

## Feedback Report for Occasional Counsellor – Tuggeranong, ACT - 2017

### Feedback from the end of course evaluation form

		Course feedback	Percentage
<b>No. of participants</b>		22	
<b>Length in days</b>		1	
<b>No. of completed evaluations</b>		20	
<b>Expectation?</b>	<b>Yes</b>	16	80%
	Partly	4	20%
	No	0	0%
<b>Level of training</b>	Too High	0	0%
	<b>Just Right</b>	20	100%
	Too Low	0	0%
<b>Facilitators Attitude - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	5	25%
	<b>Great</b>	5	75%
<b>Facilitators Knowledge - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	5	25%
	<b>Great</b>	5	75%
<b>Way the workshop was run - Poor</b>	1	0	0%
	2	0	0%
	<b>Okay</b>	3	0%
	<b>4</b>	10	50%
	<b>Great</b>	10	50%
<b>Handouts</b>	Not enough	0	0%
	Ok	7	35%
	<b>very useful</b>	13	65%

### Key outcomes

- 80% 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*
- 65% 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?

- Started on areas but would have liked more depth at times.
- More examples, scenarios, relevant question samples could be great
- It covered more than I expected.

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

- Can't choose – good overview liked that the trainer responded to the needs of the room.
- It was a well-rounded course where all the content interrelated.
- Boundaries, thinking language, Self-care, feeling language.
- Professional boundaries, Self-care.
- Gain agreement and response
- Understanding of language and counselling
- Discussion in how to assist clients without overstepping professional or other boundaries
- Dealing with difficult conversations
- Defining my role, self-care, suicidal clients
- Self-care, not exceeding job role.
- Dealing with difficult conversations
- Talking to patients about difficult topics
- Defining & explaining role, setting boundaries
- ALL
- Helping to clarify our role in the workplace and expectations of what we need to do, keeping empathy to a “thinking language”.
- Boundaries before presenting emotional support and counselling. Using thinking words vs
- feeling words
- Role/scope, preparing & positive purpose for each meeting, structuring and delivering bad news
- Working with people whom are distressed
- Structure for distressed people
- To double check the ‘counsellor mode’ I may be crossing

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

- It was all interesting and important to me
- Discussion in physical safety
- Perfectionism
- Physical safety.
- Dealing with clients in a physical sense
- Perfectionism x2
- Self-care, simply because I'm already doing it.
- Nothing, however some topics would have been great to have more details.
- It was all helpful
- Suicide
- Suicide because it is not a common issue for my work. But was useful for preliminary contact with clients.
- N/A x8

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

- Some changes to make to support self-care, I'm more on track that I realised – affirming.
- It confirmed the approach my organisation takes and provided a few small tweaks to improve our service.
- Volunteer training
- Helped to clarify my role and what I was doing at work to provide emotional support.
- Made me less anxious about dealing with people in distress.
- Yes
- It will make me more thoughtful in the way I ask questions
- The course helped me feel assured that I am doing well in a difficult role.
- An extreme amount
- Preparation and boundaries

- Encouraging reflection, got me thinking about things I can start tomorrow!
- Have more guidelines in place to direct us in our role
- Provided me with extra tools to carry out my work.
- Think about Agency responses/ responsibilities, self-care more.
- Positive impact on how I communicate
- It will give me more structure when clients are emotional.
- Gave some useful advice in delivery with clients and defining my role.
- N/A x3

**Any other comments about the training course**

- Thank-you for a great and informative day
- Some videos would be good, thankyou
- Would recommend and attend again
- Thank you
- Very useful
- Great workshop, I'll be sending more staff to the next one.
- Well presented & Informative
- Repetition was helpful
- N/A x11