

## Feedback Report for Difficult Conversations- Hobart - 18<sup>th</sup> Oct 2017

### Feedback from the end of course evaluation form

		Course feedback	Percentage
<b>No. of participants</b>		8	
<b>Length in days</b>		1	
<b>No. of completed evaluations</b>		8	
<b>Expectation?</b>	<b>Yes</b>	8	100%
	Partly	0	0%
	No	0	0%
<b>Level of training</b>	Too High	0	0%
	<b>Just Right</b>	8	100%
	Too Low	0	0%
<b>Facilitators Attitude - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	1	12%
	<b>Great</b>	5	88%
<b>Facilitators Knowledge - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	0	0%
	<b>Great</b>	5	100%
<b>Way the workshop was run - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	0	0%
	<b>Great</b>	5	100%
<b>Handouts</b>	Not enough	0	0%
	Ok	5	63%
	<b>very useful</b>	3	38%

### Key outcomes

- 100% of participants thought the workshop *achieved what they expected*.
- 100% of the participants thought the workshop was pitched at the right level.
- 100% of participants reported the facilitator's attitude was *very good to great*.
- 100% of participants reported the facilitator's knowledge of the subject was *very good to great*.
- 100% of participants reported the way the course was run was *very good to great*
- 38% of participants who completed evaluations reported the handouts were very useful

## **Qualitative feedback**

**Has the training program covered what you expected? If partly or no, why?**

**What topic/issue has been the most important for you?**

- All
- Responsibility and choice of client impact on worker wellbeing and practice
- Developing scripts, being directive, as a high empathiser-having rules, ending conversations that have no purpose, having a strong defined positive purpose
- Information on conversations with clients
- All of it was great
- Thinking vs feeling language
- I have found the thinking/feeling language really good for my practice and also for me to think about sequencing in conversations
- It was all interesting

**What topic/ issue has been the least important for you?**

- all important
- information for supervisors
- personally the information on supervising difficult people not as relevant for my current role but interesting to think about the principles

**What impact will this training have on your work?**

- A lot if I practice early and repetitively
- Increased confidence in managing difficult conversations. Separating responsibility and client choices from myself as a worker
- More aware of how to start the conversation, will be more directive and future focused
- Very helpful
- More tools to use to be a better and effective supervisor and valued team member
- Implementing these skills into client conversations
- Made me confront my current practice and how I would like to change part of my practice and how I have conversations
- Put responsibility back with the person. Greater understanding of how I work, better use of pause.

**Any other comments about the training course**

- Difficult room with no windows, everything else great
- Was great, really good to hear everyone's experiences, thankyou!
- Thank you for the day
- Thanks for coming down and also taking the time to look at individual scenarios