



LEADERSHIP & MANAGEMENT CONFERENCE

# NMHSs Africa 2019 delegate feedback

18-22 November 2019

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Section 1

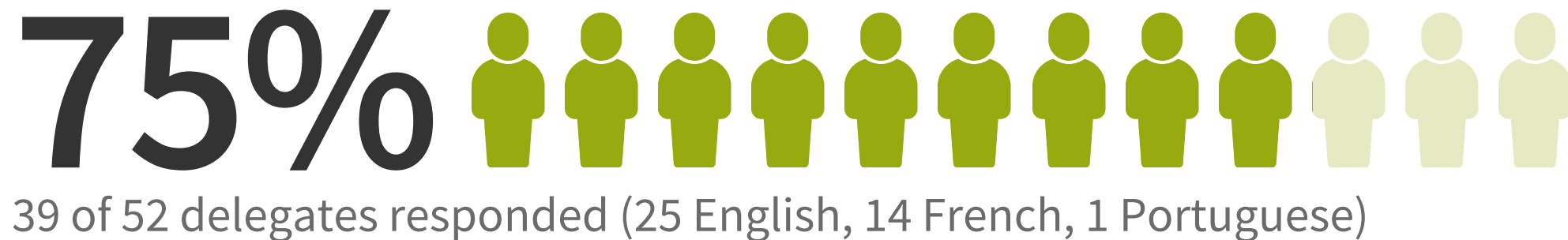
# Survey Responses

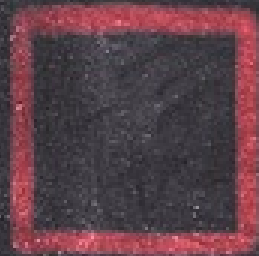
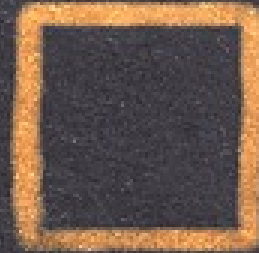
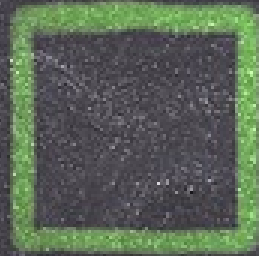
# Online survey

In the final hour of the conference, delegates received a link via WhatsApp to complete the survey online:

- [click for English survey](#)
- [click for French survey](#)

# Average Rating



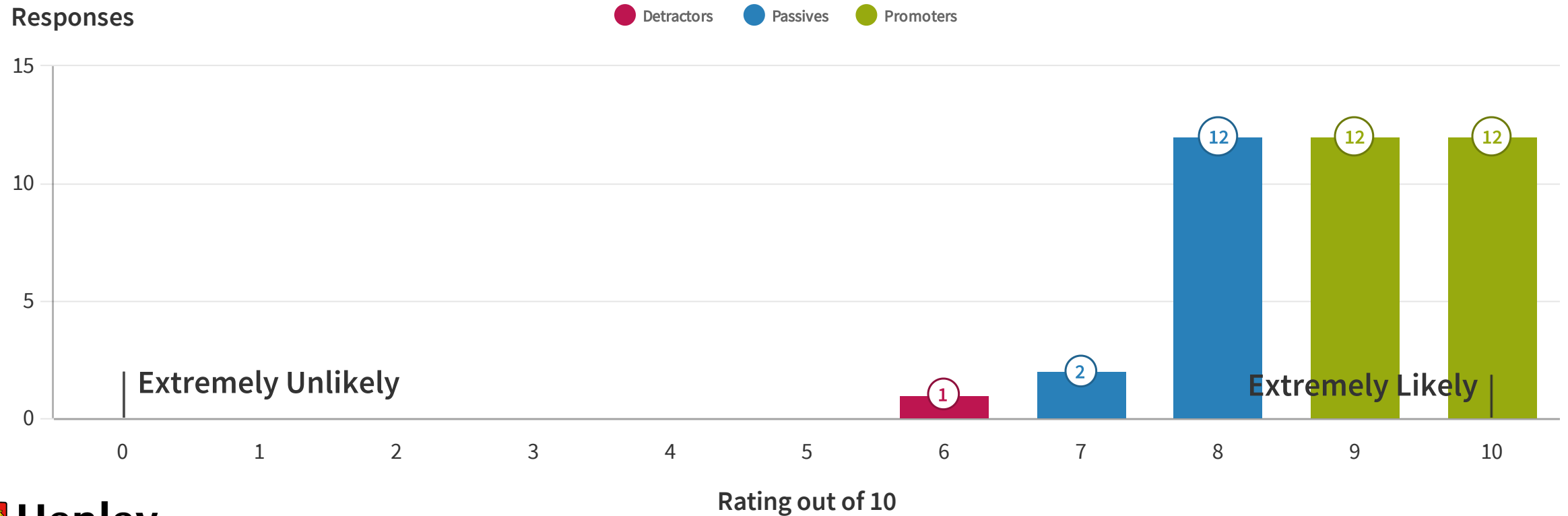


Section 2

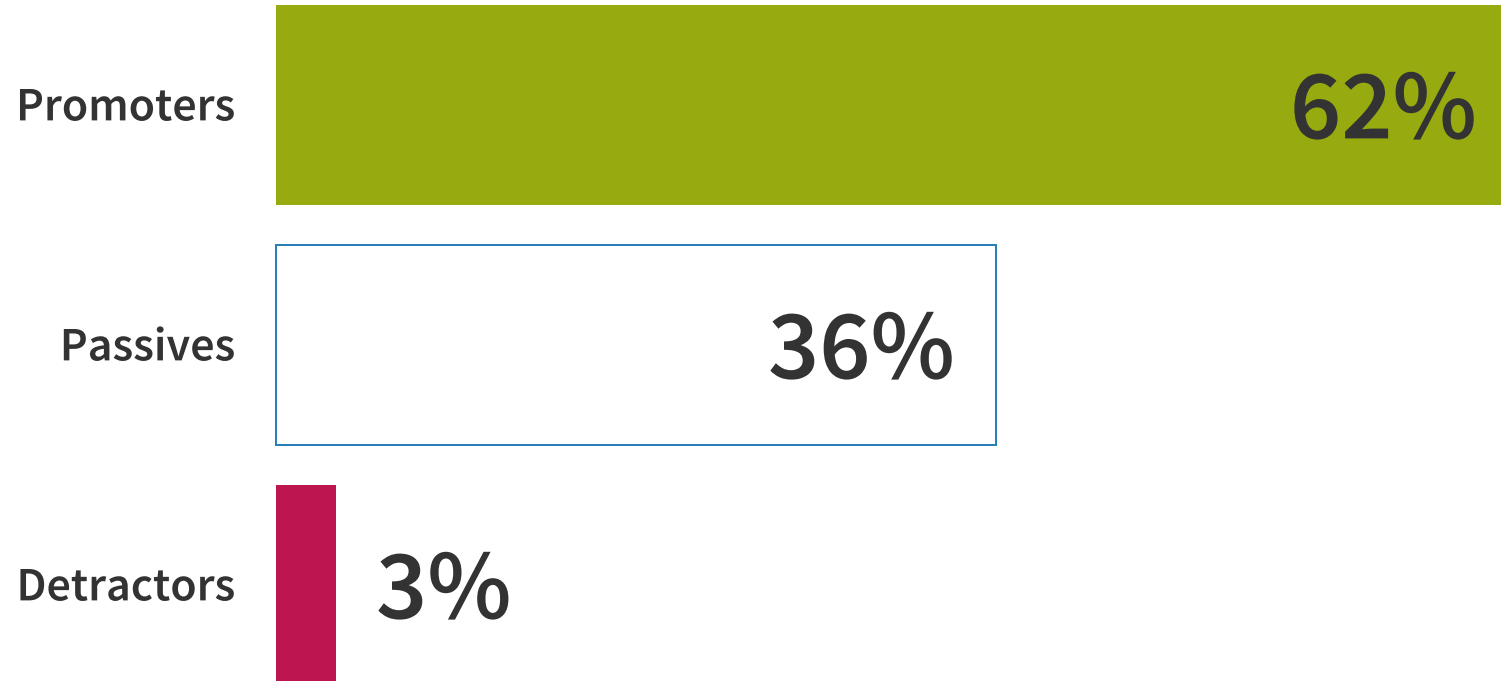
# Net Promoter Score

# Ratings

*Based on your experience, how likely are you to recommend the Leadership Conference to a colleague or friend?*



# Rating Categories



$$\text{NPS} = \% \text{Promoters} - \% \text{Detractors}$$

# Net Promoter Score (NPS)



This means that we have a  
**net 59%** of delegates who  
will actively promote us!

*Globally, a score over 30 is  
considered **GREAT!***

$$\text{NPS} = \% \text{Promoters} - \% \text{Detractors}$$



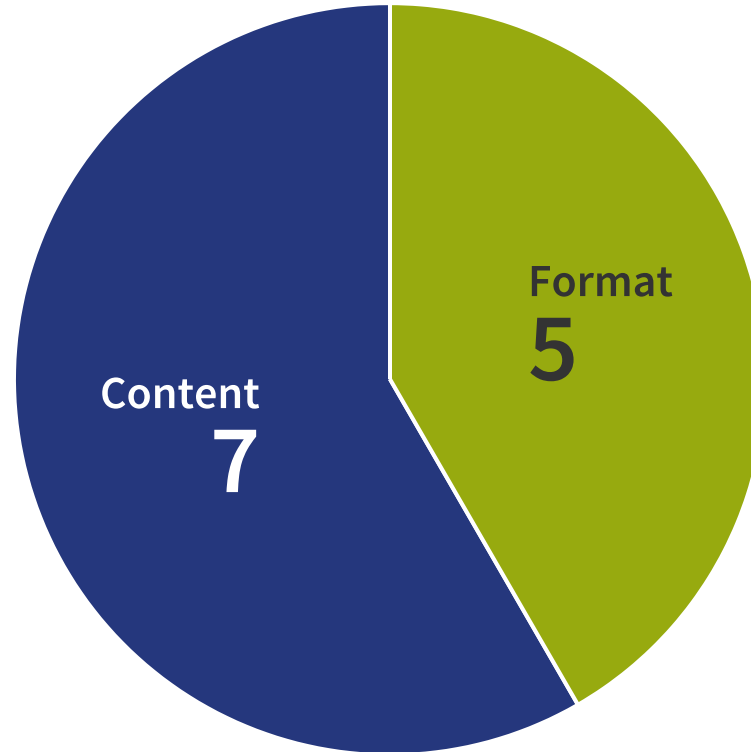
Section 3

# What we did well

according to delegates who rated 10/10

# Areas of Excellence

*Please tell us what you appreciate most about the conference*



Highlighted by respondents who rated 10 out of 10

# Content

*What is it about the content that you find remarkable?*

- **VUCA**

Modeling based on VUCA

Very innovative way of looking at leadership and management. Its no longer business as usual. The usual rules and regulations no longer apply. Vuca will continuously change to fit the environment in which we are now operating as long as one understands their system

How to accomodate myriad different perceptions of so diverse people living peacefully in a very chaotic world

“We build the people who build the businesses”  
Now it changes my thinking and communication in a diverse environment by producing VUCA

- **Approach**

We have been introduced to a number of innovative issues in management decision making process

Analyze the performance of my SNMH, to understand the customer in order to better serve him by becoming more competitive

- **Case Studies**

Illustrations and case studies on all topics

# Format

*What is it about the format that you find remarkable?*

- **Interaction**

All aspects of the conference were great. How was formulated from simple to Complex ideas have helped to understand the contents

Presentation and interaction with delegates

Group work. Learning through doing.

Learn by doing and engaging in discussion

The workshop was very interactive and the work in session mode which prompted us to think and come up with answers not be told answers



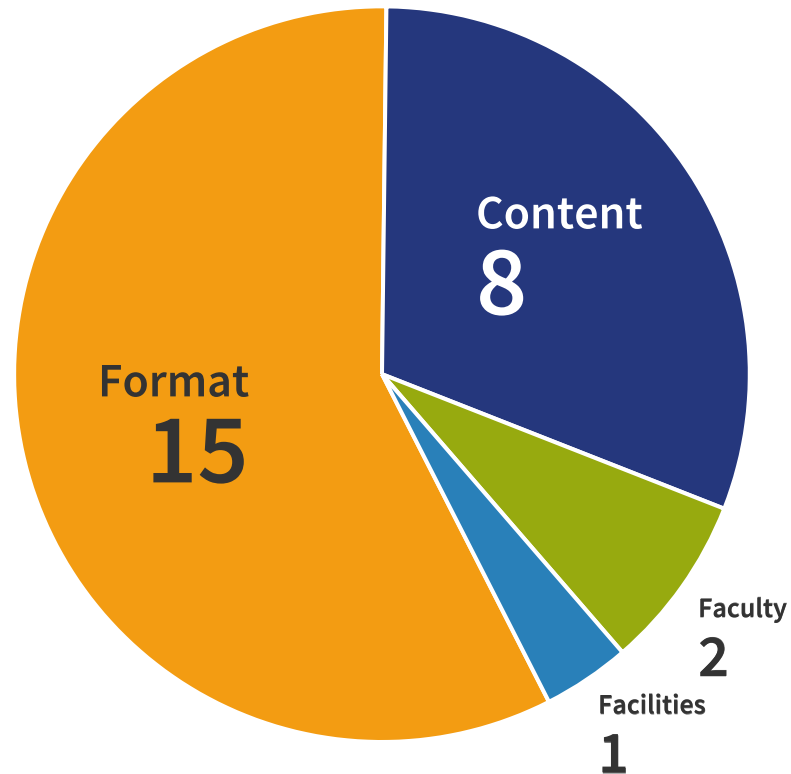
## Section 4

# Focus Areas for improvement

from respondents who voted less than  
10/10

# Focus areas to raise current ratings

*Please tell us where we need to focus to increase your rating*



From respondents who rated less than 10 out of 10

# Format

*What specifically can we do about the Format to deliver the kind of learning experience you expect?*

- **Language**

Since it is a hands on I would recommend that the participants are grouped according to their language in order to speed up the progress.

I would have liked to follow him exclusively in French

I want a French version of the content

The course in the appropriate language in a USB key

There is a need to separate the English and French

Various languages of learning

Increase the workshop and Arabic translation

- **Duration**

Longer duration

Apart from the training period which seemed very short, I am already very satisfied with the aspect and content of the training.

Content needs more time

the introductory aspects to the course concepts would be shorter

the duration of the course to be reassessed

Breakfast, lunch, dinner and two coffee breaks are too much for learning environment

# Format (continued)

*What specifically can we do about the Format to deliver the kind of learning experience you expect?*

- **Groupwork**

All ppt and videos and if possible exercises done by groups. It would be beneficial for us to prepare a flowchart that summarizes the entire VUCA approach. Thank you

- **Pre-reading**

To have a better understanding of the VUCA concept, the lecture material needs to be available to the trainees on before the training to have more time on hands-on exercise.

# Content

*What specifically can we do about the Content to deliver the kind of learning experience you expect?*

- **Case Studies**

The selected content is very good and also it is better to link with organizational behavior. Taking SAWS as example is good experience. CONTINUE.

Examples on concrete and practical cases

More case studies and illustrations then more time

- **VUCA**

Need to expand more on the VUCA process

- **Employee Engagement**

Issues to do with Human Resources, how to manage/control workers minds, encouragement, motivation in the NMHS

- **responses that were unclear**

Structure

Yes

Detail

# Faculty & Facilities

What specifically can we do about the Faculty/Facilities to deliver the kind of learning experience you expect?

- **Faculty**

The faculty is excellent

Have more facilitators

- **Facilities**

Sometimes the venue got too noisy

