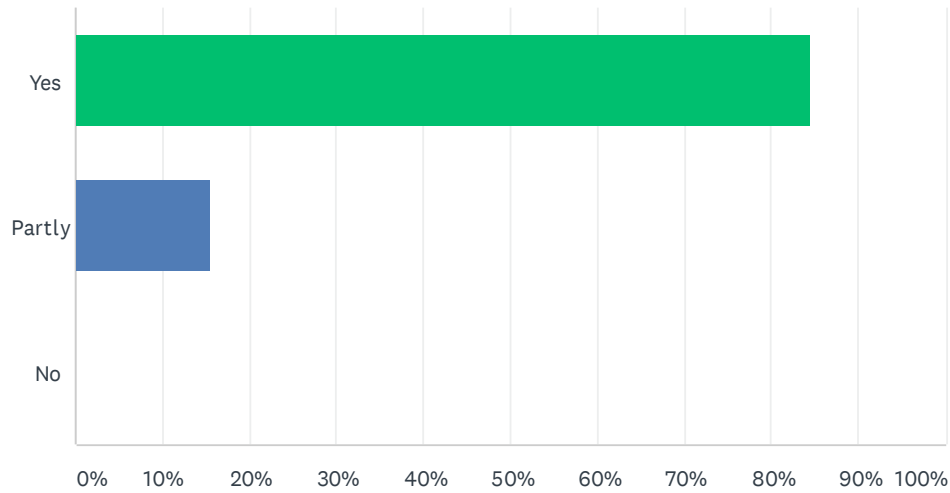


Q1 Has the workshop covered what you expected?

Answered: 13 Skipped: 0

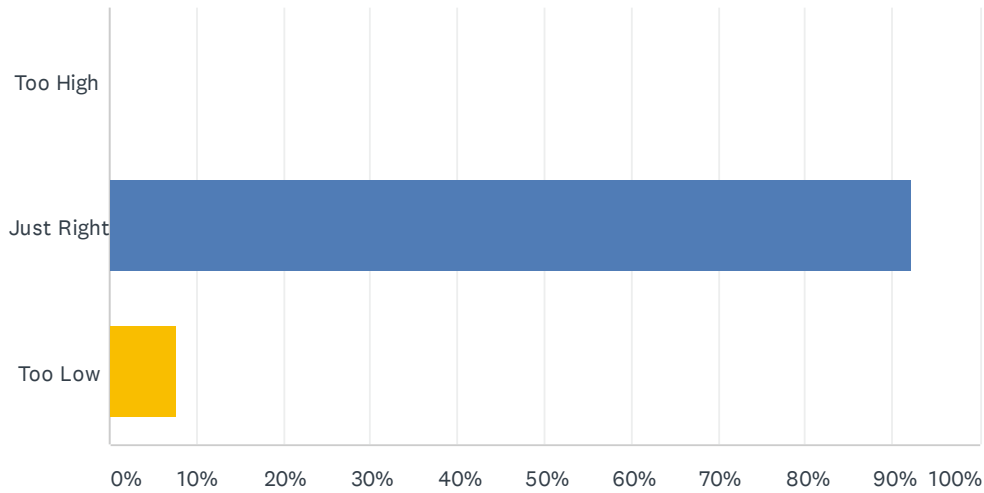


ANSWER CHOICES	RESPONSES
Yes	84.62% 11
Partly	15.38% 2
No	0.00% 0
TOTAL	13

#	IF YOU SELECTED PARTLY OR NO, PLEASE STATE WHY	DATE
1	Thought the course may have covered more issues.	2/19/2021 10:16 AM
2	For two reasons, I missed the first hour because I am in Queensland and didn't realise the difference in start time. Secondly, as I work as an admin, I found a lot of the content was focused on counsellors. However some of the content could be transferred to an admin worker.	2/18/2021 11:52 AM

Q2 Was the level at which the workshop was pitched...

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	92.31% 12
Too Low	7.69% 1
TOTAL	13

Q3 What topic/issue has been the most important for you?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	It is important to know what to look out for in aggressive behavior and know it is okay to remove your self from danger.	2/19/2021 10:16 AM
2	Using language that doesn't create resistance Understanding and responding to different anger triggers Minimising risk	2/18/2021 2:58 PM
3	using goal and action orientated language vs emotional language	2/18/2021 1:36 PM
4	De-escalating a situation while children are present	2/18/2021 1:02 PM
5	Handling the situations as early as possible and being careful of every word you choose to use as this could affect the whole situation	2/18/2021 11:56 AM
6	The use of different language and also importantly, being allowed to be intolerable of certain behaviours.	2/18/2021 11:52 AM
7	Understanding the different anger triggers and the correct strategies to use to manage each one	2/16/2021 12:56 PM
8	Brief Communication - Essential skills The difference between outcomes and emotions	2/16/2021 12:44 PM
9	Always take threats seriously	2/16/2021 12:34 PM
10	Appropriate language for difficult conversations with disgruntled clients.	2/16/2021 12:25 PM
11	identifying potential dangers	2/16/2021 12:24 PM
12	Managing risk	2/16/2021 12:24 PM
13	Managing aggressive behaviours	2/16/2021 12:23 PM

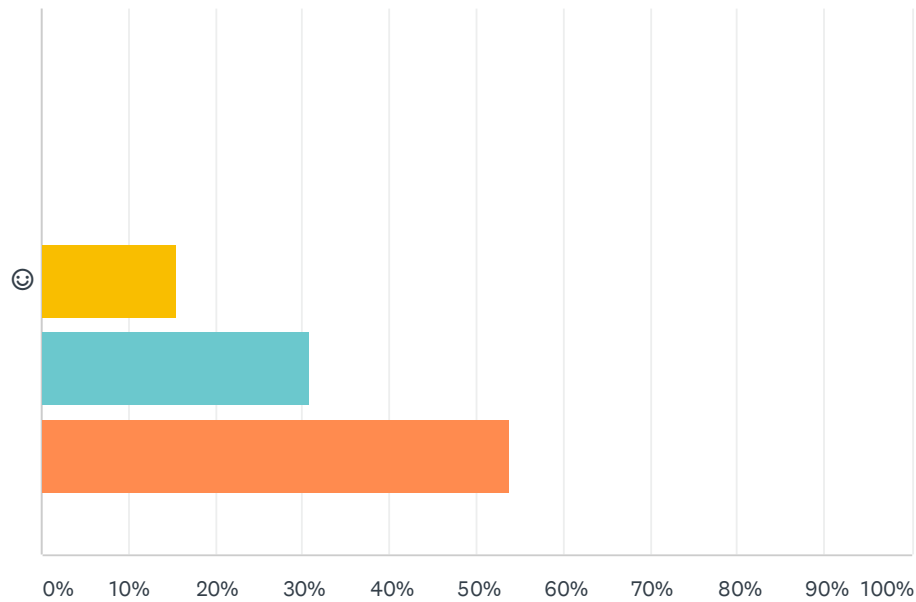
Q4 What topic/issue has been the least important for you?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	All topics were relevant.	2/19/2021 10:16 AM
2	It was all relevant and useful	2/18/2021 2:58 PM
3	It was all relevant- some parts were confirming what I do already is the right way to go.	2/18/2021 1:36 PM
4	Home visits etc	2/18/2021 1:02 PM
5	n/a	2/18/2021 11:56 AM
6	n/a	2/18/2021 11:52 AM
7	N/A all the information was very helpful.	2/16/2021 12:56 PM
8	All the information was useful	2/16/2021 12:44 PM
9	None. Found them all relevant	2/16/2021 12:34 PM
10	Home visits.	2/16/2021 12:25 PM
11	Outreach protocols	2/16/2021 12:24 PM
12	nil	2/16/2021 12:24 PM
13	N/A	2/16/2021 12:23 PM

Q5 How did you find the course/ workshop facilitator/s attitude towards the participants?

Answered: 13 Skipped: 0

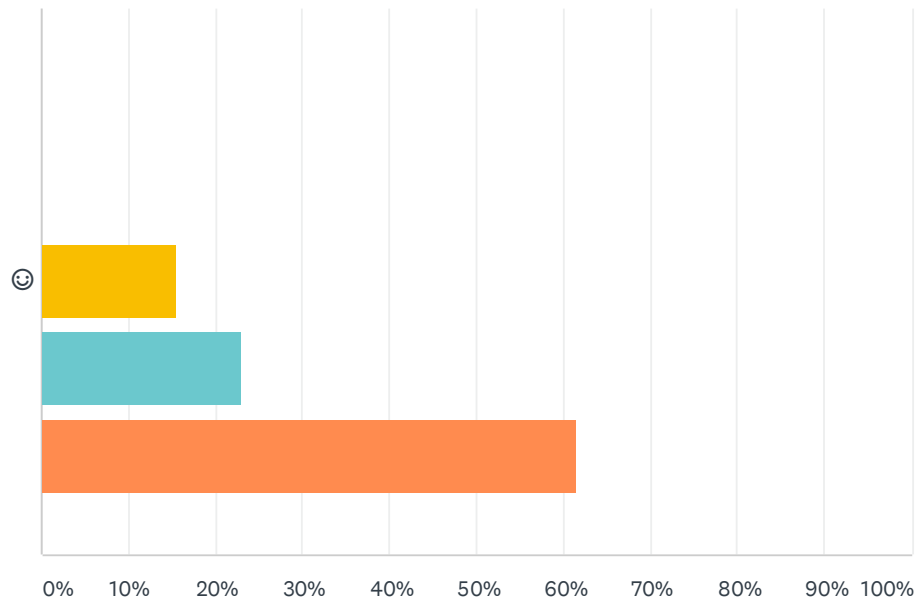


■ Poor
 ■ (no label)
 ■ Ok
 ■ (no label)
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	15.38% 2	30.77% 4	53.85% 7	13	4.38

Q6 How did you find the course/ workshop facilitator/s knowledge of the topic/s?

Answered: 13 Skipped: 0

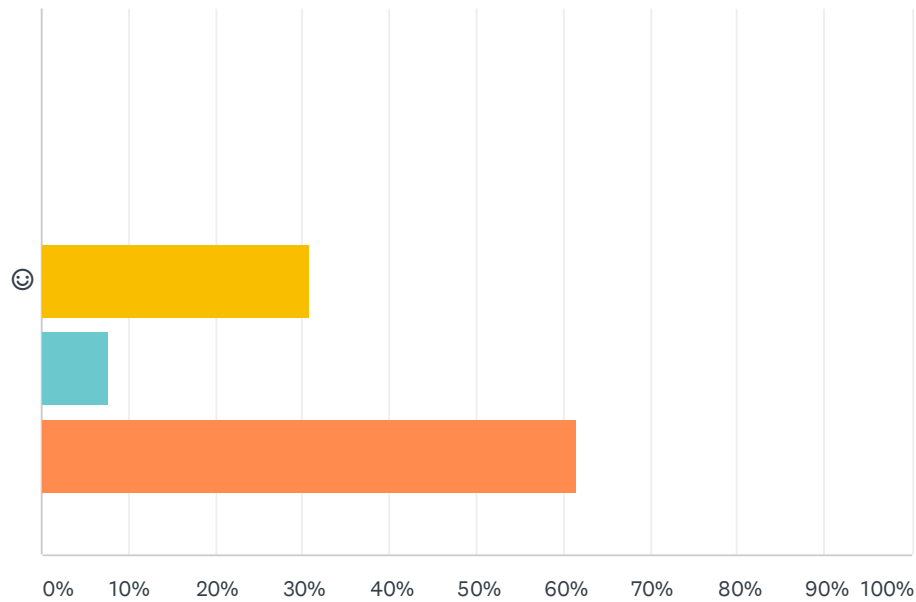


■ Poor
 ■ (no label)
 ■ Ok
 ■ (no label)
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	15.38% 2	23.08% 3	61.54% 8	13	4.46

Q7 How did you like the way the course/ workshop facilitator/s ran the workshop/ training program?

Answered: 13 Skipped: 0

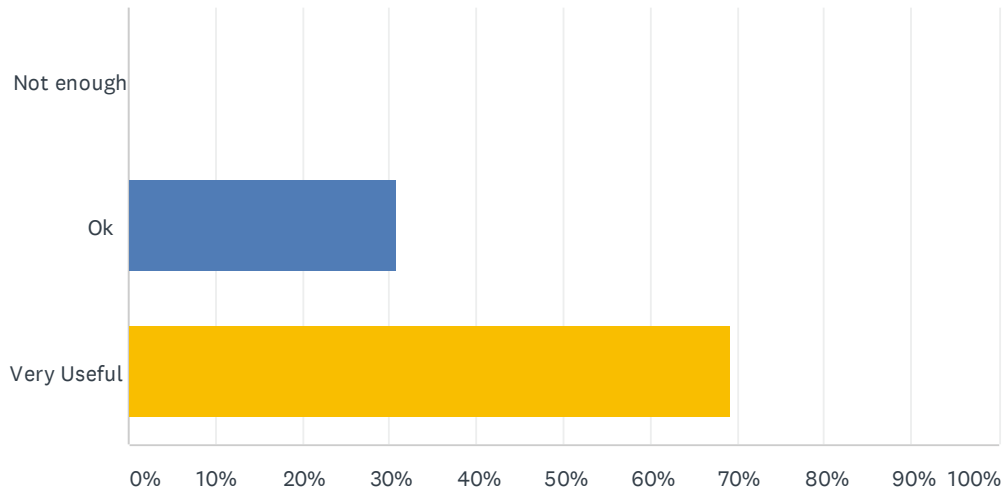


■ Poor
 ■ (no label)
 ■ Ok
 ■ (no label)
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	30.77% 4	7.69% 1	61.54% 8	13	4.31

Q8 Were the handouts booklets used (answer if applicable)

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not enough	0.00%	0
Ok	30.77%	4
Very Useful	69.23%	9
TOTAL		13

Q9 What impact will this training course/ workshop have on the way that you work?

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	A good refresh on what to look out for in an aggressive person and to remember never walk into an aggressive situation and call for help, police if it sounds dangerous. Always over evaluate than under evaluate.	2/19/2021 10:16 AM
2	I will take on board about the use of language when dealing with difficult situations. Slightly overreact than underreact Minimise risk as much as possible	2/18/2021 2:58 PM
3	difference use of language re goal and action orientated language	2/18/2021 1:36 PM
4	I will encourage my team to participate in any relevant training that you have. Thank you	2/18/2021 1:02 PM
5	I have a better understanding of how to manage difficult situations and where to act more efficiently	2/18/2021 11:56 AM
6	Think before speaking, intolerance of certain behaviors, safety first.	2/18/2021 11:52 AM
7	Has helped to increase greater awareness around safety Think about the language one uses Implement the advice to slightly overreact then undereact Go with your gut sense	2/16/2021 12:56 PM
8	Thinking of essential communication skills Reading policy and procedure at the organization	2/16/2021 12:44 PM
9	Continue to build on the knowledge I have thus far	2/16/2021 12:34 PM
10	Refresher on material. Very useful.	2/16/2021 12:25 PM
11	Heightened awareness around potential personal dangers when dealing with aggressive clients	2/16/2021 12:24 PM
12	Support/risk to my staff and clients	2/16/2021 12:24 PM
13	Aid in situations with heightened clients	2/16/2021 12:23 PM

Q10 Any other comments about the training course:

Answered: 13 Skipped: 0

#	RESPONSES	DATE
1	-	2/19/2021 10:16 AM
2	The course was very interesting and offered some very practical strategies which can be easily implemented in a workplace situation. David was very knowledgeable on all topics	2/18/2021 2:58 PM
3	nil	2/18/2021 1:36 PM
4	I found it very informative and well presented. Thank you	2/18/2021 1:02 PM
5	Thank you for your time.	2/18/2021 11:56 AM
6	As I mentioned, the daylight saving the start time was difference for us Queenslanders, I would have loved to hear the first hour.	2/18/2021 11:52 AM
7	I particularly liked that David provided really good clear commonsense practical strategies that one can use in the workplace to manage an aggressive individual. I think that the use of language and how one words things can have a significant impact on changing a person's behaviour. It was very beneficial training. My team leader has asked me to provide some feedback on it to our team at next weeks team meeting.	2/16/2021 12:56 PM
8	showing more Scenarios - Using YouTube clips	2/16/2021 12:44 PM
9	Thank you David Cherry	2/16/2021 12:34 PM
10	Quite frustrating that the chat option was disabled. Though this was an IT issue, made it difficult to participate especially that my mic and camera were also disabled.	2/16/2021 12:25 PM
11	all good. Thanks	2/16/2021 12:24 PM
12	no	2/16/2021 12:24 PM
13	N/A	2/16/2021 12:23 PM