

Feedback Report for Power of Apology - Wollongong, 22nd-23rd June 2017

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		10	
Length in days		2	
No. of completed evaluations		10	
Expectation?	Yes	10	100%
	Partly	0	0%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	10	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	1	10%
Great	5	9	90%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	2	20%
Great	5	8	80%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
Okay	3	0	0%
	4	3	30%
Great	5	7	70%
Handouts	Not enough	0	0%
	Ok	0	0%
	very useful	10	100%

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*
- 100% 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?

- Five languages of apology
- The volcano and tools to work with
- Emotional allergy
- Emotional allergies and icebeing
- Anger, trauma, languages of restitution
- Emotional allergies and apologising with seeking restitution
- Language of apology
- Volcano, emotional allergies, breaking down the apology, practical tools allowed me to practice the new skills
- Emotional allergies
- Forgiveness- what it means and does not mean, how past wounds affect my everyday life and how to soothe or tame them

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

- N/A
- Can't think of any
- None
- Rule setting and first session a little too long
- Can't think of any, all were important. Amazing teacher!
- None

What impact will this training have on your work?

- Be aware of underlying causes in situations that arise
- Time will tell- an awful lot to take in
- Probably allow for better communication
- Changed everything
- It's given me ideas for how to work with a client
- Enhance my understanding of self and others
- Profoundly positive and encouraging, grow and develop
- To finally start to master the art of the apology
- Better relationships
- Will help me to respond to difficult situations more wisely, with more understanding and insight into myself and others

Any other comments about the training course

- A copy of the volcano slide may help
- Excellent and life enhancing, Heather was amazing and has a generosity of giving and makes sure the information is understood
- It's been very developing and I hope to rehearse the steps in giving and receiving an apology so I can use them at will
- Excellent, if this could only get into more workplaces/schools but it would have to be wanted by the participants
- Thank you Heather
- An additional day to learn more and consolidate the new skills
- I want more! I like all the discussion and the different opportunities to express ideas in conversation using images etc.