

Feedback Report for Occasional Counsellor - Smithton - 2016

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		20	
Length in days		1	
No. of completed evaluations		18	90%
Expectation?	Yes	16	89%
	Partly	2	11%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	18	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	2	11%
Great	5	16	89%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	1	6%
Great	5	17	94%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	4	22%
Great	5	14	78%
Handouts	Not enough	0	0%
	Ok	4	22%
	very useful	14	78%

Key outcomes

- 89% 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*
- 78% 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?

- I didn't know what to expect
- Because the issues was being dealt with on the next day

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

- Learning different questions and how to word appropriately
- General principles for dealing with difficult situations
- Job role
- People you know
- Boundaries, specific language to use
- I found it all very interesting
- Using words effectively – referring clients particularly
- Understanding boundaries/ roles
- All of it; how to say things – language skills
- Understanding boundaries; helping acutely emotional people
- Knowing what to say and how to respond in difficult situations and when to empathise and working in boundaries
- They were all good, interesting and useful topics * 4
- Skills of the helper
- Learning to carefully explain my role then help them by referring

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

- Body language
- They have all been important and I can't pick out anything not important * 2
- n/a * 5
- empathy
- Self-care as I prioritise it already
- Explaining confidentiality

What impact will this training have on your work?

- Better approach when having client contact
- Equipped me with extra tools to use in my work with youth
- Clarify responsibilities for staff and clients
- Recognising my place in the process of referral
- Timely reminder of the useful ways to converse with staff and clients etc
- The way I look at myself and how I deal with situations
- Improve self-care and management of distressed patients and I have increased my awareness of suicide/self-harm management
- Separating personal life from professional life
- I will use new language
- Setting boundaries
- Better communication regards to families in a way to help them better
- It will have a great impact and I took a lot away from the course
- Stop conversations earlier and refer; change the language I use * 3
- It will make me think how I talk and use different language
- It will help me in my interviews with families of perspective clients
- Improved client outcomes

Any other comments about the training course

- Loved it!
- I reflected on own work practices – maybe too much personal disclosure
- I am very happy
- Enjoyed the presenter
- Mixture of presenting, groups, pairs, wriggling was important
- It was great to learnt what is okay not to say