



"To Encourage, Restore and Plant"

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Housing & Development Board
Arrows with Soul™ 2-day Multi-Generational Workforce Synergy for Self & Team
Flourish Workshop
Compiled from 23-24 Mar & 28-29 Mar 2011 at HDB Learning Centre

Summarised Evaluation Feedback

- 44 attended this batch of training, and 44 feedback forms were received.

Below is the summarized feedback from participants **after** the workshop:

- 96% are aware of the New Economy skills and attitudes.
- 98% of them have skills and knowledge to be a multi-generational leader.
- 100% felt motivated to change the way they work and lead others.
- 96% felt inspired to bridge the generation gap.
- 86% felt equipped for serenity and calm despite intergenerational conflict.
- 98% felt motivated to identify their strengths and leverage it to lead effectively.
- 98% felt positive about other generations and the opportunities that can come when working with them.
- 100% were encouraged to improve relationships (work and personal).
- 96% have the confidence to overcome obstacles to achieve the quality of work that I want.
- 98% felt that the workshop can help their company and colleagues to increase productivity and effectiveness.

Below are their comments made on how they feel about the workshop (quoted ad-verbatim i.e. word for word):

- A must for HOS and HON appointments in HDB
- Excellent. Learnt a lot how different generations can work harmoniously and effectively. It also gives me a lot of insights
- Provide good insights to characteristics/ethos of the different generation and their behavioral traits
- Useful course at work and home, where we can apply when we lead project team, understand my colleagues better
- This workshop is very useful to understand Gen X, Gen Y and Baby Boomers in general, so that the strengths of all can be harnessed.
- Good to understand the strengths & weaknesses of the different generations and how to leverage on them

- It gives a good insight of diverse traits of X, Y & Baby Boomers. It helps to refocus core values which are important to our life @ work and family.
- It is a good course which I learn to understand the needs and motivation of the different groups/generation of staff
- Interesting and a lot to learn
- Good and useful
- Very interactive and engaging
- Need to share more on how to deal not just with Gen Y, but also other generalizations
- Very insightful. Impt the emphasize that we should not generalize each generation
- Perfect. Good understanding of each Gen needs.
- Very interesting and is able to meet my objectives
- Very insightful. Will appreciate more case examples.
- Eye-opening and able to sustain interest over the duration
- Informative. Educational.
- Terrific, I'm inspired.
- Excellent interaction and knowledge sharing.
- Good sharing of tips
- Very good! It has taught me to better understand the Gen Y and how to manage them for better results.
- It is very good. Gives a clear and crisp picture of the dynamics of multi-generational teams
- Very good insights about the different generations' characteristics
- Inspirational
- It is an enlightening and motivating workshop
- Useful for people to realize how we are doing in this workforce, society
- It gives me new insight and perspectives. I am enlightened.
- A very well integrated course
- I feel affirmed of my purpose/mission of my work.
- Very confident in dealing with Gen Y
- The course not only provide skills but also motivates one to do better.
- Very useful
- Very interesting!
- "Life-challenging" - challenge the way I think, my attitude towards work and life
- Excellent
- Would recommend to other HDB staff
- Interesting and captivating
- Excellent. Enjoyed the sharing.
- V good instructor
- Stories success on how BB, X and Y can work together to create huge impact for companies
- All managers who manage staff must attend

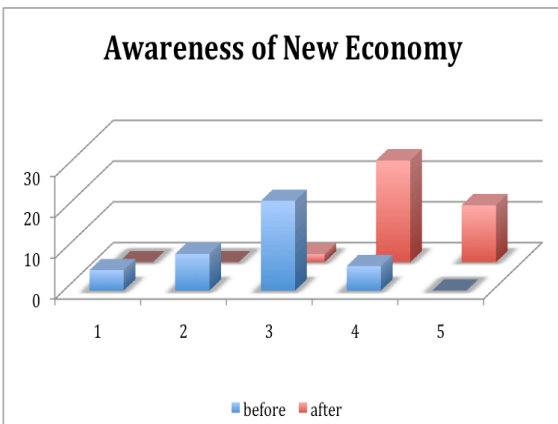
- Such workshop could be done as a unit/section.
- An excellent educator.
- Course duration a bit short
- One of the most interesting, life-challenging course I have attended. Thank you.
- Recommend that all managers attend this course

APPENDIX

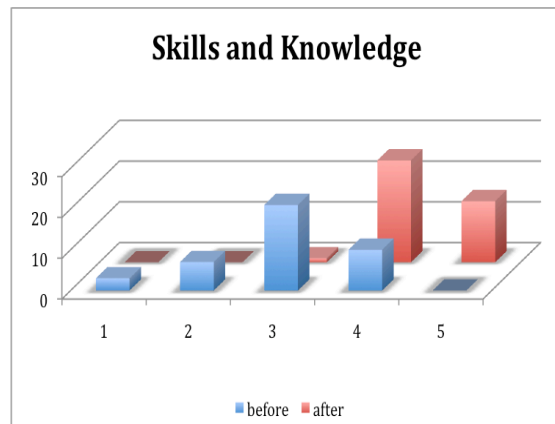
PLEASE FEEDBACK ACCORDING TO THE SCALE BELOW:

1 - Strongly Disagree 2 - Disagree 3 - No Comment 4 - Agree 5 - Strongly Agree
 1 - Very Low 2 - Low 3 - Neutral 4 - High 5 - Very High
 Blue - Before Workshop | Red - After Workshop

Q1. I have increased awareness about the new skills and attitudes essential in the New Economy.



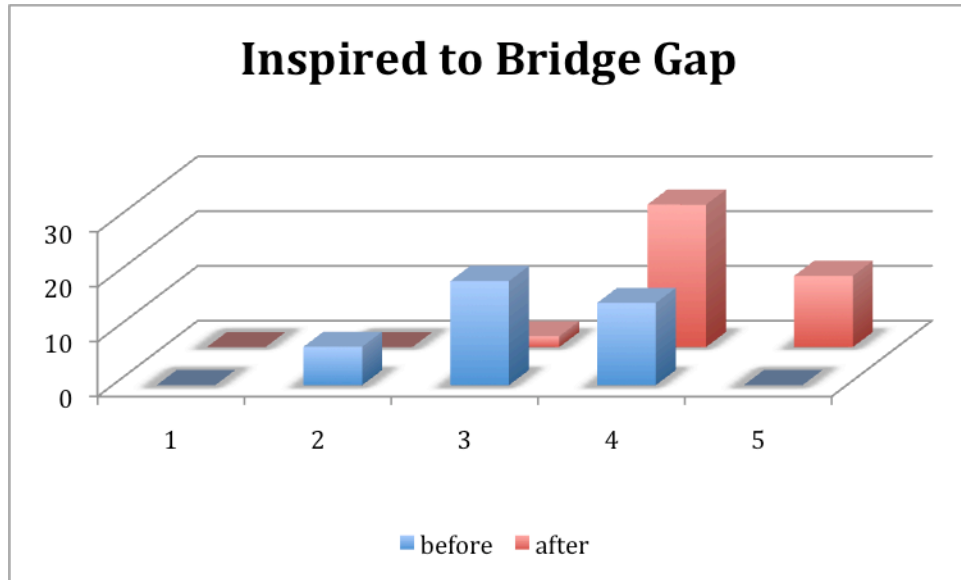
Q2. I have skills and knowledge to be a multi-generational leader.



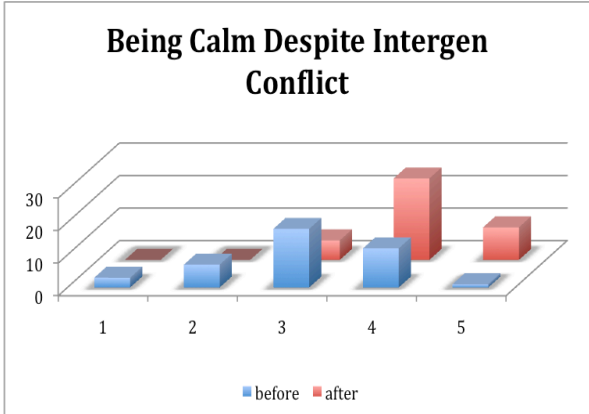
Q3. I feel motivated to change the way I work and lead others.



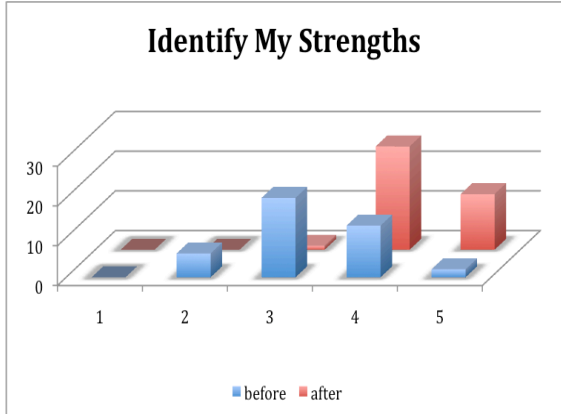
Q4. I am inspired to bridge the generation gap.



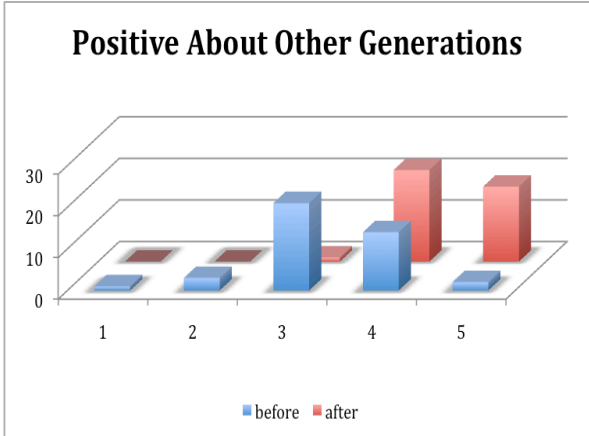
Q5. I feel equipped for serenity and calm despite intergenerational conflict.



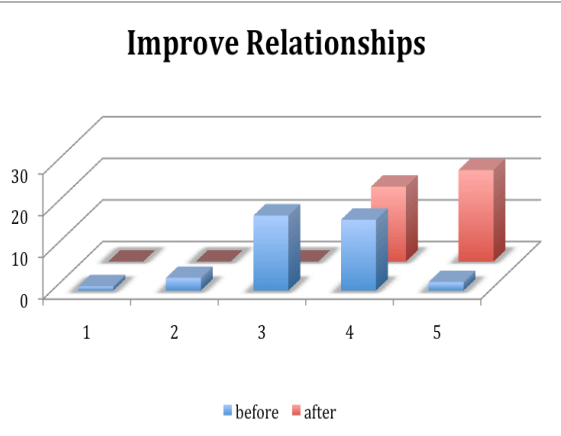
Q6. I feel motivated to identify my strengths and leverage it to lead effectively.



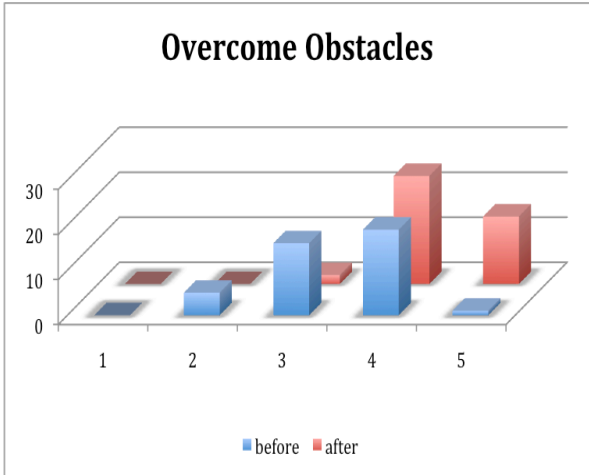
Q7. I feel positive about other generations and the opportunities that can come when working with them.



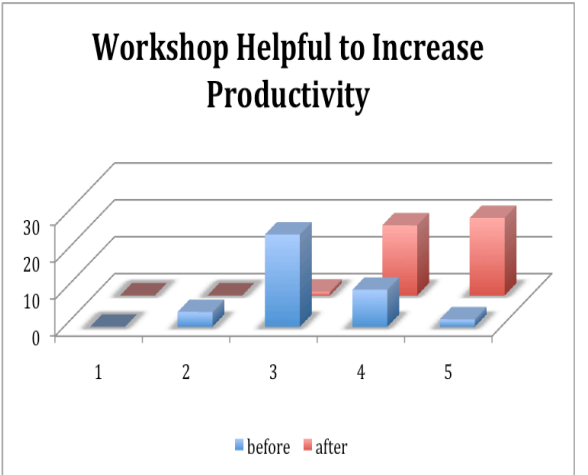
Q8. I am encouraged to improve relationships (work and personal).



Q9. I have the confidence to overcome obstacles to achieve the quality of work that I want.



Q10. I feel that the workshop can help my company and colleagues to increase productivity and effectiveness.



Q12. The Trainer's performance:

1 - NEEDS IMPROVEMENT

2 - COULD BE BETTER

3 - GOOD

4 - WELL DONE!

