

## Feedback Report for Power of Apology @ Mt Druitt, 26-27<sup>th</sup> April 2017

### Feedback from the end of course evaluation form

		Course feedback	Percentage
<b>No. of participants</b>		18	
<b>Length in days</b>		2	
<b>No. of completed evaluations</b>		17	
<b>Expectation?</b>	<b>Yes</b>	<b>6</b>	<b>35%</b>
	Partly	10	59%
	No	1	6%
<b>Level of training</b>	Too High	0	0%
	<b>Just Right</b>	<b>14</b>	<b>82%</b>
	Too Low	3	18%
<b>Facilitators Attitude - Poor</b>	1	0	0%
	2	0	0%
<b>Okay</b>	3	2	12%
	<b>4</b>	<b>2</b>	<b>12%</b>
<b>Great</b>	<b>5</b>	<b>13</b>	<b>76%</b>
<b>Facilitators Knowledge - Poor</b>	1	0	0%
	2	0	0%
<b>Okay</b>	3	3	18%
	<b>4</b>	<b>4</b>	<b>24%</b>
<b>Great</b>	<b>5</b>	<b>10</b>	<b>59%</b>
<b>Way the workshop was run - Poor</b>	1	0	0%
	2	1	6%
<b>Okay</b>	3	5	29%
	<b>4</b>	<b>6</b>	<b>35%</b>
<b>Great</b>	<b>5</b>	<b>5</b>	<b>29%</b>
<b>Handouts</b>	Not enough	0	0%
	Ok	15	88%
	<b>very useful</b>	<b>2</b>	<b>12%</b>

### Key outcomes

- 35% of participants thought the workshop *achieved what they expected*.
- 82% of the participants thought the workshop was pitched at the right level.
- 88% of participants reported the facilitator's attitude was *very good to great*.
- 83% of participants reported the facilitator's knowledge of the subject was *very good to great*.
- 64% of participants reported the way the course was run was *very good to great*
- 12% 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?**

- not given any info prior to attending, further exploration of presenting themes needed
- wasn't sure what to expect
- It did not tease apart issues enough e.g. debriefing
- Had minimum expectations
- Expectations were too low on first day, although it clearly created the conditions for who and was needed

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

- Speaking about forgiveness in the work place and taking a plan back to work on
- Allergies
- Love language topic
- Once we made the training relevant to what was going on in our organisation it all came together
- Opportunity to work through conflict as relationship building
- Barriers to team functioning- trust, unsafe
- GIFT resource was helpful, reflection of allergies (emotional), moving forward
- What needs to change
- DAY 2 x2
- Power of Apology, talking about issues of concern at the wash house
- Team unity and cohesiveness
- Exploring teambuilding
- All of it- conflict resolution, how to apologise effectively, forgiveness and better relationships
- Opening to honesty in the team and housing forgiveness- apology as a clear framework for processing
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### **What topic/ issue has been the least important for you?**

- Apology language
- AbCAe
- It was all relevant
- NIL
- The gift exercise holding the thumb- I don't think I will use that with my client, but reflecting on it later- I might.

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

- More aware of peoples "allergies"
- Awareness to other peoples language
- Definitely
- I will take more care with "team" relationships, how I give feedback, exploring others needs
- Good reflection
- Gives a frame for working through work/team issues
- Thought provoking re: personal and workwise
- I think it may help us work as a team better if everyone puts in the effort, some apology activities as well
- Hope that practical steps are taken soon and on a regular basis to realise the hopes expressed by the group
- Awareness of emotional allergy, explore forgiveness-food for thought
- Awareness within relationships professionally and personally
- Not sure
- Good to start addressing the elephant in the room
- Has the potential for huge profuse impact and will be up to us

**Any other comments about the training course**

- Great training
- Thank you. It was a challenging couple of days which you facilitated well
- The flexibility was helpful to address team needs
- Training was a bit disjointed
- Thank you
- Didn't like the bell and didn't like starting an activity and being disturbed with further instructions
- Too much sitting and listening to facilitator, more action and group interaction that leads us to discover meaning/concepts
- Unsure about connection between exercises and their purpose with the workshop at times
- Thank you for your time and knowledge- your laughter is infectious
- Responded really well to feedback, met the team where they needed
- Thank you Heather, I really appreciate all that you gave