

# AfSBT CONGRESS

## ZIMBABWE 2014

### 7<sup>TH</sup> INTERNATIONAL BLOOD TRANSFUSION CONGRESS, 30 JULY 2014, VICTORIA FALLS, ZIMBABWE

#### Questionnaire for Congress Delegates attending ISBT Academy Day Session

## Analysis and Report

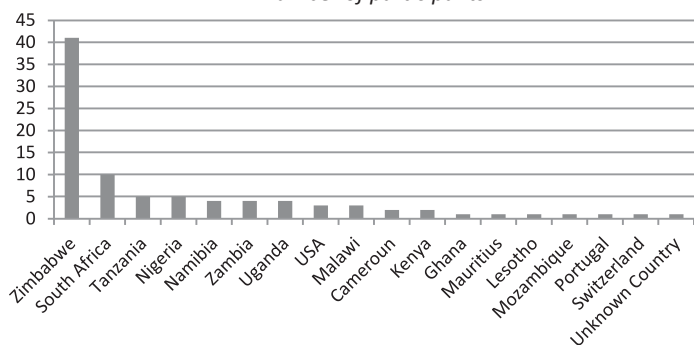
**Beryl Armstrong**

*Programmes Director, AfSBT*

To assess the effectiveness of the Academy Day, a questionnaire (attached) was distributed within the auditorium at the start of the day and delegates were invited to complete it, and hand it in at the close of the session to qualify for a lucky draw. In excess of 150 delegates attended the session and **90** from **18** countries participated in the survey. A delegate from Zimbabwe was the lucky winner of the prize; a copy of the publication by Stephen Covey: *The Seven Habits of Highly Effective People*. Answers provided data which was used in figurative format for easier interpretation of the analysis.

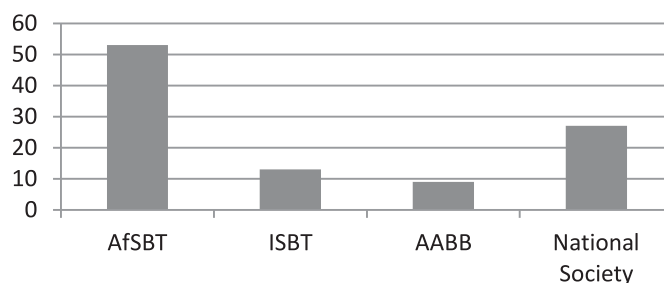
#### COUNTRY REPRESENTATION

*Number of participants*

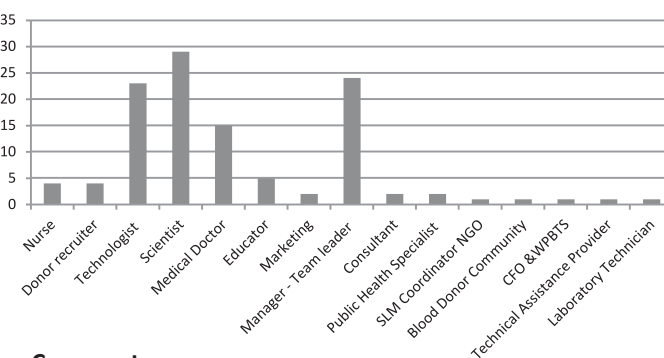


#### MEMBERSHIP STATUS OF PARTICIPANTS

*(some stated membership of more than one organization)*



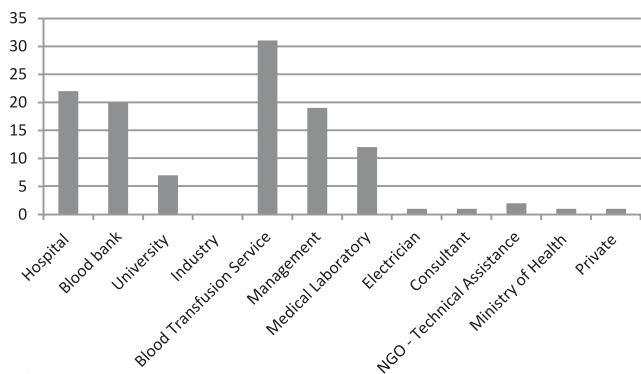
#### PROFESSIONAL SPECIALITY OF PARTICIPANTS



#### Comments

- No one listed themselves as a student – which was given as one of the options
- Some participants listed more than one speciality
- Speciality from 'consultant' onwards, were stated under the option "Other"

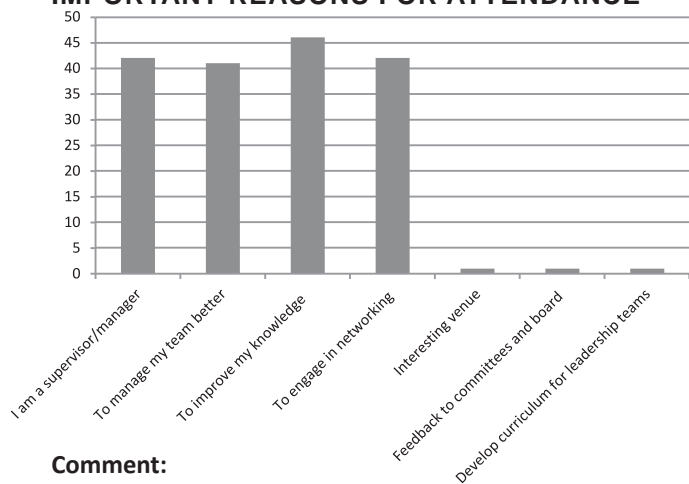
### WORK ENVIRONMENT OF PARTICIPANTS



**Comments:**

- No one listed themselves as being from Industry – which was given as one of the options
- Some participants listed more than one work environment
- Speciality from ‘medical laboratory’ onwards, were stated under the option “Other”

### IMPORTANT REASONS FOR ATTENDANCE

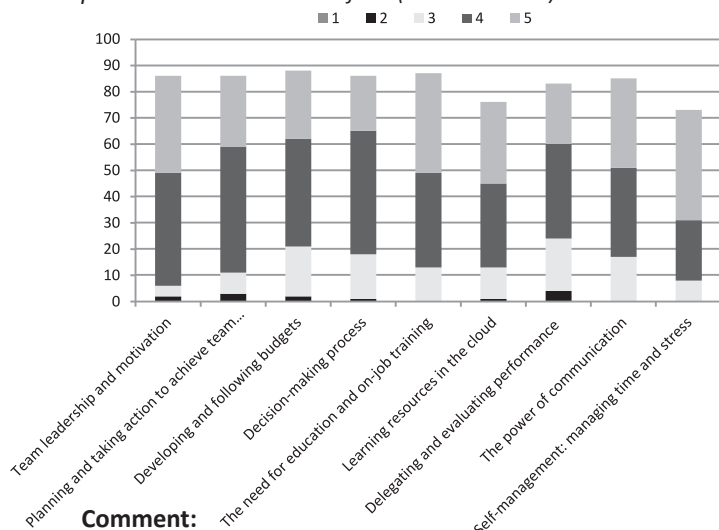


**Comment:**

- The first four options were given, and the remainder listed under “Other reasons”

### QUALITY/CONTENT OF THE PRESENTATIONS

Participants were asked to rate the quality/content of the presentations on a scale of 1-5 (where 5 is best)

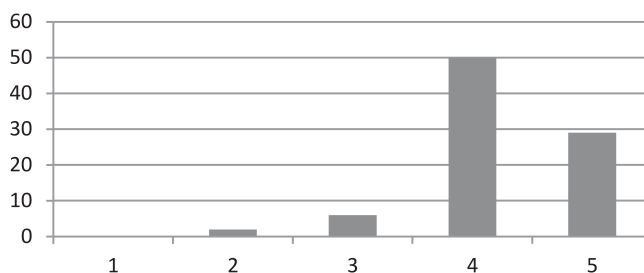


**Comment:**

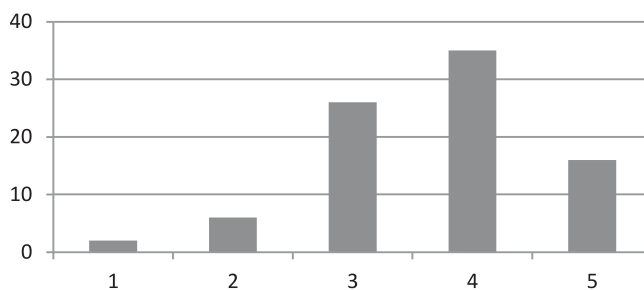
- No presentation scored a ‘1’

Participants were asked, on a scale of 1-5 (with 5 being best) to rate the following:

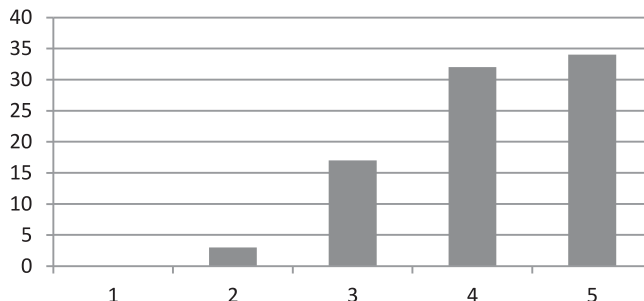
### KNOWLEDGE GAINED



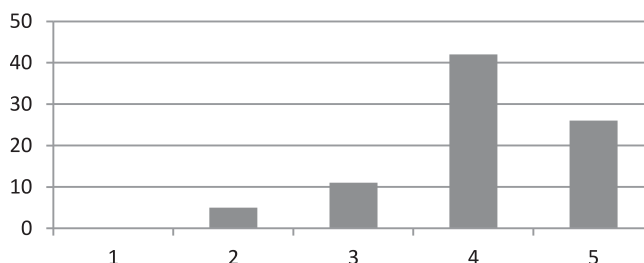
### DISCUSSION TIMES



### COMFORT OF VENUE



### EQUIPMENT USED



Participants were asked to briefly describe learning points which would be most helpful in the future. These are noted in sections below, by participant, and listed in no particular order:

Comments per participant	
<ul style="list-style-type: none"> <li>• Power of communication will help me in teaching.</li> <li>• Self-Management – most of the time people don't keep time.</li> </ul>	<ul style="list-style-type: none"> <li>• Use of the cloud in all areas of Transfusion Medicine and Management.</li> <li>• Use of videos. Use of case studies.</li> </ul>
<ul style="list-style-type: none"> <li>• The importance of monitoring and evaluation.</li> <li>• The importance of clear, objective oriented communication.</li> <li>• The importance of skill assessments and getting the right person in the right place.</li> <li>• Need to better manage yourself.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leadership and motivation, developing and following budgets.</li> </ul>
<ul style="list-style-type: none"> <li>• Delegating.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leadership and motivation.</li> <li>• Confirmation of leadership style for different circumstances and people.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning resources in the cloud.</li> <li>• Team leadership and motivation.</li> <li>• Team leadership and motivation.</li> <li>• Type of leadership.</li> <li>• Factors to consider when choosing your team.</li> </ul>	<ul style="list-style-type: none"> <li>• Budget management, Stress management.</li> </ul>
<ul style="list-style-type: none"> <li>• Overall, topics chosen were interesting; different from usual blood and transfusion talk</li> <li>• Very useful for people in managerial position.</li> <li>• Education and OJT particularly interesting. Also good references on learning resources.</li> <li>• Excellent presentation on Stress Management.</li> </ul>	<ul style="list-style-type: none"> <li>• I shall communicate in a better manner, delegate and live a stress free life. Not to mix work with home issues.</li> </ul>
<ul style="list-style-type: none"> <li>• All the presentations are helpful.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leadership and motivation, planning and taking action to achieve team goals.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning resources in the cloud has widened my understanding of the internet as a source of information.</li> </ul>	<ul style="list-style-type: none"> <li>• Practical aspects of situations. This helps in the application of the information.</li> </ul>
<ul style="list-style-type: none"> <li>• Team management and motivation.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership and motivation leads to good communication.</li> </ul>
<ul style="list-style-type: none"> <li>• The way to choose a team and what to look for.</li> <li>• Points on delegation - Responsibility and Authority.</li> <li>• How to manage myself and find balance for my life.</li> </ul>	<ul style="list-style-type: none"> <li>• Motivation, team leadership and planning to achieve team goals.</li> </ul>
<ul style="list-style-type: none"> <li>• Power of communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Delegation, developing and following budgets.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning resources, decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• Communication is important – in the absence of information people will fill the void by supplying false information.</li> </ul>
<ul style="list-style-type: none"> <li>• Leadership aspect and team building. It is important to note that good leaders indeed make things happen. Brave. This will be much helpful to me.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowing and understanding your people and yourself. Know individual roles, the different styles of management.</li> </ul>
<ul style="list-style-type: none"> <li>• Be able to plan activities before implementation.</li> <li>• Take responsibility on activities as a Manager.</li> <li>• Be able to delegate tasks to subordinates.</li> <li>• Before release of communication verify it.</li> <li>• Review budgets so that you meet your requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Methods of training adults on job.</li> <li>• Choosing on how to delegate assignments.</li> <li>• Team leadership and motivation.</li> <li>• Stress management.</li> </ul>
<ul style="list-style-type: none"> <li>• Team leading specific aspects.</li> <li>• Developing a plan.</li> <li>• Critical elements of communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Search engines – learning in the cloud.</li> <li>• Delegation.</li> <li>• Communication.</li> <li>• Managing stress.</li> </ul>
<ul style="list-style-type: none"> <li>• Types of leadership and how to apply each of them in different circumstances. The merits of delegating tasks and involving other members of the team in leadership.</li> </ul>	<ul style="list-style-type: none"> <li>• Team leadership and motivation.</li> <li>• Education and on job training.</li> <li>• Learning resources in the cloud.</li> <li>• Self-management – managing time and stress.</li> </ul>
<ul style="list-style-type: none"> <li>• Planning and taking action to achieve team goals.</li> <li>• Planning is a cycle that enables project to be effectively and efficiently implemented and the success of any project is largely dependent on its plan.</li> <li>• Having access to learning resources in the cloud as programs and services keep evolving.</li> </ul>	<ul style="list-style-type: none"> <li>• All presentations were educative, especially on delegating and evaluation, power of communication and self-management of time and stress.</li> </ul>
	<ul style="list-style-type: none"> <li>• Planning, E-learning program.</li> </ul>
	<ul style="list-style-type: none"> <li>• Planning and budgeting - learning points which I think are most helpful in my future.</li> </ul>
	<ul style="list-style-type: none"> <li>• The use of video demonstrations is very helpful during presentations.</li> </ul>
	<ul style="list-style-type: none"> <li>• Communication and self-management.</li> </ul>
	<ul style="list-style-type: none"> <li>• Leadership and motivation, developing and following budgets, delegating and evaluating performance have been helpful as I chair a Committee as well as in my line of work.</li> </ul>
	<ul style="list-style-type: none"> <li>• Was on communication, it has to be clear, honest, which protects the spread of gossip.</li> </ul>

<ul style="list-style-type: none"> <li>• Tips on delegating and minimising stress, principles of team building.</li> </ul>
<ul style="list-style-type: none"> <li>• Delegation and self-management.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning resources in the cloud.</li> </ul>

<ul style="list-style-type: none"> <li>• Different leadership issues, tips on budgets and evaluation of teams. Education, learning and on-job training are re-emphasized, delegate and eliminate time wasters.</li> </ul>
<ul style="list-style-type: none"> <li>• Leadership and management go hand in hand. You must get buy-in from your staff through trust, respect and transparency.</li> </ul>
<ul style="list-style-type: none"> <li>• Budgetary.</li> </ul>
<ul style="list-style-type: none"> <li>• Internet addresses.</li> </ul>
<ul style="list-style-type: none"> <li>• The need to know yourself and take action to improve oneself.</li> <li>• Health risk taking (make safe decisions).</li> <li>• Recognition and rewarding to motivate team.</li> <li>• Time management of e-mails – this was good.</li> </ul>
<ul style="list-style-type: none"> <li>• Building up work teams.</li> <li>• How to make wise decisions.</li> <li>• Implementation of on-job training.</li> <li>• Dealing with stress.</li> <li>• Art of public speaking: be sincere, be brief, be seated.</li> <li>• Choice of leadership style based on prevailing instructions.</li> <li>• Budgeting topic was simple and easy to follow.</li> <li>• Enjoying the “learning resources in the cloud” topic. Websites provided will be handy.</li> </ul>
<ul style="list-style-type: none"> <li>• Importance of communication pertaining to the public. It is an area which is rarely discussed; I can say I learnt it for the first time.</li> <li>• Following budgets especially on the issue of variance and contingency plans. Most of the time we find ourselves with a situation we had not anticipated.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning should be ongoing.</li> <li>• On-job training is important.</li> <li>• Follow up to determine progress.</li> </ul>
<ul style="list-style-type: none"> <li>• Learning resources in the cloud by J Chapman.</li> <li>• The need for education and on-the-job training (JT) by Paddy Knox.</li> <li>• Team leadership and motivation by P Flanagan.</li> <li>• Planning and taking action by JB Tapko.</li> </ul>
<ul style="list-style-type: none"> <li>• Money is important for any organisation to function.</li> <li>• That in decision making, consider the alternatives and choose the best one based on values and preferences.</li> <li>• On Job Training: Tell it – show it – let the trainee do it.</li> <li>• That if you don’t communicate people will make up something to fill the void.</li> </ul>
<ul style="list-style-type: none"> <li>• The need to make the right decisions at all costs.</li> <li>• Importance of on-job-training and considering trainer to be one of the team player who is good on the job.</li> <li>• Ensure that employees have understood performance targets before evaluation.</li> <li>• Self-investigation is a powerful tool of communication.</li> </ul>
<ul style="list-style-type: none"> <li>• We are also starting to implement performance appraisals and this has taught me a lot of things. I also learnt a lot on the type of leader I should be.</li> </ul>

<ul style="list-style-type: none"> <li>• Simplify things for lab staff.</li> <li>• Make learning fun.</li> <li>• Don’t be prescriptive, punitive, bossy.</li> <li>• Presentations are more enjoyable way to educate.</li> <li>• Do online courses on websites to improve processes in the blood bank. Make time to do research online.</li> </ul>
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<ul style="list-style-type: none"> <li>• Enjoyed resources in the cloud. Will use sites recommended.</li> <li>• Have experienced Paddy’s approach to training – excellent.</li> <li>• Communication: great approach – valuable information.</li> </ul>
<ul style="list-style-type: none"> <li>• This is a critical aspect of developing blood safety in Africa. It would make a great contribution if a leadership training curriculum could be designed for Blood Safety leadership teams across the Blood Safety Value Chain.</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge gained re: online resources/courses.</li> <li>• Info gained re: understanding your leadership style and how you relate to your team etc.</li> <li>• Managing time and stress.</li> <li>• Power of communication.</li> </ul>
<ul style="list-style-type: none"> <li>• It would be great to have another Academy Day like this at the next Congress too. It was extremely informative and I think everybody could learn something useful.</li> </ul>
<ul style="list-style-type: none"> <li>• Talking with live experiences giving live examples of what is happening in the field.</li> <li>• Leadership, particularly on the qualities of a good leader.</li> <li>• Planning and action plans.</li> <li>• Decision making process.</li> <li>• The power of communication.</li> <li>• Self-management: managing time and stress.</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge on team leadership and motivation will assist my personal improvement as well as improving my different teams relationships, motivation and achievement.</li> <li>• Knowledge gained on delegating and evaluating performance will assist me in improving my delegation practices and process for better.</li> <li>• Self-management.</li> </ul>
<ul style="list-style-type: none"> <li>• Leadership style.</li> <li>• Planning, implementation, monitoring and evaluation.</li> </ul>
<ul style="list-style-type: none"> <li>• On team leadership – understand yourself and understand your subordinates.</li> <li>• Planning increases my chance of success.</li> <li>• Develop budget and evaluate performance against budget.</li> <li>• Lots to learn in the “cloud”.</li> <li>• Delegate what others can do (keep it lean).</li> <li>• If you don’t communicate people will fill in the void with something.</li> <li>• Strive for balance across all spheres of your life.</li> </ul>
<ul style="list-style-type: none"> <li>• Reminders of so many things <ul style="list-style-type: none"> <li>- good communication.</li> <li>- stress relieving methods.</li> <li>- accentuating team work.</li> <li>- delegation of work with a clear mind.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• The presentations were excellent.</li> </ul>

Participants were asked what could be done to improve a session of this nature. Responses are divided into two—those related to content, and those related to venue and congress logistics generally.

#### Suggestions for improvements in future - PROGRAMME CONTENT

- Hand outs to be given after presentations at the end of the day.
- Providing CD's with presentations.
- More discussion time (several participants noted this).
- Excellent session Management, keep it up.
- Prepare more management sessions.
- Include role plays so that participants can share experiences from their country/work place.
- Management, leadership and training information courses, i.e. train the trainer.

- According to the session on learning resources, 3 types of learning style – hearing, listening, visual and tactile style- we did well today on hearing and visual but not so much on tactile style. So if we introduce some hands-on (tactile) style it will help.
- Do things that cause audience to actively participate.
- Change power point slide background to be visible from the back.
- Some slides difficult to see. Advise delegates to look at backgrounds, typeface etc.
- Use more interactive teaching means where participants take part in, especially after lunch.
- Issuing of hand outs in advance such that when presentation comes it will be mere revision.
- Stricter time management of presentations (several participants noted this).
- More practical examples instead of text book examples.
- Everything was done in the best ability to start with. More visuals in a form of pictures or short videos to keep the audience very alert and attentive.
- Not much. The presenters put a lot of time and effort into their talks and it showed in the content.
- Panel discussions and interactions.
- Slot in some interactive sessions to avoid continuous reading of slides during presentation.
- More time to different speakers on delegating.
- Use afternoon for discussion time. People should share their experiences on earlier topics.
- To include some plenary sessions for group discussions and in-depth situation analysis.
- Have an interactive talk to keep delegates alert and make it fun.
- Some Blood Safety leaders who have developed successful leadership teams should present case studies. This may allow a bit more audience participation.

#### Suggestions for improvements in future – VENUE AND CONGRESS LOGISTICS GENERALLY

- Technical set up checked and ready in good time so that presentations can start on time.
- Try to have that audio visual equipment is set up and ready for use before presentations are due to start. Moderators to make sure that presenters stick to time schedule.
- Room was too cold, and tables should have been provided (rather than cinema-style set up).
- Better microphone, better moderation.
- Punctuality, we had to wait for almost an hour before session started.
- The Public Address System may need to be improved. Sessions were generally well managed in terms of time management, content and presentations.
- Give more microphones to minimise on time wastage.
- Presentation should start at designated times and not late.
- It was so good but affected by the disorder on the part of the secretariat/registration guys.
- Registration (*of the congress in general*) should not coincide with presentation timings.
- Hand held microphone amplification needed.
- Presentation was so good; what must change is *congress* registration system, it has been poor.
- Sessions were good. The organisation was lacking a bit. If this can be improved in future, e.g. with early registration. (*Disruptions due to registration holdups meant that delegates came and went during the day to try to get their registration done and get the programme book.*)

## CONCLUSION

Leadership and management / supervisory skills proved to be an excellent theme for this Academy Day. Comments from participants indicate that educational presentations related to this subject are very important and appreciated. We should seriously consider repeating this type of session in future, bearing in mind the excellent feedback for improvement that was provided by attendees.

I extend my thanks to the ISBT for supporting this session at the AfSBT congress in Zimbabwe, and to all who helped make it happen, and assisted with the analysis of the post-session survey.



**Beryl Armstrong**

Programmes Director, AfSBT  
18 September 2014