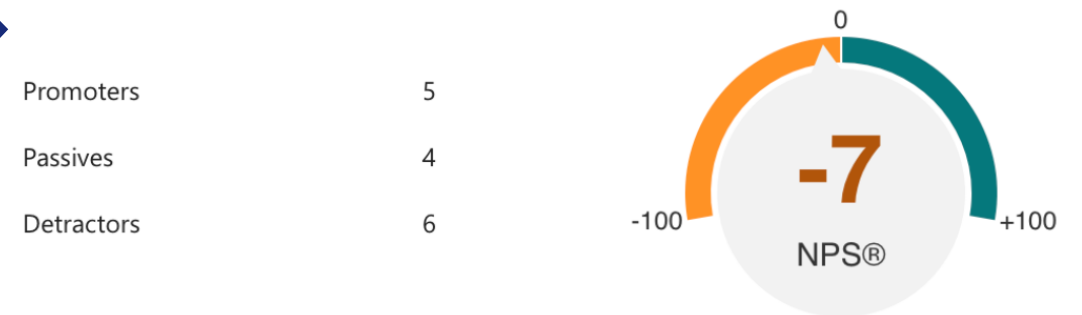
4. How 'Included' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

4. How 'Included' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



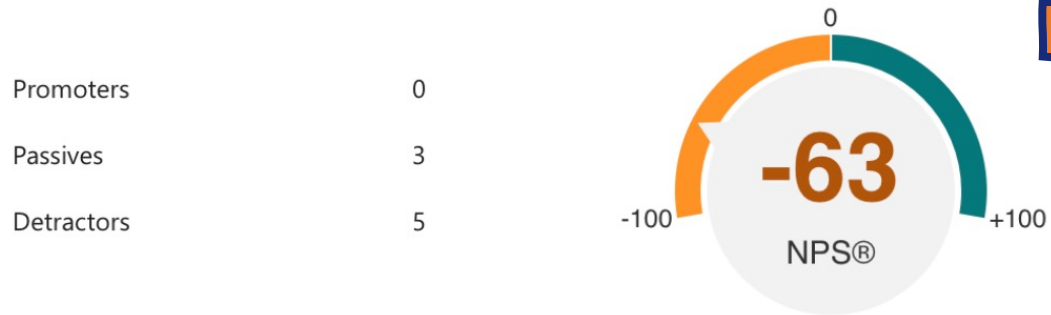
EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

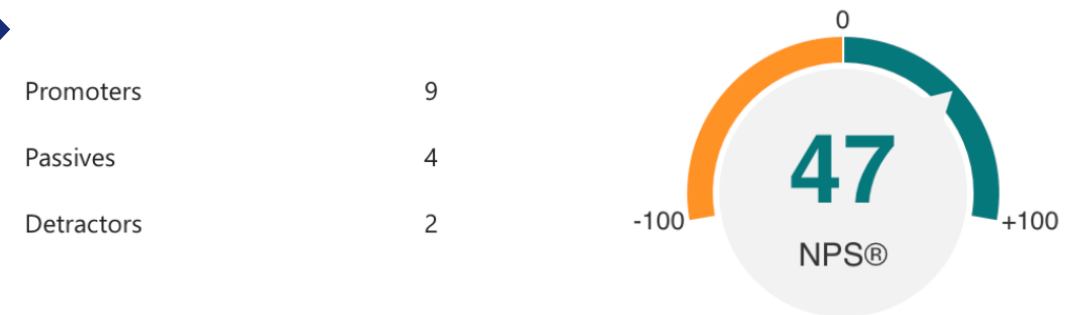
5. How 'Safe' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

5. How 'Safe' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



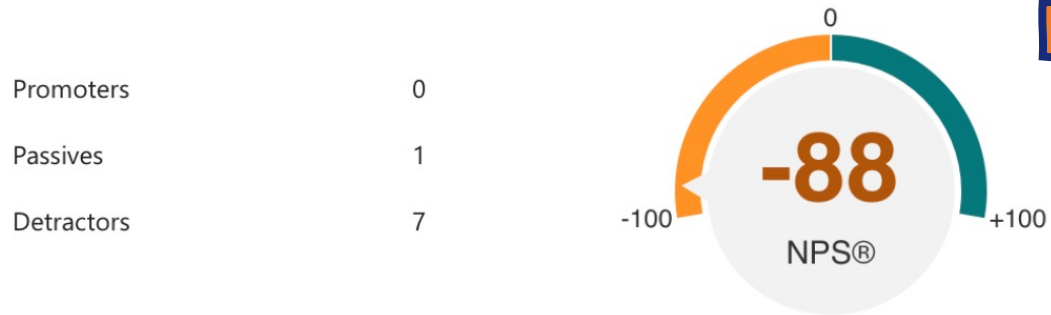
EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

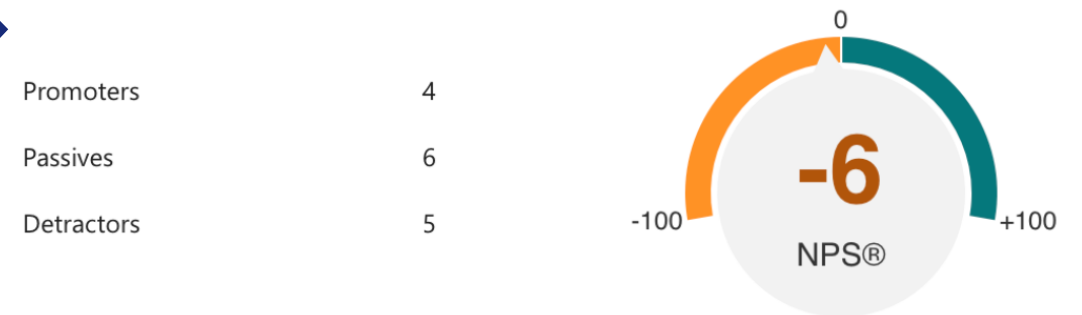
6. How 'Listened to' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

6. How 'Listened to' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING

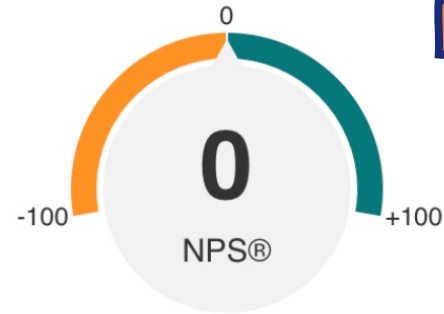


- Pre-Survey

Anyone can respond, Anonymous

7. How 'Capable' did you feel when at work?

Promoters	2
Passives	4
Detractors	2

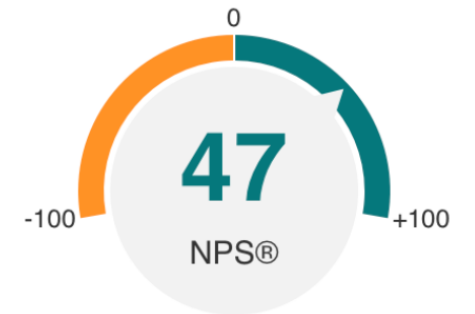


- Post-Training Survey

Anyone can respond, Anonymous

7. How 'Capable' do you feel when at work?

Promoters	7
Passives	8
Detractors	0



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



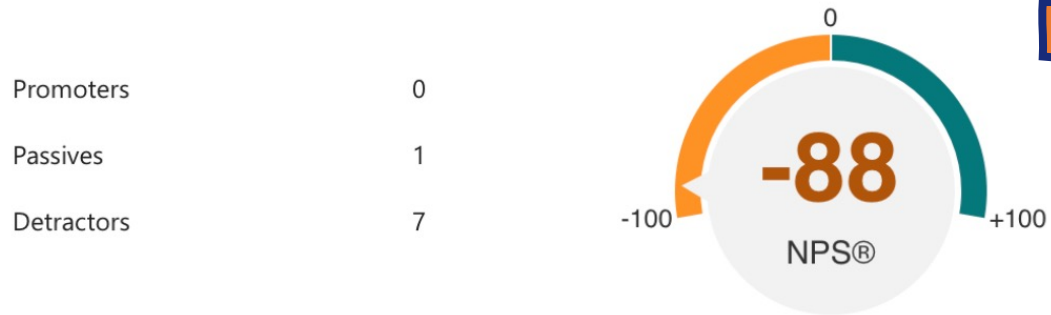
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- Pre-Survey

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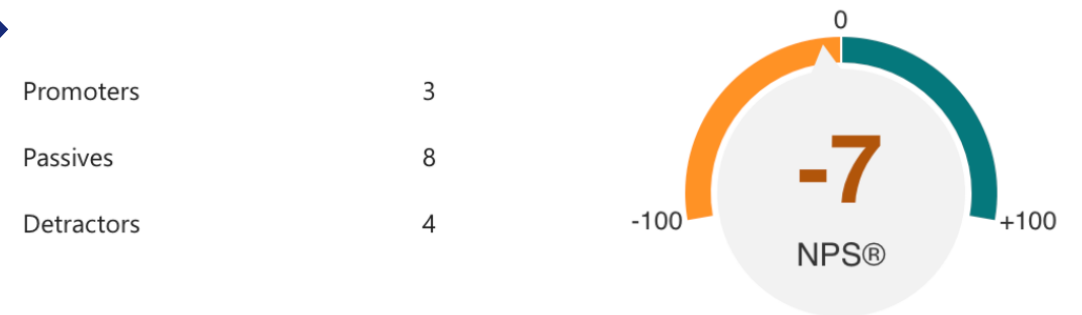
8. How 'Empowered' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

8. How 'Empowered' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



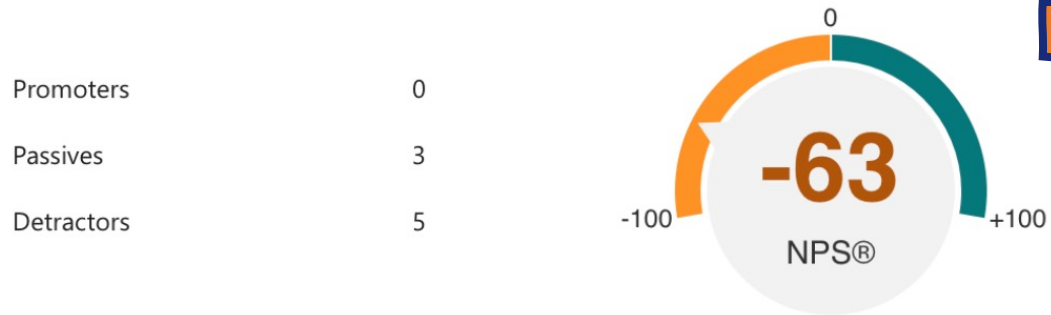
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- Pre-Survey

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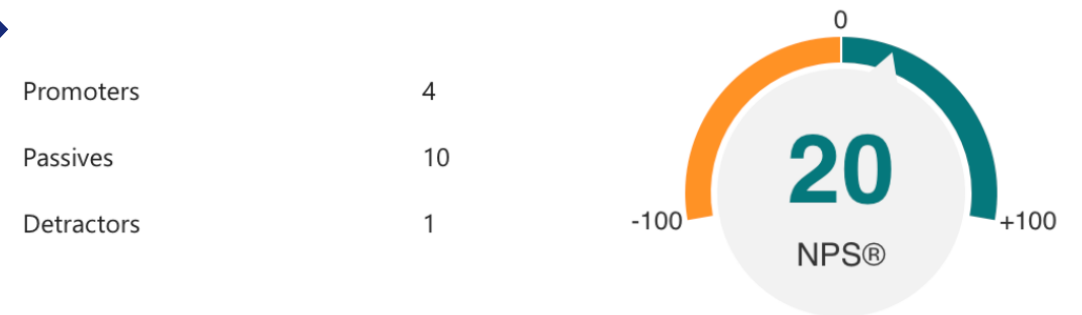
9. How 'Confident' did you feel when at work?



- Post-Training Survey

Anyone can respond, Anonymous

9. How 'Confident' do you feel when at work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING



- Pre-Survey

Anyone can respond, Anonymous

10. How 'Trusted' did you feel when at work?

Promoters

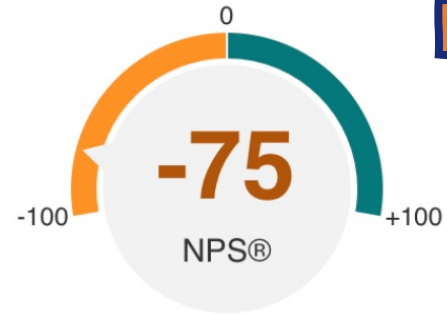
0

Passives

2

Detractors

6



- Post-Training Survey

Anyone can respond, Anonymous

10. How 'Trusted' do you feel when at work?

Promoters

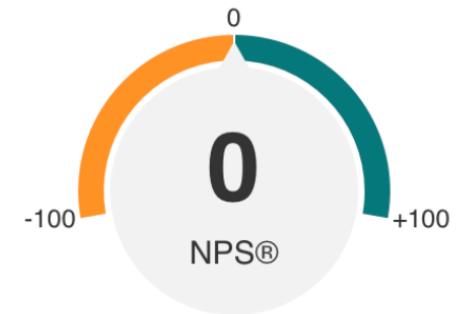
5

Passives

5

Detractors

5



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



QUESTIONS 11-20 WERE CREATED FROM THE CONVERSATIONS LEADING UP TO THE PROGRAMME; WITH THE DESIRE TO BUILD A CULTURE FUELLED WITH TRUST, MOTIVATION, ACCOUNTABILITY, RESPONSIBILITY, COMMITMENT, ALIGNMENT, GREAT LEADERSHIP AND EVEN GREATER CONVERSATIONS.



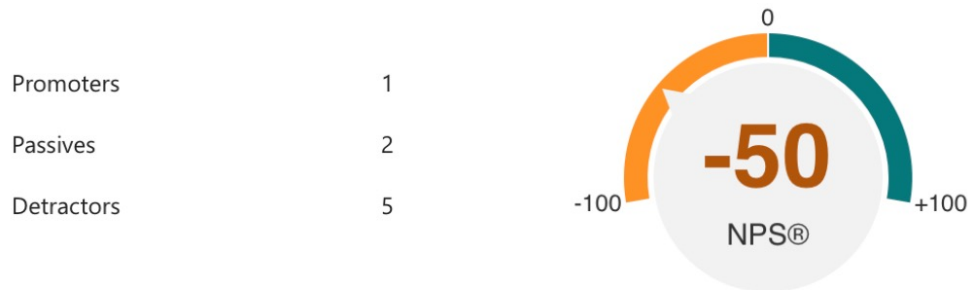
EVALUATION – PRE & POST LEADERSHIP COACHING



Pre-Survey

Anyone can respond, Anonymous

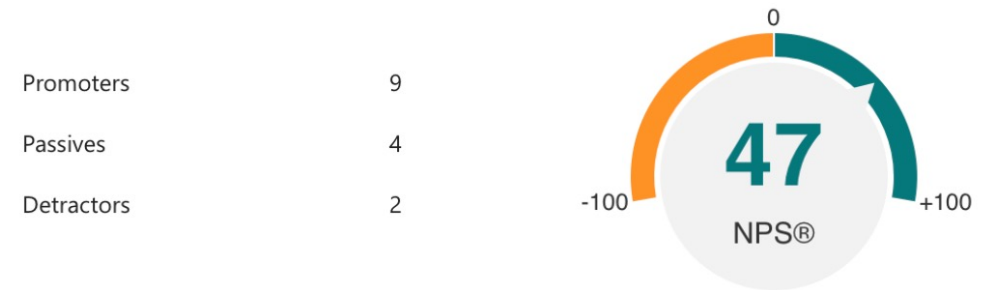
11. How clear were you on how your role specifically contributes to the [redacted] vision...



Post-Training Survey

Anyone can respond, Anonymous

11. How clear are you on how your role specifically contributes to the [redacted] vision and...



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING



Pre-Survey

Anyone can respond, Anonymous

12. How often did you have a 1-1 conversations with your Manager?

Promoters	0
Passives	0
Detractors	8

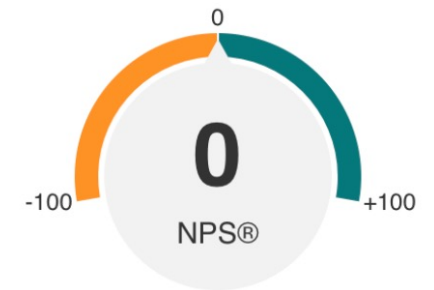


Post-Training Survey

Anyone can respond, Anonymous

12. How often do you have a 1-1 conversation with your Manager?

Promoters	5
Passives	5
Detractors	5



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING

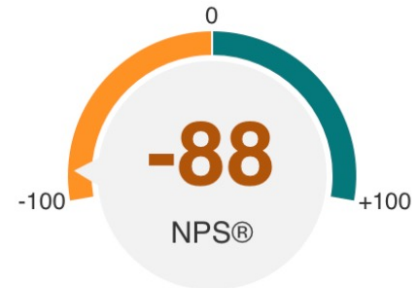


Pre-Survey

Anyone can respond, Anonymous

13. How good were those 1-1 conversations with your Manager?

Promoters	0
Passives	1
Detractors	7

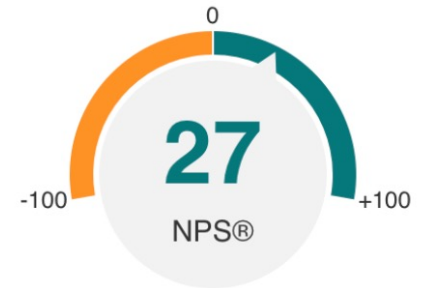


Post-Training Survey

Anyone can respond, Anonymous

13. How good are those 1-1 conversations with your Manager?

Promoters	7
Passives	5
Detractors	3



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



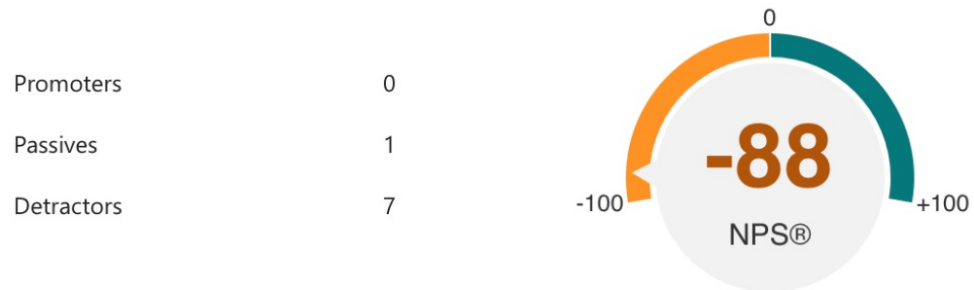
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Pre-Survey

Anyone can respond, Anonymous

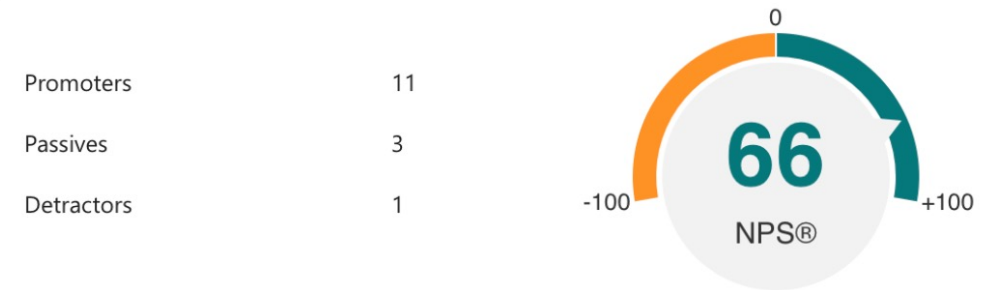
14. To what degree did you trust your Line Manager?



Post-Training Survey

Anyone can respond, Anonymous

14. To what degree do you trust your Line Manager?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



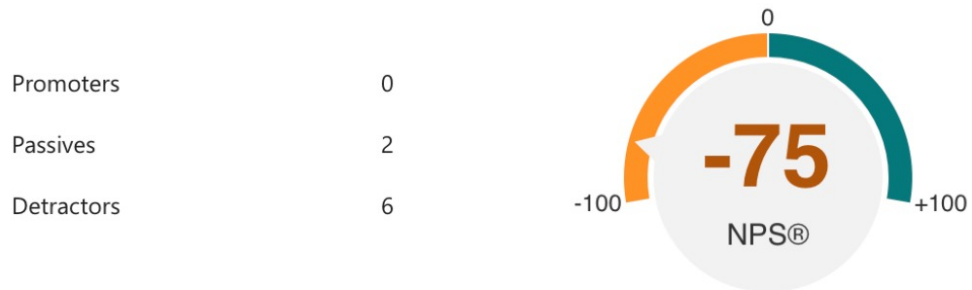
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Pre-Survey

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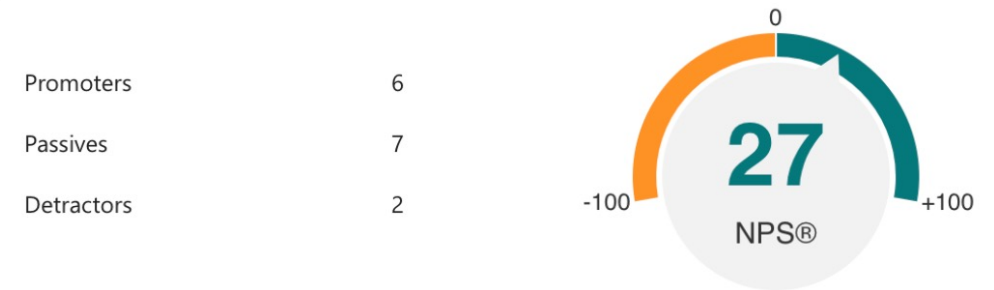
15. To what degree did you trust the senior leadership team at [redacted]



Post-Training Survey

Anyone can respond, Anonymous

15. To what degree do you trust the senior leadership team at [redacted]?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



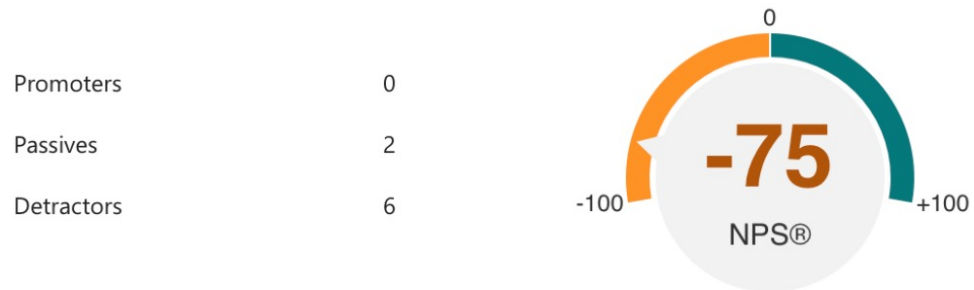
EVALUATION – PRE & POST LEADERSHIP COACHING



Pre-Survey

Anyone can respond, Anonymous

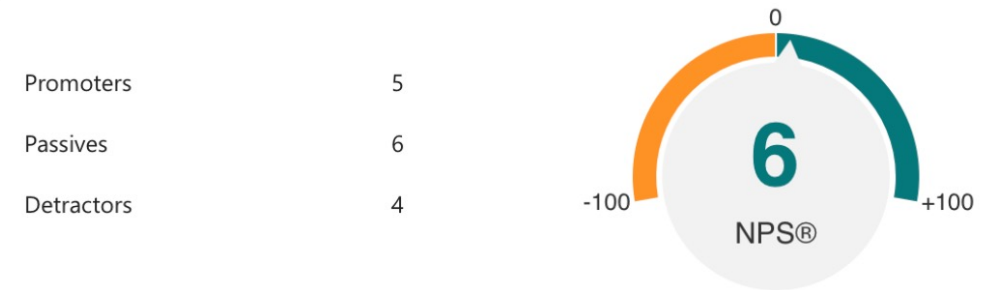
16. Everyone at [redacted] seemed to have a feeling of responsibility for their own work?



Post-Training Survey

Anyone can respond, Anonymous

16. Everyone at [redacted] has a feeling of responsibility for their own work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



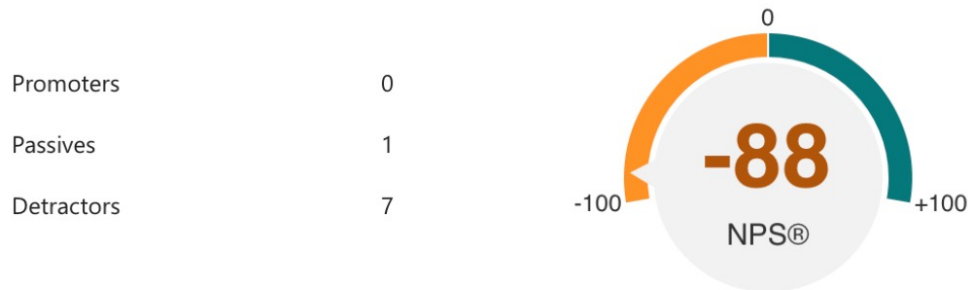
EVALUATION – PRE & POST LEADERSHIP COACHING



Pre-Survey

Anyone can respond, Anonymous

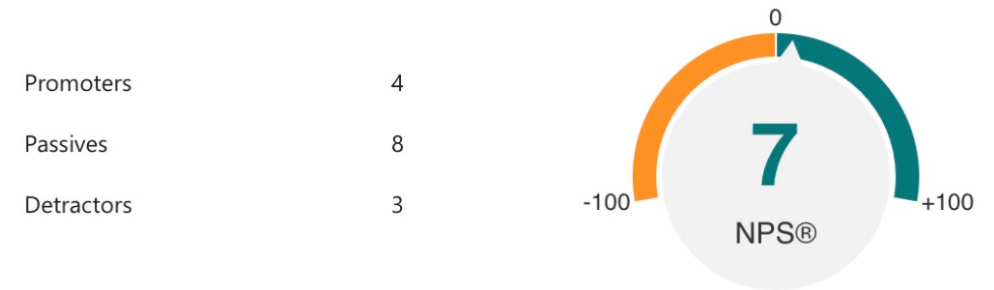
17. Everyone at [redacted] seemed to be held accountable for their own work?



Post-Training Survey

Anyone can respond, Anonymous

17. Everyone at [redacted] is held accountable for their own work?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING

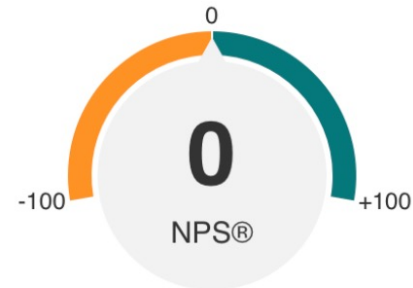


Pre-Survey

Anyone can respond, Anonymous

18. How motivated were you to create the most amazing culture at [redacted]?

Promoters	3
Passives	2
Detractors	3

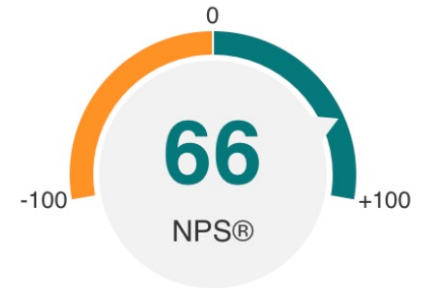


Post-Training Survey

Anyone can respond, Anonymous

18. How motivated are you to create the most amazing culture at [redacted]?

Promoters	11
Passives	3
Detractors	1



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



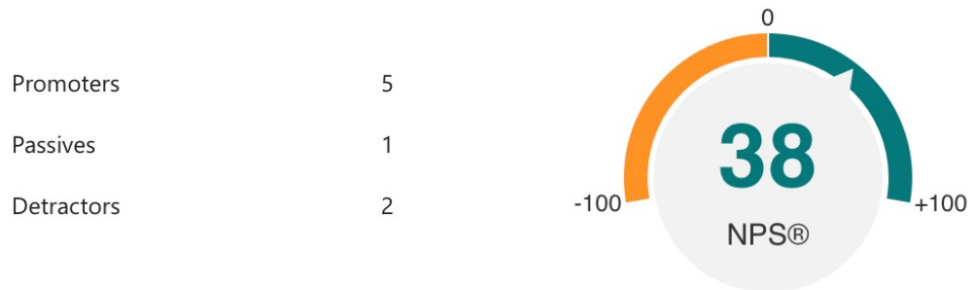
EVALUATION – PRE & POST LEADERSHIP COACHING



Pre-Survey

Anyone can respond, Anonymous

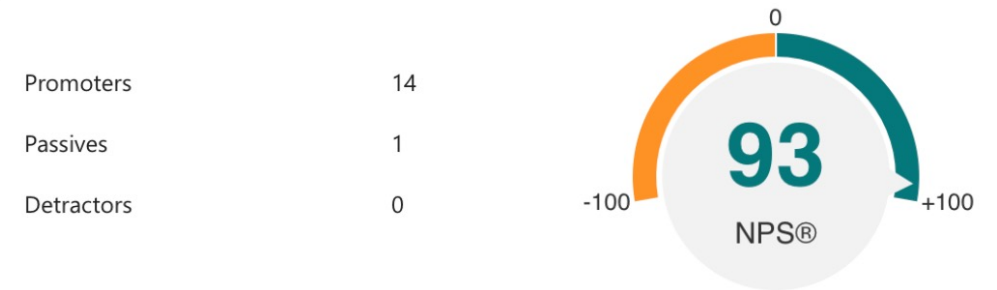
19. How committed were you to create the most amazing culture at [redacted]?



Post-Training Survey

Anyone can respond, Anonymous

19. How committed are you to create the most amazing culture at [redacted]?



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING

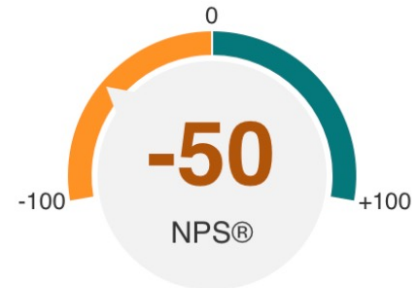


Pre-Survey

Anyone can respond, Anonymous

20. How likely would you have been to recommend working at [redacted] to friends...

Promoters	1
Passives	2
Detractors	5

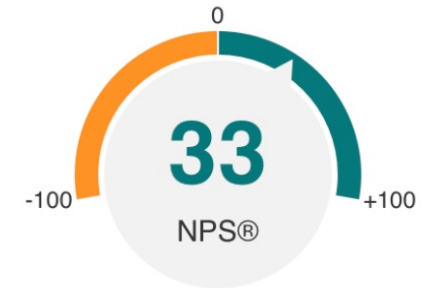


Post-Training Survey

Anyone can respond, Anonymous

20. How likely are you to recommend working at [redacted] to friends and family?

Promoters	8
Passives	4
Detractors	3



- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



EVALUATION – PRE & POST LEADERSHIP COACHING



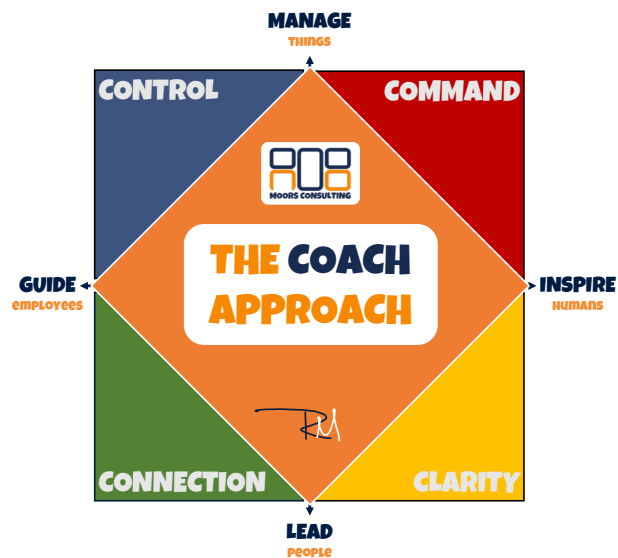
Post-Training Survey

Anyone can respond, Anonymous

21. Please add any comments about the programme, it's impact, and how it's helped you i...

training or parts knowledge and skills children and families
changes in relationships **team** new skills session on strengths
feedback from staff **new session** **change** staff numbers
levels of staff **skills** change in culture
different strengths **staff** **useful** great changes
staff and colleagues

- **BULLET 1**
- **BULLET 2**
- **BULLET 3**



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HELPING YOU SOLVE THE LEADERSHIP PUZZLE

C¹² LEADERSHIP

