

WORKSHOP REACTION

Thorntons: Store Managers' Workshop One

Key: 1 = Significant Change Needed 2 = Changes Needed 3 = Good Standard 4 = High Standard

1. How do you rate the standard of	
a. Workshop content	3.44
Comments to explain 1s & 2s ... <ul style="list-style-type: none"> • sometimes found overloaded but loved it • good content however felt it was very repetitive • excellent - can use it immediately • slower pace to hold my attention (2 scored) • learnt lots of very useful key new skills • fabulous - very engaging • very intense and helpful • morning session too repetitive • hard going in the morning, but all clicked together in the afternoon • useful info that I can use back in store - bit full on in the morning, fell in to place in the pm • This is an excellent tool for taking back into store and rolling out to AMs and team 	
e. Style of workshop delivery	3.36
Comments to explain 1s & 2s ... <ul style="list-style-type: none"> • sometimes found overloaded but loved it • informal makes me more comfortable • sorry but I couldn't see everything • very enthusiastic and fun - had a laugh along the way too • little confusion on what to do sometimes but v good • not my style but understand why - i.e. keep moving to flip charts • although some of us had to travel, so could have done with a bit more down time (although I didn't feel tired) • being on my feet and moving has kept me more alert • very enjoyable and entertaining 	
f. Materials used (posters, videos etc.)	3.02
Comments to explain 1s & 2s ... <ul style="list-style-type: none"> • not very engaging didn't look at what's on the wall • need to come more professional - like the workshop • almost too much to look at • very touching and made us think more. It was a great idea to include • posters all over walls but not many comments made about them • didn't use all the materials on the walls • cards were good 3 card video - didn't use or notice wall props much • didn't see/use all the posters on the wall - the cards were good • excellent 	
h. How do you value this approach Vs. previous training approaches that you've received?	3.52
Comments to explain 1s & 2s ... <ul style="list-style-type: none"> • fantastic!!!! • good movement round room • like the fact not sat down - real play too long • It will be able to help improve my work • this can be taken back and used effectively • very valuable and easy to remember • needs to be more challenging • good team work! Although personally I benefit from smaller groups • too big a group to make most of training • excellent - will come to some good results with the team in store 	
2. How has your understanding of your role changed as a result of the workshop?	

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Specific/Right questions - business driven

Let staff set their goals and priorities as opposed to directing myself. Allowing them to develop and motivate themselves.

I need to be more challenging with the team and encouraging them to come up with goals and achieve.

My role hasn't changed however how I perform my role will change I will definitely listen more and ask questions.

My understanding of how to get ore by using State of Play

Yes I will let my staff set their goals and priorities rather than set them myself - allowing them to develop and push themselves.

I need to listen more and let people think of their own individual goals.

More empowerment and effective for my business

By understanding my self and my effect on others

More aware of my responsibility to develop my team to achieve more than they believe they can - Ask the right questions which will give you a better result than you expected

My role has changed well my outlook into how I see people has changed

It has mad me think more and how to approach my team differently

It will help me improve my style of management

This will change my day to day running of the store

My understanding of the process has greatly improved. I have discovered new structures to help my staff prioritise and achieve goals.

Coach and motivate rather than dictate

I like structure, the question style is much more suited to how I can engage and get all the answers I need in a thorough way

Shifting focus - by empowering my team to take control

Totally - my approach to team members will be planned better. I will get better results for the business by the way I communicate with my team

It made me realise that following these easy steps can actually make a lot of change in my day to day activity in the store

It has given me a different understanding to use as well as using existing skills, especially the State of Play

Yes - this will be a great tool for me to take back to use upon myself in some instances and has given me a great tool to help and use on my staff

To be more open minded - listen more and ask more questions

My role hasn't changed, but how I perform it might

Yes - I now will use the colour preferences to communicate with my time - my role hasn't changed but how I do my role has improved

By using the State of Play I will get more from my team

My role remains unchanged however may take more time to reflect for me

I have needed to thin before I speak to my staff - become more self aware

Re-enforced beliefs and working knowledge and gave me food for thought on how I interact with others and how I impact on other people

Helped me understand more structured techniques to take back to my team - helping me to achieve a more consistent management style

It's made me think about how my team could be developed further in a more structured way and be able to change my way of thinking and theirs

Lots to take back to store and skills to practise with my team - has made me look at how I ask my team what they are looking for in their roles which previously been more focused on store results not individuals

Yes - interactive concept ensures you are engaged and take on more information which increases the likelihood of personal change

Asking more from team and what they want from their role

It has mad me think in a different way about how to manage my team and to focus more on the way I maybe am with people and the behaviours I use. I need to focus more on looking after my staff and their needs.

Made me more aware of my own behaviours and how it affects other people - how to affect other people's behaviours.

My mindset is influencing others - my brain can process 1 million things but only a few are processed.

I know what I need to go back to my store and achieve/change - needs to think more, focus on all my team's opinions, use new tools given to improve my business

To get the best of my team - need to change my approach and question team on how they will do things rather than telling them how to do it.

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2. How has your understanding of your role changed as a result of the workshop? continued

Just to talk and listen to people more before making judgement and decisions.
 I know what I need to achieve and how to be more open minded - pinning down - priorities
 I know what I need to achieve and how to be more open minded - pinning down - priorities
 Clarity on my expectations and more help as to what I need to achieve and how I can achieve it
 It only takes 5 mins to potentially get a whole lot more back
 More relaxed approach and open minded - more focus on what I need to achieve with my team. Took away some great new tools
 It has given me a much more comprehensive and structured approach to managing and training my team to get the best of them. Being able to look at myself and how I approach everything.

3. What are you committing to do differently as a result of today's workshop?

ACTIONS	PLEASE GIVE A BRIEF EXPLANATION OF THE SIGNIFICANCE OF THESE ACTIONS TO YOUR ROLE
State of Play	Communication
A BMI	Training targeted
NEW	This was fab - the way forward
Use pre-call check	Check mindset before speaking
State of Play	Let staff set priorities and goals
NEW model	Achieve what you thought was originally unachievable
Challenge AM more	Get her to pinpoint goals and priorities instead of leaving her to it
Build confidence of level 6	Challenge them more and ask for specifics
Use State of Play	Use it to be challenging every day and get best from team
State of Play	I will use this with my assistant manager to make her think about what she wants and what is expected
Pre-call	To adapt to your audience
State of Play	To ask them the right questions
Pre-call check	To make sure I'm in the right frame of mind and state
State of Play	Make them responsible and challenge
Meetings	More 1-to-1 meetings with individuals - listen more - be more open minded - be more consistent - make the way specific to my staff
Coaching, Pre-call check, State of Play, Roving Focus, Mindsets	Implementing in store to make my team and store more effective
State of Play	Need to see more what is going on
BMI	Think what I need to achieve with whom
BMI	This pre-call check will make sure I communicate in the right way to individuals in my team
State of Play	Asking the right question to get better results
	Can't really comment as I'm going into a new store and do not know what I will do differently until I start managing the store!
Pre-Call check	Think about what I am going to say
State of Play	Discuss issues etc with AM
A BMI	Get the best result out of this and use this to progress and improve things
Use Coaching	GROW model
State of Play	This with above to get more out of team
Pre-Call Check	Think about my audience
State of Play	Going into store and changing the way of coaching
Restructure questions	Offer a understanding from staff
Set staff priorities	Create clear understanding
Coach	Better teamwork - better delegation
Pre-Call check	Think and get in the right mood
Evaluate my mindset	I will aim to be positive and focus on what I can change not what I can't

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State of Play	To talk to my team and get clear directions of goals - this will empower them and push ownership onto them to strive for their own personal goals too
Pre-Call Check	To make myself stop and consider my team members
State of Play	To empower my team and make us all more successful
	Loved State of Play - will implement for individuals and for team when appropriate to empower and develop at their own pace
Approach	How to approach my staff in a different way
Delegate	How to assign task to make them put their soul in what they do
Motivate	Be a good motivator
Reflect before approach	Pre-check
Listen by repeating	Will help me take it all in
Use all 12 questions in certain circumstances	Depending on circumstance use 12 point approach when appropriate
To help structure staff	Using State of Play + BMI
To look at self	Using State of Play + BMI
Teach my AM	All I have learnt
People	Understand people
State of Play	Listen
Audience	Acknowledge how different audiences can be
Roving focus	Cover as many in conversation
Treat everyone how they want to be treated	I will get the most out of them
Pre-Call	To adapt
State of Play	To ask specific questions
State of Play in team	Structure and discipline to team and a chance to link coaching and training to team members as the opportunity presents itself
Use State of Play	Get the best out of communicating with my team
To Action	Pre-call checks
To utilise	State of Play questions
Listen	More actively and affirm more
Understand	A BMI and think of individuals more
State of Play	Allow me to use a structured technique to gain information from my team and a tool to challenge more
Pre-Call Check	Thinking before I speak or act with the team
State of Play	It will challenge myself and the team - "change is good"
Change my approach to my team (A BMI)	AM - feel by using A BMI I can gain better results and she can benefit from using A BMI on the staff
Use State of Play	A better understanding of my assistant manager/team/customers
Effectively question	Enhance understanding
Understand coaching methods	Be a better leader
Listen	Don't dominate role/task distribution - others had valid points
Use state of Play on team	Involve the team more and give them more empowerment - increase motivation and help increase sales - become a better manager
Use State of Play	To use this on my team to be able to gauge and find out what their priorities are
Pre-Call Check	To think about the person I am talking to and what my behaviours are
Mindset	Work out what mindset I am in
Listen better	Slow down and actually hear what others are saying
Pre-Call check	Consider my actions and pre-plan
Recognise others behaviours	
	Practise pre-call check, listen and repeat back
	Listen more, value other people's opinions, adapt my style to meet other people's learning styles
State of Play	To use this to challenge my team better and to really think of what I need to do to achieve the goal

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Pre-call check	To take time to think of what would be the best way of dealing with different people for different situations
Listen	Take more time to connect with staff - and Reg Manager
Pre-Call Check	Listen to my team - prompt self belief, State of Play - mindset in belief
Pre-Call Check	Think clearly before action - consider individuals
State of Play	Probing mindset - challenging expectations
Talk to all	Spend time to talk, ask questions and listen
Pre-Check	More awareness, take time to think and compose
	Listen more, delegate more, cater to other team members' needs more
State of Play, A GMI, Goals	I feel they're all interlinked and I will be able to use these as a structure to provide a consistent approach to developing my team to have a more cohesive team and provide great customer service, improving £s

4. If you were publicising this workshop to others how would you summarise it for them?

Time for change!! Quite brilliant!!! Need to find formula to implement.
 Fresh way of looking at things - improving how you already work every day
 It's very insightful. Makes you think about yourself and others. What you can do to help others move forward
 You walk away with a lot of worthwhile actions to take back and use daily
 You learn a lot and it will make you think about your staff and how you speak to and challenge them
 Active and fun way to learn about the perfect ways of communication
 Good for development of yourself and your business to move you forward to the next level - opens your eyes to new things
 Worth doing - opens your eyes
 Gets you to think about how to engage with others, be they customers or colleagues, in such a way to get better results
 You must go - it will open your mind
 Go with an open mind and you will learn new skills
 Great fun and take a lot back from it
 A clear and factual approach to understanding ways of prioritising and expanding communication for myself and my team
 Not your typical lesson time - interactive and fun
 Energising, fun workshop which I found appealed to my energy levels, helped me understand that I can have a structured conversation with people and get clear goals from it
 Got to go it's too good to miss. Thank you it was brilliant!
 Amazing. DO NOT MISS @ any cost!!! Good work guys - keep it up :)
 Energetic, fun, mind-thinking
 Fun filled teaching day with fab results when used
 In depth, beneficial, eye opening
 Very informative, lots to do, and take in, good day
 Energetic, interesting, fulfilling and opened my mind - gave me structure to my day and will give better interaction with my team
 Very helpful, fun and interactive
 Just enjoy the interaction of others and get to know more - have an open mind people
 Go with an open mind. Participate as much as you can. Relax and enjoy. Stay focused.
 Be open minded, stay focused and don't be afraid to participate. Ask questions and listen. Lots to think about but thank you.
 Very active! Don't panic - it all comes together in the end.
 Engaging, interactive, intense
 A full-on, but worthwhile course to help self and team
 Insightful, fun
 Interesting - enjoy the day - take what you need from it
 Really good and interesting workshop
 Really useful - a lot to take in at first but once you put in to practise you can see the benefits
 Good - thought processing - gets you thinking

Lively, entertaining, gets you moving and thinking
 Try it, it's been very valuable to me personally. Take time to digest it and then put into action
 I would say to come into it with an open mind, don't be afraid to ask questions, get involved as you will only get out what you put in and be honest. A definite must to take part and develop yourself - be selfish!