



We would be grateful for any feedback from you about the following Course

Evaluation Questionnaire

The aim of the course is to identify, discuss and develop the range of 'judicial' style skills, values and competences for tribunal members and other similar decision makers

1. Did the course meet its aims?

Fully	Substantially	In part	Not at all
7	4		

2. We aimed to associate the skills, knowledge and values of the wider judicial profession with those needed by members of Guernsey tribunals and other decision makers. Did we achieve this?

Fully	Substantially	In part	Not at all
7	4		

Comments:

- The tribunals span a very wide range of issues from tree growth to mental health so difficult
- This is not in any way, to fault the trainers! Substantially tailoring this course to the peculiarities of Guernsey is a massive compliment. Inevitably, certain niceties are missed.
- I was aware of the aims of the course until I read the evaluation questionnaire
- The range of skills used in the other hearings can be transferred to most hearing
- Good mix of references to various tribunal types
- The fact that we are part of the judicial process was made clear
- If we now go home and do the extra reading for ourselves

3. We aimed to identify, explore and develop the range of communication and questioning skills necessary for hearings and decision making. Did we achieve this?

Fully 6	Substantially 5	In part	Not at all
Comments: - I would have liked to discuss non-verbal communication a bit more and also how to get the best out of a witness. We heard fine examples of this briefly and merited further exploration - Some more practical demonstrations would have been helpful - Good structure and tools discussed - This area really assisted me and was very helpful			

4. We aimed to explore case management powers and the skills associated with their effective use. Did we achieve this?

Fully 7	Substantially 3	In part 1	Not at all
Comments: - "We always do it this way" is not good enough. Thank you for pointing different ways out to us - reminded me of need for good effective notes, and importance of preparation. Emphasised the importance of case management both before and during the hearing - Plan to integrate several parts into our tribunal process going forward - We didn't really explore the sort of powers available			

5. We aimed to consider the users' perspective of tribunal and panel decision making and to explore how users can be best prepared for their engagement with such bodies. Did we achieve this?

Fully	Substantially	In part	Not at all
8	2	1	
<p>Comments:</p> <ul style="list-style-type: none"> - Powerfully - To see ourselves as others see us - The need to understand the users' perspective of tribunals was discussed often - Again will integrate ideas here going forward especially preparing applicants as best we can - This drew to my attention. The impatience of unkindly to the vex and also the need to help them as much as possible for access to justice and after hearing - Although I feel however hard you try, you cannot allay appellants or witnesses' qualms fully - I'm not sure that this was fully addressed. Emphasis was placed on the lay person which is of course but one facet of those attending tribunals. It would, I think, be beneficial to consider how advocates (small a) might also be dealt with - The waste regulation tribunal functions are almost exclusively serving waste companies rather than individuals. Obviously users will be individuals representing their business but are likely to be supported by advocates 			

6. We aimed to identify good practice concerning introductions to hearings, and the skills to deal with unexpected interruptions during hearings. Did we achieve this?

Fully	Substantially	In part	Not at all
8	3		
<p>Comments:</p> <ul style="list-style-type: none"> - More discussion on dealing with interruption the actual skills to overcome this - Yes – I wish I could have found my notes when preparing my introduction! - Thought this was very helpful especially the questions/scenarios for discussion - Very helpful - The case study and role play was very good 			

7. We aimed to consider issues surrounding the nature and quality of evidence, and also to reflect on the skills necessary for the good conduct of a hearing. Did we achieve this?

Fully 9	Substantially 2	In part	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - The differing results from groups is I believe an – indicator of the way that the evidence was presented - Key message I picked up - Excellent - There needs to be consideration of technology needed to deliver the homework - This brought out to me the absolute importance of the evidence relaying it all and making very good and structured notes during the evidence given - 7 C's duly copied into notebook - Useful reminder 			

8. We aimed to provide delegates with the opportunity to discuss the skills of good team working within the context of decision making. Did we achieve this?

Fully 9	Substantially 2	In part	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - Possibly more emphasis on self-awareness and reflective practice would be useful. Or perhaps making reference to transactional analysis - ability to share reasoning with other delegates extremely useful - Really liked William's experience re background knowledge of team's values - Again, there is no criticism here. It is, I think, almost impossible to deal, theoretically with team working in decision making. There was no real opportunity to put the <u>decision making</u> (other than the tribunal) as the team into practice - Most people appreciate the benefit of teamwork in theory – the practice is more difficult - We certainly had the opportunity and this will be useful in practice 			

9. We aimed to provide delegates with the opportunity to experience elements of a hearing of the Parochial Appeals Tribunal through a role play and thereby to identify the challenges of working as a decision maker. Did we achieve this?

Fully 11	Substantially	In part	Not at all
<p>Comments</p> <ul style="list-style-type: none"> - This showed me how challenging participating on a tribunal work is - The first role play workshop I've enjoyed - It was very useful to understand some of the challenges for Lisette and the states of Guernsey in this context - Completely - Seeing in role extremely useful and appreciated the feedback - I would only say that in some ways I found the evidence (and so note taking and so on) a little simple. I would have preferred a slightly more difficult challenge in this regard - I am use to exercises and role play and living in an imaginary scenario with dates and timings in the past or future. Some of my team mates found it harder to play - Very useful exercise 			

10. We aimed to provide delegates with the opportunity to make and write a reasoned decision and to reflect on the skills necessary for this task. Did we achieve this?

Fully 8	Substantially 2	In part 1	Not at all
<p>Comments:</p> <ul style="list-style-type: none"> - Good example and practice - This demonstrated to me how difficult this is - This was a difficult task for colleagues not used to report writing. More time was needed as one told me they got up at 4am to complete - Excellent - I didn't keep to 4 sides of A4 as the template was 7 pages long, but I did stick to that! - Yes, worthwhile exercise. More challenging than I had expected - Possible one to one discussions on points raised (and missed) in the decision writing would be helpful - The comments on the decision will decide this 			

11. Was there any aspect of the course that worked particularly well? How could the course be improved for future delivery?

- Introduction by the participants would have helped so we all know who was attending in what capacity. A two-day course might work better for those employed. There is always room to improve, learning is an ongoing process
- Breaking into small groups to allow active participation worked well
- The role play was excellent. Would have benefitted from more time to review the papers beforehand
- On the first day we had short scenarios to discuss and that was particularly useful to get us to interact and problem solve. We could do more of that! See question 10 as I couldn't do 4 sides!
- Role play and decision writing work very well
- More focus and fewer anecdotes. They are interesting but must also be relevant and useful
- Having been to many workshops over the years I'm happy to say this is one of the best and most enjoyable
- Use of a flip chart. Writing small to see from a distance
- I shall un-anonymise this in order that if need be, further feedback can be garnered in relation to the four comments set out above! Thank you for an excellent course!
- The evidence part and the writing of the decision worked very well for me. It also reminded me of the importance of missing the prospect and procedure for the applicant and the tribunal and all members of the tribunals. More advise on how to take good notes during the evidence – may be helpful.

Thank you for completing this questionnaire.