



Summary Report

To: 2018 Committee Chairs Workshop Participants
From: Advisory Committee on Volunteers (ACV)
Date: February 12, 2019
Subject: 2018 Committee Chairs Workshop Feedback Summary
Cc: Committee Advisors, Committee Chairs and Vice Chairs, PEO Council

The Advisory Committee on Volunteers (ACV) facilitated the tenth annual Committee Chairs Workshop on October 26, 2018 at the PEO Offices, that was attended by 13 Councilors, 30 Committee / Task Force representatives and 14 staff.

Change management specialist Gregg Brown, M.Sc., CTDP, PMP (www.nsb.com/speakers/gregg-brown/) returned to facilitate the workshop, *Getting the Most out of Our Volunteer Teams*, which featured discussions on inter-committee collaboration, dealing with difficult people and volunteer performance evaluation. Prior to the workshop, attendees were given an online [questionnaire](#) to determine their profile.

At the workshop, Brown re-introduced workshop attendees to the DiSC model of working and behavioural approaches, which attempts to describe people's various work styles in four broad categories: dominance, influence, steadiness and conscientiousness (DiSC). Participants discovered how to capitalize on their particular motivators in a way that makes the entire team more energized, dynamic, and successful. Brown used the DiSC framework to address three of the most common volunteer team challenges: dealing with conflict, collaboration and coaching to engage and improve performance. Participants learned simple and intuitive ways to make lasting improvements in a team's effectiveness. At the end of the workshop, all participants were asked to complete a Feedback Form.

The feedback received from 32 volunteers and staff was very positive; and 97% of the participants identified that their expectations for the workshop were met. Many noted that the group discussions and educational videos were the best and most useful elements of the workshop. Participants were also asked to identify three takeaways that they would bring back to their respective committee / task force. Among others, understanding and recognizing various personality styles and learning to adapt leadership styles to ensure inclusivity of all members were the most frequently identified takeaways. The ACV is



planning to conduct a short online survey in early May, to find out how these takeaways have been implemented by the workshop participants.

Further suggestions can be forwarded to acv@peo.on.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean P. McCann". The signature is fluid and cursive, with a large initial "S" and "M".

Sean P. McCann, M.A.Sc., FEC, P.Eng.
Chair - Advisory Committee on Volunteers

Encl.: Appendix A – Feedback Summary (excerpt)



APPENDIX A

FEEDBACK SUMMARY [excerpt]

2018 Committee Chairs Workshop Participants:	
Councillors	13
Chairs / Vice Chairs / members	30
Staff	14

Total number attended: 57

Total feedback forms submitted: 32

The participants were asked to rate the aspects of the Workshop on a scale of **1 (low/ poor)** to **5 (high/excellent)**. For each item of the Workshop Agenda they had to consider both its appropriateness for inclusion in the program, and the quality of its execution.

Agenda Items/ Presenters	Appropriateness					Quality of Execution				
	1	2	3	4	5	1	2	3	4	5
1. Welcome & Introduction [Lisa Lovery]				17%	83%				33%	67%
2. 2017 Review [Gregg Brown]		3%	3%	19%	75%		3%		23%	74%
3. Dealing with Challenging Situations (case studies) [Gregg Brown / All]				25%	75%			3%	26%	71%
4. Case Studies – Report Back [All (groups)]		3%	6%	35%	56%		3%	3%	55%	39%
5. Getting the Most out of Our Volunteer Teams (team collaboration activity) [All]				31%	69%			10%	25%	65%
6. Coaching to Engage and Improve Performance [Gregg Brown/All]				31%	69%			13%	32%	55%
7. Small Group Debrief [All (groups)]				39%	61%			11%	33%	56%
8. Summary & Wrap-up				21%	79%				26%	74%
9. Meal service			4%	25%	71%				37%	63%
10. Thursday reception and dinner, if attended				22%	78%				25%	75%
10. Visual Aids & Materials to support the Workshop				22%	78%			4%	18%	78%
Average percentage of top scores:	98.3%					95.4%				

Note: A normal distribution of data was assumed to analyze and consolidate the results.

Question #10. Were your expectations for this workshop met?

Yes 97%

No 3%