

**EVALUATION OF BFSW  
ORIENTATION WORKSHOP**

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## ORIENTATION WORKSHOP EVALUATION

### 1. Introduction

This document summarizes the results of an evaluation of the Band Family Services Orientation workshop. The workshop was held on December 15-17, 1992, in the Pelican Room of the Sunset Hotel in Sioux Lookout.

The evaluation was conducted through a self-administered questionnaire distributed to all participants, 15 minutes before the end of the workshop. Fifteen people completed the questionnaire. Daily meetings by the Action Group also contributed to the on-going evaluation of the workshop.

The following analysis consists of a numerical reporting of the results. Also, all written answers are provided in the participants own words.

### 2. Training Facilities

Special steps were taken to secure a large, spacious room for training in the Sunset Inn. People sat in a "u-shaped" pattern facing the facilitators and speakers. Small group discussions took place at round tables.

All persons said that they were satisfied with the training facilities, including training room, temperature, comfort, and table arrangements. One person commented on the quietness of the environment.

### 3. Workshop Organization

The over-all planning for the workshop was done by the Action Group over two planning meetings. Careful attention was give to covering the needed topic areas in a way that was interesting and well-organized. Extensive participation by Tikinagan staff and Action Group members was planned.

The reactions to the workshop organization was quite positive. Thirteen of fourteen people said that the workshop was well organized. One answered "1/2 and 1/2", suggesting that the workshop only partly met his or her expectations. One person did not answer.

People "particularly liked" ...

" Moving right along "

" Frank Maidman allowed participants to put their ideas.."

" All the subjects "

" Presentations and group work "

" I liked the time schedule "

A few positive comments were made about the facilitating and the learning atmosphere of the workshop:

"I found it informative, and the facilitator and participants respected each other. There was an easy give and take"

"Facilitator Frank Maidman is taking time to ensure that participants understand the topic. This gives the participants an opportunity to share their ideas. The workshop is for participants, not the Facilitator."

"It was nice to meet other BFSWs from other communities...very friendly"

On a more critical note, two people said that future workshops would be improved by people being on time. Another person suggested that every effort should be made to keep on topic. One person complained that "smoking should be allowed!"

At the end of the first day, the workshop had fallen slightly behind in the agenda. The Action Group discussed this at their daily meeting, and corrective actions were taken. By the end of the final day, every topic had been covered.

#### 4. Clarity Concerning Tikinagan

One of the findings from the recent BFSW evaluation was that people do not adequately understand the mandate and services of Tikinagan. This workshop gave considerable attention to this issue, by asking several members of Tikinagan's management and staff to talk about the over-all mandate and services.

The evaluation results suggest that considerable progress was achieved in clarifying Tikinagan's functions. Eleven out of the fifteen persons submitting questionnaires indicated that they were now "clear" about Tikinagan's mandate, organization, and services.

Those three people who were still unclear made the following comments:

"I would like to know who is in a position of Family Counselling in our area"

"Need more information on customary care"

"[Need] Job descriptions"

"[Need] Policy and procedures book"

#### 5. Understanding of the BFSW Program

Last year's evaluation project also revealed that Band Family Service Workers were not fully aware of the scope of the program. Many had not received orientation. As one participant in this workshop said:

"When I first started, I did not have a job description or what my job expectations were"

The workshop included a full day on the subject of program goals and services. Each topic was presented by a member of the Action Group. These presentations included John Fox's distribution and discussion of preliminary assessment tools and case note guidelines.

The evaluation results of this workshop evaluation were positive. Thirteen workshop participants expressed a clear understanding of the BFSW program. A few requested additional information, including:

.The link between the program and Tikinagan

.A job description

## 6. Long-Range Plans for Training

For the last several months, the BFSW Action Group has been planning a long-range in-service training program. A written first draft of the program was circulated to all BFSW staff in late October, and again during this workshop. A full day was spent discussing the draft and encouraging peoples' response and suggestions for modification. Several ideas came forth, and these will be incorporated.

The workshop evaluation inquired into participants' understanding and agreement with the training plan. On both counts, the evaluation results were very encouraging. Fourteen of the fifteen participants who submitted an evaluation said that they both understood and agreed with the training plan. One person summed up the feelings of the group:

"I believe everyone pretty well understood the training plan, and are ready to learn more. I know I am."

A few people suggested that a translation of the training plan should be done.

## 7. Translation

Not all Band Family Service Workers are sufficiently skilled in the English language to follow the technical material in a workshop such as this. For this reason, arrangements were made for on-going translation. Tikinagan's staff translator, Josh Hudson, played an important role in the workshop, taking on the bulk of the translation duties. In some cases, participants contributed their own translation. In general, the process went quite well.

The workshop evaluation suggested that some people would like alternative arrangements for translation. The issue has nothing to do with the quality of translation, for it was done very well. Rather, those people who not need translation, find that the process adds considerable time to the workshop. Also, these people also find that translation affects concentration. To quote:

"Is there a system in translating? The concentration breaks when we all have to stop for translations, and a lot more could be accomplished without interruptions like that. We need to follow the time-table."

"Translation took too much time. Should get proper equipment."



## 8. Summary and Recommendations

From the evidence examined in this report, the over-all implementation and impact of the orientation workshop seemed quite positive. Participants were generally pleased with the arrangements for facilities, and the over-all comfort and atmosphere for learning. Nearly everyone expressed enthusiasm for the organization of the workshop and the learning opportunities.

From all accounts, the goals of the workshop were achieved. People expressed a greater sense of understanding of Tikinagan and the BFSW program itself, much more so than during last year's program evaluation. The training plan was fully endorsed and, with a few additions and deletions, is ready to circulate for funding.

The workshop evaluation surfaced a number of critical comments, all of which are very helpful in the gradual development of serious training arrangements. It is recommended that the BFSW Liaison Worker consider the following recommendations:

1. Given the success of this workshop, it is recommended that the Action Committee be maintained as a planning group for all workshops. As well, the members should be utilized as resource people during the workshop, such that the BFSW Program gradually develops its own training capability.
2. To respond to some of the translation issues raised, alternative arrangements should be made for future workshops. For example, simultaneous translation could be provided for those requiring such as service.
3. The issue of starting on time should be raised at the next workshop, such that a commitment to punctuality and following the time plans for the agenda be maintained.
4. Follow-up written information on Tikinagan's mandate, organization, job descriptions, and services should be circulated to all BFSW staff. Similar efforts should be made with the description of the BFSW materials. This will be particularly valuable for those who did not attend the workshop. Such materials should be organized into a single attractive package for safe-keeping in each office. Translations should be provided.
5. Future facilitators should be encouraged to maintain a realistic

pace during the workshop, and be particularly attentive to how participants respond to the pace. As well, facilitators should organize workshops to allow full participation.