

## Feedback Report for Handle with Care Devonport, TAS - 2019

### Feedback from the end of course evaluation form

		Course feedback	Percentage
<b>No. of participants</b>		22	
<b>Length in days</b>		1	
<b>No. of completed evaluations</b>		21	95%
<b>Expectation?</b>	<b>Yes</b>	<b>17</b>	<b>81%</b>
	Partly	4	19%
	No	0	0%
<b>Level of training</b>	Too High	0	0%
	<b>Just Right</b>	<b>20</b>	<b>95%</b>
	Too Low	1	5%
<b>Facilitators Attitude - Poor</b>	1	0	0%
	2	0	0%
<b>Okay</b>	3	0	0%
	<b>4</b>	<b>3</b>	<b>14%</b>
<b>Great</b>	<b>5</b>	<b>18</b>	<b>86%</b>
<b>Facilitators Knowledge - Poor</b>	1	0	0%
	2	0	0%
<b>Okay</b>	3	0	0%
	<b>4</b>	<b>2</b>	<b>10%</b>
<b>Great</b>	<b>5</b>	<b>19</b>	<b>90%</b>
<b>Way the workshop was run - Poor</b>	1	0	0%
	2	0	0%
<b>Okay</b>	3	1	5%
	<b>4</b>	<b>5</b>	<b>24%</b>
<b>Great</b>	<b>5</b>	<b>15</b>	<b>71%</b>
<b>Handouts</b>	Not enough	0	0%
	Ok	3	14%
	<b>very useful</b>	<b>18</b>	<b>86%</b>

### Key outcomes

- 81% of participants thought the workshop *achieved what they expected*.
- 95% 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*
- 86% 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?**

- Better than expected
- I would like to have some more of how to manage not so much identify

### **What topic/issue has been the most important for you?**

- Manipulative behaviour, communication styles, risk minimisation
- Manipulative clients, suggested scripts to use
- Would love to see addition of insight and emotional intelligence and social media boundaries
- Dealing with intimidation and manipulation, use of tone of voice and short sentences
- Over explainers and self-identification
- Communication and self-awareness with your communication style
- Body language
- Positive purpose, small things least effort, safety (yours and others), seconds to slow things down
- Language/risk management, communication
- Possible structure sheet, but mostly everything
- Safety
- Legal aspects
- Don't be an over-explainer
- Identifying and dealing with manipulative training
- Topics of empathy and not involving feelings
- The importance to keep safe, how to achieve this in my workplace
- Shifting empathy from "understand you feel" to "understand your concern/other". Protocol for practice/especially for new employees
- Communication skills

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

- All relevant
- Enjoyed every topic- good useful day
- Verbal cues
- All good to confirm
- None were less important
- None, it felt like it was all very relevant to my role
- n/a
- it was all good
- I enjoyed the whole day, thank you
- Nil
- Signs of aggression

### **What impact will this training have on your work?**

- Will provide further knowledge and skills for aggressive and manipulative behaviour
- Slow thing down, self-care and keeping safe in the workplace
- Reminder of what is best practice
- Use of early intervention
- Some practical identification strategies
- Change the way I talk to people
- Positive- but not as in depth or broad as what I expected
- Improved understanding and options for communication
- Great reading provided and information
- It will help me out a lot more positively
- It will help me work better with 16-24
- Understanding tone of voice
- Assist in dealing with clients
- Identify/ deal with behaviours early. Be safe/ okay to leave
- Simplify and streamline my communication

- It has challenged me to rethink my listening and communicating
- This has reinforced what I do in the workplace and has given me permission to say no when our service cannot offer services outside our control
- As above. Bring a condensed version (10min) to practice meeting for general discussion
- Gaining of extra skillset

**Any other comments about the training course**

- Loved David's relaxed style and sense of humour
- Really enjoyable, entertaining and informative
- Great/useful
- I enjoyed it
- Wonderful training and very relevant to my role
- Very good
- It was great- challenging
- Really enjoyed style of presentation
- Great training, thank you
- Great training that is very useful to the workplace and myself as a concerned staff member.  
Extremely good workshop.