

Feedback Report for Essential skills for Effective workers at Blacktown, NSW – Nov 2017

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		7	
Length in days		1	
No. of completed evaluations		6	
Expectation?	Yes	6	100%
	Partly	0	0%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	6	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	0	0%
	Great	5	6
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	0	0%
	Great	5	6
Way the workshop was run - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	0	0%
	Great	5	6
Handouts	Not enough	0	0%
	Ok	0	0%
	very useful	6	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?

- Having difficult conversations. Thinking not feeling language
- Communication, supervision
- All good
- Tips and techniques for future development
- Supervision
- Difficult conversations

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

- I took something from everything!
- None
- N/A
- Difficult conversation

What impact will this training have on your work?

- Positive impact
- Improve my practice, being more in control over what I can have control over.
- Knowledge
- I will be more aware of the way in which issues/concerns are handled
- I'll try to be more direct and less accommodating to clients and sometimes other workers
- It will assist me in preparing for improved workplace conversations

Any other comments about the training course

- Thank you!
- Excellent
- All good