

Feedback Report for Power of Apology with Heather McAlpine, 10-11th May 2018 – Kiama, NSW

Feedback from the end of course evaluation form

		Course feedback	Percentage
No. of participants		7	
Length in days		2	
No. of completed evaluations		5	71%
Expectation?	Yes	5	100%
	Partly	0	0%
	No	0	0%
Level of training	Too High	1	20%
	Just Right	4	80%
	Too Low	0	0%
Facilitators Attitude - Poor	1	0	0%
	2	0	0%
	Okay	3	0%
	4	0	0%
	Great	5	100%
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	2	40%
	Great	5	60%
Handouts	Not enough	0	0%
	Ok	1	20%
	very useful	4	80%

Key outcomes

- 71% of participants thought the workshop *achieved what they expected*.
- 80% 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*
- 80% 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?

- Emotional allergies and forgiveness.
- Emotional Allergies.
- 5 languages of apology explained. Types of anger and GIFT, emotional allergies.
- The role of fear in creating impasses in relationships. That forgiveness is the solution and well-chosen boundaries (safe people to be vulnerable with).
- The languages of apology. Helpful in identifying the issues/wrongs that have caused the hurt.

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

- Anger background.
- None.
- None.
- 5 love languages/5 apology languages because already familiar.
- Couldn't name one they are all significant and impacting on me and my understanding of the topic/issue.

What impact will this training have on your work?

- Apology has not been something I have incorporated into my counselling as a process/concept before.
- Probably little as I work alone.
- Useful in my relationships and in my work.
- More aware of my own and other people's brokenness and vulnerabilities.
- It has had immediate impact in that it enabled me to identify the emotional allergy brought healing between my wife.

Any other comments about the training course

- Very personally relevant. Great transparent presenters and the presenter was highly engaged/engaging and empathetic.
- I probably needed more time on emotional allergies. The presenter was very good.
- It was such a holistic experience, especially being in Heather's home which was in itself very healing, wholesome, back to nature and very welcoming with her hospitality. We also covered extra topics which was helpful and freeing. Heather made it a safe for all with her discernment and care for others.
- Heather works so hard to include and validate individual participant's experiences/comments/goals. Her flexibility and compassion is very much appreciated.
- Heather is an excellent presenter. Makes everybody feel at ease with her empathetic accommodation of everyone and where each participant may be at in their life's journey.