

Feedback Report for The Occasional Counsellor with David Cherry -16th May 2018, Canberra ACT

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		9	
Length in days		1	
No. of completed evaluations		9	100%
Expectation?	Yes	9	100%
	Partly	0	0%
	No	0	0%
Level of training	Too High	0	0%
	Just Right	9	100%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	1	11%
	Great	5	89%
Facilitators Knowledge - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	1	11%
	Great	5	89%
Way the workshop was run - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	2	22%
	Great	5	78%
Handouts	Not enough	0	0%
	Ok	6	67%
	very useful	3	33%

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*
- 33% 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?

- Shifting responsibility back to the client and that our role is only to provide short term emotional support.
- Positive purpose and direct to act giving choices where possible.
- Strategies for dealing with highly distressed/suicidal clients.
- Using less feeling terms.
- Keeping responses to task i.e. it is not a part of our service.
- Logical/emotional language.
- Tactics for talking with people who are in distress.
- Dealing with people in crisis situations.

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

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What impact will this training have on your work?

- Nipping manipulative behaviours in the bud and not apologising for not being able to do a job that is not within my role.
- Being more mindful of how to be calm and direct.
- Being more aware of how I interact with clients and manage clients
- More skills to use in client interactions.
- Continuing development.
- Refresher for my daily duties.
- Management of role limitations.
- Will assist handling clients with crisis situations.

Any other comments about the training course

- Thank-you! Great course.