

INTERNAL CONSULTANTS TESTIMONIALS (24)
GoveranceMatters.com Inc.

1. Overall, I am finding the Consulting Course helpful to me in my work.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22	2			

Comments:

- Strengthened my ability to present and further understand step by step governance and strategic planning and built my confidence.
- It was quite remarkable that the timing of the modules fitting with exactly what I needed to do in my job at that moment in time!
- I have received a real “fresh start” to things I had begun to take for granted.
- I now understand the constitution, governance manual, strategic plan, the work of committees, relationship descriptions and I am committed and passionate to see the organisation implement the RM.
- This helped in many aspects of my work, especially distinguishing strategic and tactical, which also helps in issues of delegation, etc.
- I have actually started applying my learning in my management and governance issues.
- The principles in this course have helped me grow in my line of duty, especially the principles of servant leadership, and affirmation.
- I am generally good with people skills, but the course enhanced this quality based on the concepts learnt. On communication. This is just one of several examples of how the course has benefited me in my work

2. The course modules present the material in a way that is easy to understand.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11	13			

- Modules were easy to understand and followed each other logically.
- The language was easy to understand, but some areas needed reading around to grasp, e.g. indicators and measures.
- It is easy to understand with simple English and definitions and explanations and in some cases diagrams and flow charts.
- Excellent modules and assignments that had a nice and diverse mix of methodologies.
- I understood everything presented.
- However the values (affirmation, involvement, and servant leadership) were recently understood clearly during the practicum.
- The practicum worked well, though I wish more class time would be allocated in particular to go over Relationship Model , relationship descriptions, strategic plan process, especially the critical risk and success factors.
- The language that is used in this course is easy to understand, the scenarios are very relevant to the present circumstances we encounter in both our personal and professional lives.
- Lots of illustrations and examples

3. The assignments required in each module add to my knowledge of the material

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
18	6			

- I was dedicated to research, read, or study and respond to the assignments, and was able to apply my knowledge to work assignments.
- The assignments made use of my practical work and life experience to formulate responses.
- The assignments helped in applying the reading and challenged my understanding of the model.
- The assignments helped to ensure understanding of and practical application of the model and will be very valuable going forward.
- The assignments bring more understanding and application of what has been learnt and this is very good.
- The assignments brought the teachings together in a practical way.
- It has immensely increased my knowledge - leadership and management differentiation being the best.
- Yes, very much so. And also reading the assignments of my classmates also has enriched and expanded my knowledge.
- The assignment challenged me to think broadly on the issues of governance to not for profit organizations, in the end they left me at an advanced level of thinking compared to before.
- They probe you to apply your experience and knowledge to better answer the module assignments.

4. The responses from the course instructor add to my understanding of the material.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22	2			

- The comments from the instructor helped to focus on what I was doing right and think about the work done.
- Les took time with each assignment to give a personalised response to each of the team members. Thank you.
- I found the responses to be helpful and offering other perspectives to my approach and thinking.
- Confirmation of understanding as well as tips and tools regarding my submissions and the submissions of others was helpful.
- Well explained concepts
- The feedback is one of the things I liked especially reading my team's work, making comments – this validated and affirmed my understanding of the material.
- Very helpful and constructive comments. A suggestion for improvement might be to have a quick Skype call after each module comes back to be able to share and comment and learn from each other.
- The responses are not only general to the whole team but they are specific to individual trainees and I have learnt a lot from the responses.

- The course instructor always took time to respond to my assignment in the most objective and helpful manner. All the comments I received for the duration of the course always helped me improve on my work as well as to read more on the relevant materials to ensure adequate understanding.
- Yes, they definitely add value as sometimes you are not sure if you captured what you have learnt.
- The online feedback was useful, moreover, interacting with Les in person was highly valuable and it always brings so much clarity to the concepts of the RM.

5. I find that taking the course with others enhances my learning experience.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
19	5			

- Oh definitely! It was lovely to learn with others and to carry the work load in good company of supportive colleagues.
- Good to widen your perspective and see from others point of view – very beneficial.
- I was motivated by the “team” working together (but separately) seeing their feedback from the instructor was also good.
- I intend to assist support groups to develop good systems.
- This is very true. Sometimes my team members answer or respond with a different perspective which brings more insights into my understanding or in the way I do my work.
- Yes, especially sharing, reading work written by team mates was a great experience and gave me insight and different perspective to issues.
- I learnt a great deal from the experiences shared by the team and this highlighted some areas I had taken for granted or missed.
- I enjoyed reading others’ work and it also very much enhanced my understanding of the model.
- The course allowed me the opportunity to share ideas and learn from one another as students of the governance course. I have learnt a lot from my fellow students, they have come in with differing perspectives and broadened my understanding of the governance materials.
- Gives an opportunity to see how others are applying they experiences and basically understanding the course.
- I agree with this statement, we benefited from learning from each other’s assignments unfortunately, our sharing was limited due to trainees’ time constraints, and we did not have time to meet for discussing or sharing experiences and assignments except with the practicum partners.
- Several of us expressed the view that we would have benefitted even more if we had opportunities to work as a group physically and not just virtually.

6. The pace of the course is manageable for me considering the work load I already have in my job.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
3	12	4	4	1

- The pace was alright. September/October when it was end of the year for the Maatla Project and we were developing scores of (?) doing practicums and long assignments. This was very hectic and demanding.
- This has been a little overwhelming as it came during a busy year for me. Would do with a little more relaxed schedule. Maybe the pace would be ok in any other year.
- I would have liked more time on some modules, but working to deadlines helped to keep moving.
- The weekly tasks were good as they help one manage own time to make submissions and it ensured that there is flow, every reading material built on the next so it worked out well. Working in groups was also a motivating process and very encouraging because it gave us a support structure.
- The course needed commitment to reading and writing but WAS intense, this was balanced by the gripping vibrancy of the content and direct application to work and life situations.
- Yes – I have no idea what I will do with my weekends now! Next level, Les?
- At times the modules were long and lots of schedules at work.
- The pace at which the course was delivered made it difficult for me to cope especially given the workload from my employer. It was a challenge to meet deadlines and maintain a balance between my work and my studies.
- It can be manageable on a tight schedule, but for senior managers and board members it can become strenuous.
- I appreciate the facilitator’s understanding and patience because he accepted my assignment even when I was 2-5days later after the submission dates.
- There were a couple of tough instances when course work met with personal and work commitments but its manageable. I am proud that I have never been late by more than a couple of days and this was largely due to lack of internet connection at home.

7. I am finding benefits from the Relationship Model in my personal and/or family life.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
14	6	4		

- Absolutely – it is helping me in my work life and personal life with all of my relationships.
- This is very true considering my relationship with my husband, my children and their spouses, my grandchildren and my siblings.
- The lessons from the course were very helpful in my day to day life as a manager, lawyer, consultant, father, friend, husband and uncle.
- In almost every aspect of my life. To put it simply, I’m now consciously maturing – life is no longer passing me by. I’m enjoying and growing all of my relationships – consciously.

- I have changed – I think far more about people and relationships in my life – thank you for this gift.
- Have described it to my colleagues and family
- I have been able to use so much at work and home.
- A lot of what I have learnt is applicable in many aspects of my life.
- I have not had the chance to fully apply everything to work and family, but I have slowly begun understanding and implementing. I find myself checking if I subscribe to the RM values.
- The Relationship Model is a way of life for me – work, home, personal, church, whatever I do, I think RM.
- My personal life has hugely improved because of the principles of the relationship model. I am grateful for the opportunity because the material I learnt are a lifetime lessons for me as an individual and my family as a whole.
- The model is applicable to all my life relationships, it also helped me to understand and forgive some of colleagues at my workplace who had unhealthy attitudes (authoritative attitudes) towards me (because I understood that it was not because they hated me in particular but that some of their behaviors/ attitudes were influenced by their underlying , previous, experiences and values on how they used their position powers. The course was very helpful, knowledge that I obtained from the course helped me to overcome some relational challenges that I was experiencing during the same period as I did not have to personalize what was happening to me.

8. The Governance Matters books are adding value to the course material.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
18	6			

- I like reading these and will continue reading them.
- I keep this on my coffee table at work!
- I made a lot of reference to the books and they gave me additional source of material in addition to material sent for reading. I will treasure them forever. Thank you, Les.
- These are good. I have bought the green and the blue ones, but I have an electronic copy of the red one. They are good references. I have also got the “Flawless Consulting” by Peter Block.
- These are a great read, good case study examples. Material very clear and easy to read.
- The books definitely helped to give more details and aspects.
- I need to buy hard copies soon. I need them.
- Definitely. I use and reuse and reuse my green book!
- The book I was using for the course is very helpful because it offers all the relevant guidance in gaining understanding of the course itself.
- They are key in understanding the model, can’t do without them.
- I bought and read all the three books but I realized that the FBO’s book was the best, it also has samples of a governance manual and a strategic plan sample.

9. The course offers good value for money.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
18	6			

- When it is almost life changing you cannot put a price on it.
- For some of us that received this, it's been highly beneficial and a great investment in us.
- One of the best in the world.
- The course is worth more than it cost, both in monetary value and life changing value. It's a lifetime investment.
- I feel the price is comparable to other programs that I have completed.
- I would take it again and pay for myself. I hope to be able to sponsor others someday.
- I think the learning from this is equal to the cost.
- It does indeed. The team model is cost effective and very good. We also learn from team members.
- The course offers a good value for the money paid. The understanding it imparted into students will continue to benefit hundreds of NGOs across the country.
- I would pay for it myself.
- I already have plans to include it in the package of services I could offer as a consultant in future, I once worked independently as a consultant in the area of HIV, I have large networks that I could engage and persuade to adopt the RM for the NGOs they support.

10. I would recommend the Governance Matters Consulting Course to others.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
21	3			

- Definitely
- I would recommend it to any NGO and hope that our Botswana team will successfully expand this in Botswana.
- Without a doubt, I commit to spreading the gospel of RM wherever I go to whomever I meet.
- I already do. Thank you! It's changed my life. Seriously.
- I have already recommended it to my friends, colleagues and family members. My dream is to talk to the ___ body to slowly introduce it to organisation and we should train them to develop the critical mass that is needed in this country.
- I have explained it to my church. They like it.
- The course offers a good value for the money paid. The understanding it imparted into students will continue to benefit hundreds of NGOs across the country.
- The practice with Les prior to the practicums was highly beneficial. This is the best thing I have done for my professional improvement and it will prepare me to have something to be excited about post-formal employment.

Accumulative Results

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
68.8% (165)	25.8% (62)	3.3% (8)	1.6 % (4)	1(.5%)

- **94.6% of the 24 graduates strongly agreed or agreed with the survey results.**

General comments for improving the course

- Encourage more interaction between participants. A forum to share ideas as each module is done. Interaction helps motivation, understanding and broadens the experience.
- Overall I have learnt a lot, I think the best course that I have learnt the most apart from formal learning. Thank you, Les, and continue the good work.
- It would be great to have more interactive discussions within the groups/teams – maybe have modules that require a team response. It would also be great to have teams in different geographical locations for spread of knowledge centres and coverage of this vast country.
- This course has been an eye opener of how important governance is in the life of an organisation. I also understand and see the founts of affirming, involving and to be a servant leader when working with a Board, staff and volunteers, my husband, children, grandchildren, and all other people I relate to. You actually see people fulfilled and it makes me very happy.
- Weekly assignments plus at least 4 days of intense class work; the groups should also have joined home-work at least 4 sets instead of 2. Otherwise this was a rewarding course, and I'm happy to have been a beneficiary. I look forward to doing more for improvement of what I learnt. Thank you, Les
- The delivery period of the course should be reevaluated to see if it cannot be lengthened to allow students more time to understand especially those who couple it with their daily work demands. Apart from that, the course is relevant to all the NGOs in our country.
- I recommend that to avoid feeling of guilty from trainees who respect set time frames, in future trainees should be given 2 weeks to work on the assignments.
- The course was very good, more that the first modules were the consulting process, that was perfect and motivating to trainees. All modules were relevant and with adequate information. The only area which I recommend for improvement is the time allocated for trainee's assignments who are also workers, the time was too tight. It needs to be reviewed.
- Remote learning has disadvantages, I would recommend a meeting of the group at least once during the training.
- I really appreciate using real world (actual) situations as the assignments, and then getting feedback from the instructor on how to make things even better in the organization.
- This is a fantastic course. It is extremely thorough and challenging... Having an entire week free from the demands of work would take the pressure off of the pace of 1 module/week.
- A few more in video discussions
- A great learning experience.
- The pace of the course has been largely possible for me because of having read two of the books before and because of Les' flexibility regarding assignments... I have benefitted significantly from the course because I am seeking to apply the model to the church where I am pastor.