

Feedback Report for The Occasional Counsellor – Blacktown, Tuesday 28th February 2017

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		5	
Length in days		1	
No. of completed evaluations		5	100%
Expectation?	Yes	5	100%
	Partly	0	0%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	5	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	1	20%
Great	5	4	80%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	1	20%
Great	5	4	80%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	1	20%
Great	5	4	80%
Handouts	Not enough	0	0%
	Ok	1	20%
	very useful	4	80%

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*
- 80% 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?

- How to better manage difficult clients
- How to manage difficult behaviours and situations
- All
- General aspects of all topics
- Self help

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

- None
- I found it all relevant
- n/a
- counselling
- suicide

What impact will this training have on your work?

- Feel more confident/ capable of being more assertive in certain situation
- Ensuring clients don't start going down the counselling route
- Will help dealing with my next position on a welfare aspect
- Help volunteers

Any other comments about the training course

- n/a