



**Training Evaluation: Working and Talking with
Voices
Hebden Bridge, 1st – 4th October, 2012**

WHOLE GROUP RESPONSES: 20 Participants

QUESTION: In my view the course as a whole:	RESPONSE				
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<i>Will help me do a better job</i>	90%	10%			
<i>Taught me a lot</i>	90%	10%			
<i>Made good use of my time</i>	90%	5%	5%		
<i>Will be relevant to my work</i>	100%				
<i>Helped me learn what I needed</i>	70%	30%			
<i>Is something I would recommend to colleagues</i>	100%				
<i>Interested me</i>	95%	5%			
<i>Was easy to follow</i>	65%	40%			
<i>Made me think</i>	100%				
<i>Left me with good knowledge of the subject</i>	70%	25%	5%		

WORKER RESPONSES:**11 Participants**

QUESTION: In my view, the course as a whole:	RESPONSE				
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<i>Will help me do a better job</i>	91%	9%			
<i>Taught me a lot</i>	82%	18%			
<i>Made good use of my time</i>	91%		9%		
<i>Will be relevant to my work</i>	100%				
<i>Helped me learn what I needed</i>	73%	27%			
<i>Is something I would recommend to colleagues</i>	100%				
<i>Interested me</i>	91%	9%			
<i>Was easy to follow</i>	73%	27%			
<i>Made me think</i>	100%				
<i>Left me with good knowledge of the subject</i>	82%	9%	9%		

Voice Hearers: 7 Participants

QUESTION: In my view, the course as a whole:	RESPONSE				
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<i>Will help me cope with my voices</i>	57%	43%			
<i>Taught me a lot</i>	71%	29%			
<i>Made good use of my time</i>	57%	43%			
<i>Will be relevant to my life</i>	71%	14%	14%		
<i>Helped me learn what I needed</i>	43%	29%	29%		
<i>Is something I would recommend to other voice hearers</i>	57%	43%			
<i>Interested me</i>	43%	57%			
<i>Was easy to follow</i>	43%	43%		14%	
<i>Made me think</i>	71%	29%			
<i>Was helpful in understanding my voice hearing experience</i>	43%	57%			
<i>Will be useful in my recovery journey</i>	57%	29%	14%		
<i>Inspired me</i>	71%	29%			
<i>Made me feel hopeful</i>	57%	29%	14%		
<i>Made me feel anxious</i>	29%	57%	14%		
<i>Has provided useful skills for working with my voices</i>	57%	43%			

Voice Hearer Comments:

What Part(s) of the Session were most Helpful?

“Talks from Eleanor and Ron.”

“Voice dialoguing, but all the preparation necessary to build up to this was also very helpful. The pace contained what initially was a high degree of anxiety at the through of speaking with my voices.”

“Voice dialogue/talking with voices. Previously done voice profile, not sure about a ‘format’ construct – didn’t do that. The foundation of life story, getting to know people, then getting to know voices, then talking with them was a safe and sensible process.”

“The whole experience has been an eye opener and I hope to use the techniques on my own voices.”

“Talking about my past. Making a safe place for one of my voices to go to.”

“Meeting and sharing similar and diverse experiences with others (voice hearers and non-voice hearers). The expert training and experience of the facilitators. Learning the process of accepting the voice hearing experience and learning to open up to the communication and understanding of what we hear.”

“All in all. It was exciting and inspiring to meet Eleanor and Ron. I enjoyed working with my group, and found their support and interest a real ‘boost!’”

What Part(s) of the Session were least Helpful and/or What could have Improved it?

“Nothing I would take out. Would perhaps like an additional day to do more voice dialogue. Breaks were sometimes a bit long and could have done a bit more processing.”

“I found some of the courses a bit deep and didn’t understand all of it.”

“Sitting for long periods of time listening to and watching slide shows, videos and course tutors got very boring and made my voices angry and made me think bad things.”

“Everything has been invaluable.”

“All of it was amazing.”

Any other Comments?

“Controversial ideas, such as challenging the construct of ‘schizophrenia’ were done non-defensively and in a common sense and clinically-informed way. It’s good to work with professionals with such respect of people.”

“It’s really helped me and all the help I get is one step forward to embracing my voices and learning to live with them.”

“Thank you!”

“Thank you – life changing.”

Worker Comments:

What Part(s) of the Session were most Helpful?

“Spending a week alongside voice hearers and seeing them blossom.”

“Making sense of past events with current emotions and voices.”

“All of it!”

“Open and honest atmosphere. The feeling of equality between everyone was good, there was no pressure to have answers. It really helped me understand the similarities between hearing voices and different aspects of my personality.”

“I would say from beginning to end was wonderful.”

“Seeing talking with voices in practice. Listening to people’s life stories. The professionals involved in presenting the course.”

“Interactive sessions and live demonstrations.”

“Interactive group work and discussion; information in a structured framework to address exploration of voices.”

“Being shown what was expected, the techniques, and being able to observe experienced facilitators at work. Working with a voice hearer and learning from them and their experiences, developing trust and mutually exploring a new concept.”

“Person to person tasks in front of the entire group was helpful for me to adapt my way of working, as well as the content of the Voice Dialoguing theory for structure and ways of speaking/responding. I think something similar to this for ‘paranoia and delusions’ is very necessary!”

“Voice profiling/construct. Creating safety – not feeling the need to possess all knowledge in order to help. Importance of exploration instead of assessment/decision-making.”

“True story narratives; talking to voices demonstrations; dominant personalities and disowned selves, to discover aspects of ourselves.”

“All of it – I’ve only just qualified and have found from working in a secure service that the medical model doesn’t help the vast majority of people. This course has given me skills to emancipate myself from this prescribed way of working and hopefully allow me to empower the voice hearers I work with to empower themselves and begin the recovery process.”

“Demonstration of techniques; experiential aspects of course.”

“Practicing the techniques, demonstrations of techniques, sharing experiences in group, informal environment.”

“Demonstrations with service users. Chance to get to know each other in a laid-back and genuinely human way.”

“The initial part where the voices are identified and ways to attempt to identify the relationship between the voice hearer and the voice; voice dialoguing and indirect discussion with a voice – was fascinating!”

“Concise and simple presentation of theories; the practical demonstrations.”

“Everything – fantastic and re-ignited my former views and passions.”

What Part(s) of the Session were least Helpful and/or What could have Improved it?

“Can’ think of any.”

“None – a well-structured and well-delivered course.”

“Nothing – it was fabulous.”

“I felt that it was all relevant in content! Perhaps the volume of the DVD could have

been improved as at times it was difficult to hear.”

“Maybe more exploration of cultural contexts: Jinns / possessions / spiritual / exorcism.”

“Sometimes I felt more written information would have been good, but maybe that would have changed the feel of the group.”

“Maybe having one of the facilitators observing during the small group sessions – would be useful to offer feedback/reassurance (this is a confidence issue!).”

“First day was a bit slow, but in hindsight was also v. useful as a way of building relationships – so I see why it was needed.”

“I would like to thank the facilitators for making this content accessible and for what must be tiring research to collect, collate and present. This stuff needs to go out to ALL mental health staff, families of people who hear voices, and the wider population.”

“Quite intense all at once, equal division of theory (powerpoint) and practice (workshop).”

“Some powerpoint was a little hard to follow. Maybe shorter and clearer. Some of the language used was confusing to my client who doesn't have a huge amount of education. More use of plain English.”

“Nothing. It was all engaging and fascinating.”

“Less emphasis on life story in terms of amount of time given – more time for construct and dialogue.”

“Work around dealing with extreme emotional states, presenting during voice work, both in worker and client.”

“Longer to practice techniques with guidance, more supervision and feedback.”

“None – all amazing!”

Any other Comments?

“You three have been wonderful and inspiring. I wish you all the best to carry on such wonderful work, please keep us informed of future training opportunities.”

“Thank you!”

“I had a great time learning and exploring a very effective way of working. Great input from facilitators – very egalitarian! Great training for voice hearers and non-voice hearers.”

“A beneficial course that will empower me to practice in a new way and make a difference to someone’s life in a positive way. Surprised that it isn’t rocket science and dismay that we haven’t been working in this way for the last 100 years!”

“I have thoroughly enjoyed this course and it has helped me to consider a whole new approach to working with ALL people, not just voice hearers.”

“Excellent learning opportunity, which should be re-commissioned. Essential learning for front-line workers who work with people who hear voices.”

“Some people overwhelmed by other people’s stories.”

“Would like to use models on acute wards. I feel the narrative to be a very important way of getting to know someone. More way of talking to voices without supervision – unsure how this would work on an acute ward – but would look into getting together with Anita Brewin, Louise and Naheed to get our heads around continuing this line of work on the wards.”

“Openness and warmth of facilitators about asking questions was most valuable and acknowledgement of work in progress instead of dialogue/profiling being a “fix” for voices. Also that voices need time/space to be explored otherwise the impact cannot be changed.”

“An inspiring, useful and hopeful course. Thank you!”

“I really enjoyed this course and think the techniques will be really useful.”

“I found this genuinely inspiring and I hope it is part of a revolution in mental health/society.”

“Thank you so much. I feel that I am now more aware of myself and the people I work with. Hopefully this is another step forward we can take towards emancipation from the medical model, which is failing so many people who need compassion and understanding.”

“Facilitators could circulate between groups – be more of a presence.”

“Breaks too long.”

“Eleanor I think you are a wonderful speaker and found it very moving to hear your story. You are a great ambassador to show how people need not feel destroyed by their diagnosis and that it is possible to learn to live with meaning again.”

“Wow! The best training I’ve ever been on.”