

MIRROR Leadership Training



Workshop 8 Influencing Services

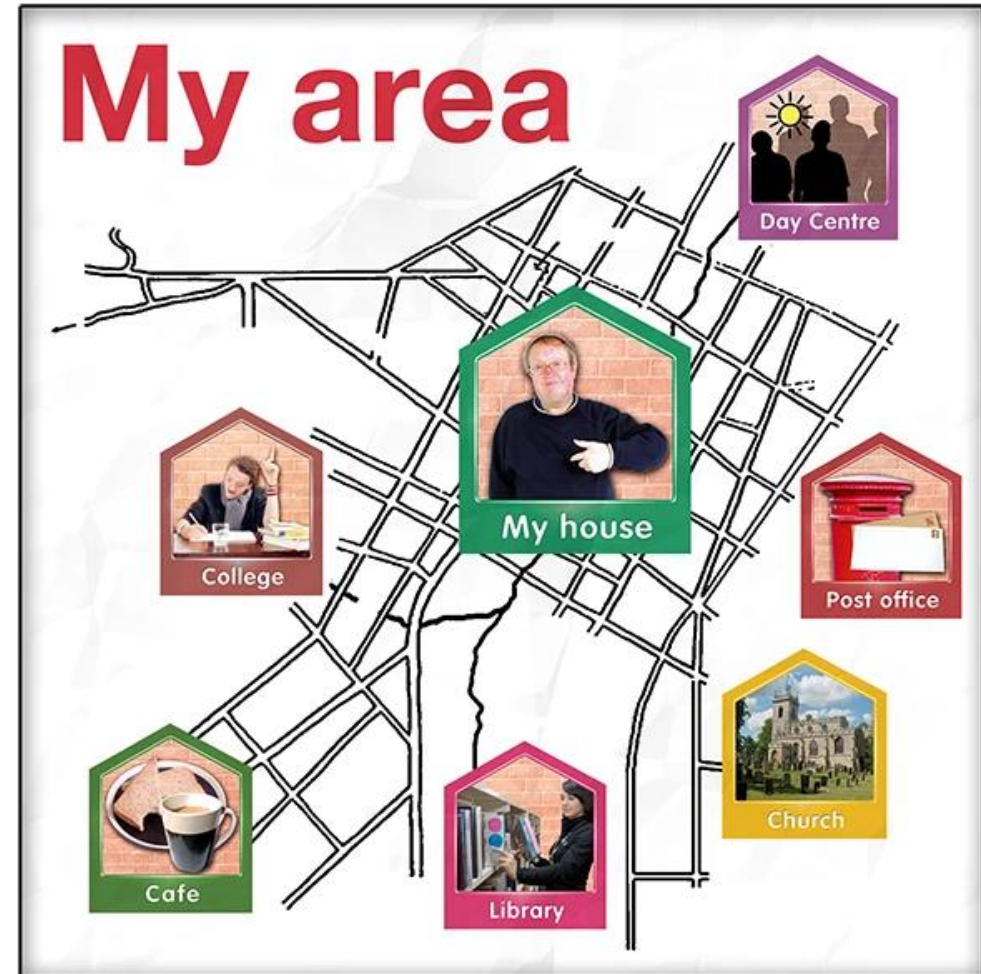
The course that switches you onto politics
and creates leaders for the future



What services do you use locally?

Shout out

- Social services
- Transport
- Other council services
- Emergency services
- Third sector



How can you influence services?

Cardiff and Vale University
Health Board

- [Feedback forms](#)
- [Regional partnerships](#)
- [Board members](#)

Citizens Panels

- [North Wales Citizens Panel](#)



Co-Production

- Presentation on co-production



How to give constructive feedback

Shout out

- When someone gives you a compliment how do you feel?
- Answers on flipchart



How to give constructive feedback

- Shout out
- When someone says you did something wrong or could do better how do better
- How do you feel?
- Answers on flipchart



How to give constructive feedback

In pairs

- When you are told you have done something wrong or could do better
- What would make it less hurtful?
- Less difficult to listen to?
- Feedback to the group



How to give constructive feedback

- There are ways of giving feedback without giving offense
- Giving constructive feedback can lead to working together to create better services



How to give constructive feedback

- Be specific
- Do not be personal
- Offer alternative solutions
- Recognise the good as well as the bad
- Be a private as possible



How to give constructive feedback

Think about

Are you in
a public or
private
place



Who you are
talking about -
an individual
or organisation

The
words
you use

The
volume of
your
voice

Your body
language

The tone
of your
voice

How to give constructive feedback

In pairs

- Practicing giving constructive feedback
- Use the cue cards to help you
or
- Think of a situation where you have or could have given constructive feedback



Feedback

It would be great to hear from you

Please let us know how useful you found this training and send any other comments to:



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