

Feedback Report for Difficult Conversations-How to Talk to Almost Anyone about Almost Anything - Smithton - 2016

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		19	
Length in days		1	
No. of completed evaluations		18	95%
Expectation?	Yes	17	94%
	Partly	1	6%
	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	3	17%
Great	5	15	83%
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	1	6%
	4	1	6%
Great	5	16	88%
Handouts	Not enough	0	0%
	Ok	6	33%
	very useful	12	67%

Key outcomes

- 94% 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*.
- 94% of participants reported the way the course was run was *very good to great*
- 67% 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?

- De-compartmentalising conversations
- That good behaviour is not negotiable; lots of the training was information
- Process/ formula guide to use
- The overall tools to handle difficult conversations with clients and others in general
- The difference between attribute and behaviour; conversations about thinking not feeling
- Communicating effectively – simply and clearly
- The whole structure of the conversation – empathy, pos purpose, gain agreement * 3
- Going over the structure of having a difficult conversation
- Everything except performance conversations was very useful
- Being clear about roles/ boundaries and acting within those roles; learning more scripts to use
- Correctly starting conversations and gaining the result I need
- Keep it clear, brief and simple
- Performance conversations * 2
- All

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

- n/a * 6
- difficult performance conversations – not relevant to my role * 2
- none
- all was relevant
- everything was useful

What impact will this training have on your work?

- Keeping conversations short
- I will think more carefully instead of emotionally
- I will tackle difficult conversations more confidently
- I have a wider knowledge and will make my time with clients more beneficial to them
- Improved practices and guidance in assessing others
- It will help me to instigate difficult conversations as the need arises
- It will be easier to raise issues earlier
- Clarity on how to respond to behaviours
- Change the language I use
- It will be beneficial to start conversations and clarify roles in our team which impact positively on the people we work with
- I will be more helpful in difficult conversations
- More awareness of use of language – thinking not feeling language
- I can see myself implementing these skills in the job now and in the future
- Being able to get my point across and have positive relationships and good outcomes with families
- Tools to deal with difficult issues
- Improved client outcomes
- Increased awareness of my own performance

Any other comments about the training course

- Very impressed
- You have assumed people have fairly advanced communication skills prior which may not be accurate
- Terrific course
- Thanks
- Fully enjoyed the two days - both courses
- Valuable training
- I would like more space on the handouts to make notes
- Great course – well presented – easy to understand
- Really great balance of role playing and information
- I got more out of it than I anticipated – topics relevant to most people