

Feedback Report for Occasional Counsellor - Hobart - 2017

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		13	
Length in days		1	
No. of completed evaluations		13	
Expectation?	Yes	12	92%
	Partly	1	8%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	13	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	3	23%
	Great	5	77%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	0	0%
	Great	5	100%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	1	8%
	Great	5	92%
Handouts	Not enough	1	8%
	Ok	4	31%
	very useful	8	62%

Key outcomes

- 92% 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*.
- 95% of participants reported the way the course was run was *very good to great*
- 62% 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?

- Present forward
- All
- Boundaries
- All of it
- How to provide emotional support- checklists, references
- Difference between emotional support and counselling
- Use of scripts when working with difficult situations to minimise
- Discussion on emotional support
- Many! Separation, future projection, safety
- Boundaries/ self-care
- Boundaries, strategies, self-care
- All very relevant really
- Boundaries, strategies to deal with difficult situations, self-care

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

- All important
- Nil
- N/A
- None of it
- N/A
- All very useful. Inclusive and engaging presentation.
- How connecting to the scenario activity due to falling outside role
- The whole thing was cohesive
- All very informative for me

What impact will this training have on your work?

- It will give me necessary skills and confidence
- Influenced future direction
- Changes to procedures
- A day to day impact. Will use tactics, language, skills every day
- Gives me a structure for future conversations
- Make me more aware when dealing with clients
- Increased confidence and awareness
- Unsure, improved understanding of theory behind interactions was compelling
- I'm yet to find out, hopefully a lot of useful skills to use in my job
- Will alter some of my work process
- Practical and simplistic ways of responding to clients needs and a way forward and keeping safe
- This has given me a 1day practical advice for helping clients at work
- Think about the way I respond to clients/colleagues in situations that are helpful to their needs (and my own)

Any other comments about the training course

- I wish I had done this much earlier in my career
- N/A
- Very useful, insightful, professional- thankyou
- Thank you for your time and effort
- Very good style of presentation
- Nil
- Excellent, please send information on future courses
- Very enjoyable as well as empowering
- Excellent, keen to come to other courses in the future

