

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

Feedback from the end of course evaluation form

		Course feedback	Percentage	
No. of participants		16		
Length in days		1		
No. of completed evaluations		14	88%	
Expectation?	Yes	12	86%	
	Partly	2	14%	
	No	0	0%	
Level of training	Too High	0	0%	
	Just Right	13	93%	
	Too Low	1	7%	
Facilitators Attitude - Poor	1	0	0%	
	2	0	0%	
	Okay	3	0%	
	4	0	0%	
	Great	5	14	100%
Facilitators Knowledge - Poor	1	0	0%	
	2	0	0%	
	Okay	3	0	0%
	4	1	7%	
	Great	5	13	93%
Way the workshop was run - Poor	1	0	0%	
	2	0	0%	
	Okay	3	1	7%
	4	3	21%	
	Great	5	10	72%
Handouts	Not enough	1	7%	
	Ok	1	7%	
	very useful	12	86%	

Key outcomes

- 86% of participants thought the workshop *achieved what they expected*.
- 93% 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*.
- 93% of participants reported the way the course was run was *very good to great*
- 86% 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?

- Unsure of the whole picture

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

- Planned response
- Having a structured approach
- Practical strategies and how to structure conversations as well as scopes of assertiveness
- Structured suggestions for how to approach difficult conversations
- The structure given
- Clarification of strategy
- All very useful
- Structure of difficult conversations
- Everything
- Structures of difficult conversations
- Thinking conversations
- Supervision and structuring those conversations
- Structuring conversations
- All of it

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

- N/A
- N/A
- Nil
- None

What impact will this training have on your work?

- Improved response
- I have developed new skills
- I will be clearer about purpose of questions and conversations
- Has given me some ideas/approach to work with
- Reminder of methods of dealing with difficult conversations
- Communicate more effectively and be more assertive
- Will use structure and focus on simplifying conversations/language
- I will endeavour to use many of the strategies around communication and engaging in difficult issues
- I feel better equipped to tackle difficult conversations with clients
- More thoughtful and planned difficult conversations
- I feel a lot more confident in getting across the purpose of supervision
- I now have useful skills and a resource kit to assist with difficult conversations, thank you!
- More concise conversation

Any other comments about the training course

- Thank you
- Very enjoyable and practical
- Engaging workshop full of practical, useful insight and strategies
- Thoroughly enjoyed it!
- Much thinking ahead! Thank you
- David is an excellent presenter- engaging and informative. I thoroughly enjoyed today