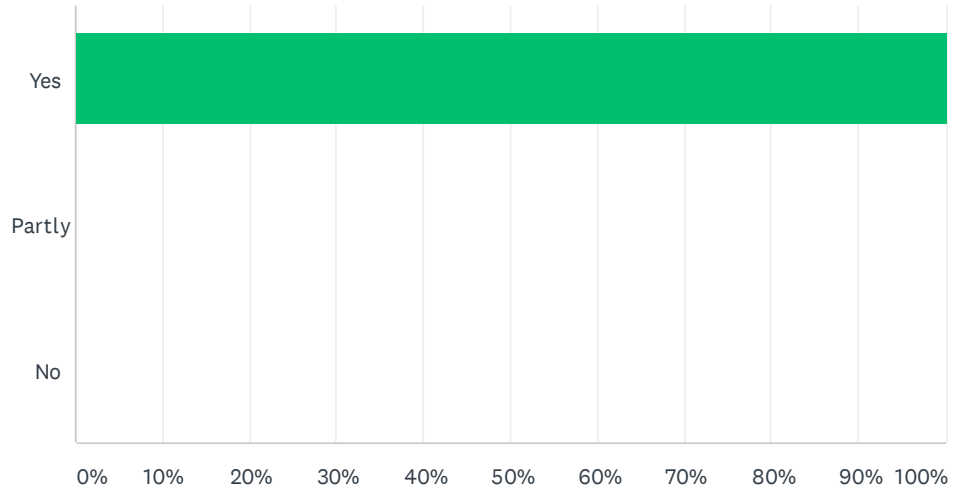


## Q1 Has the workshop covered what you expected?

Answered: 8 Skipped: 0

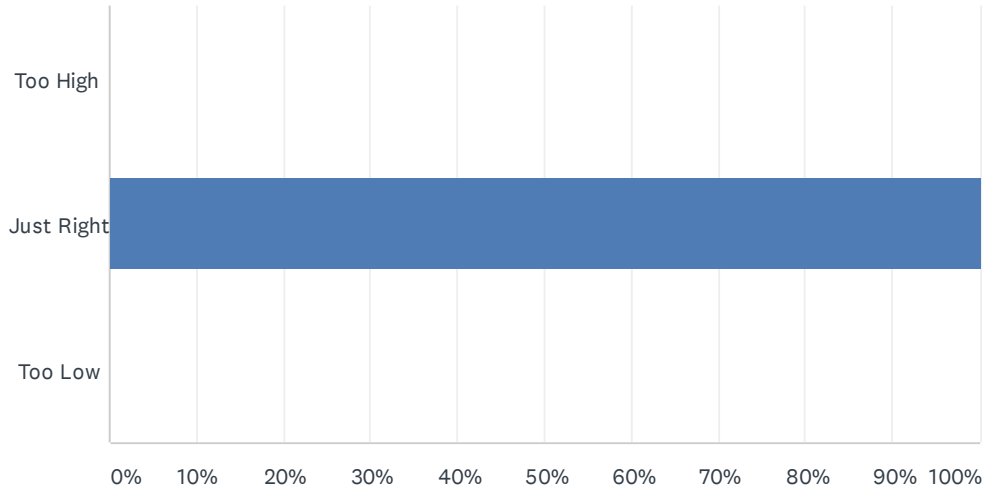


ANSWER CHOICES	RESPONSES
Yes	100.00% 8
Partly	0.00% 0
No	0.00% 0
<b>TOTAL</b>	<b>8</b>

#	IF YOU SELECTED PARTLY OR NO, PLEASE STATE WHY	DATE
1	n/a	3/18/2021 10:56 AM

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

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	100.00% 8
Too Low	0.00% 0
TOTAL	8

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

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	Using language to not create resistance in the other person	3/19/2021 2:47 PM
2	How to deal with abusive calls, how to hang up and when!	3/19/2021 10:42 AM
3	thinking vs feeling language	3/19/2021 10:27 AM
4	dealing with entitled callers	3/18/2021 12:36 PM
5	i think in managing all calls keeping in mind the purpose of call is useful, keeps my focus	3/18/2021 12:34 PM
6	All were helpful	3/18/2021 12:33 PM
7	Being able to detach yourself from people who talk to you about personal issues or abuse you directly, and not to take it to heart.	3/18/2021 10:56 AM
8	Feeling vs Thinking language	3/18/2021 10:51 AM

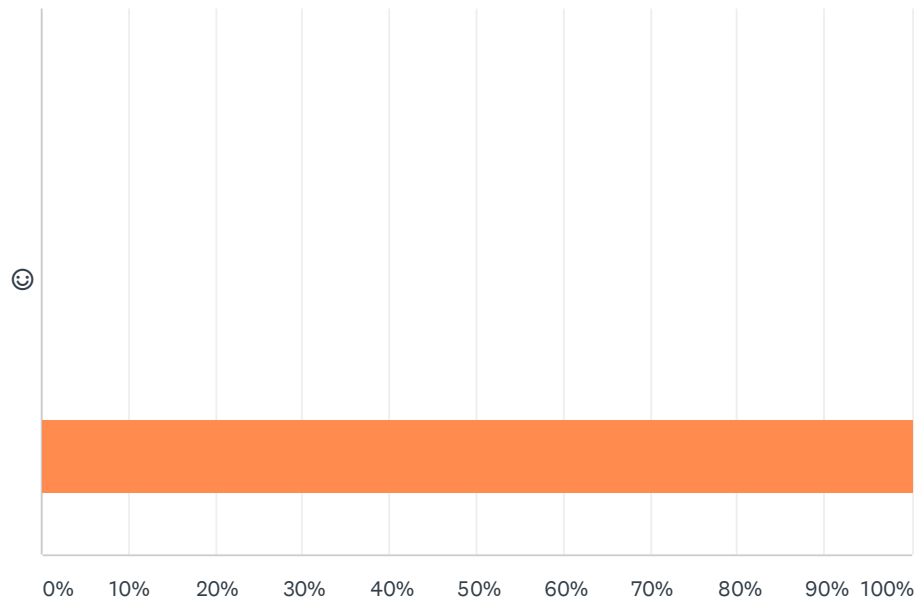
## Q4 What topic/issue has been the least important for you?

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	I think all were important	3/19/2021 2:47 PM
2	No topic was the least important all the information was valuable and	3/19/2021 10:42 AM
3	N/A	3/19/2021 10:27 AM
4	Suicidal callers, thankfully they aren't common, and have also done the Lifeline ASIST training	3/18/2021 12:36 PM
5	NA	3/18/2021 12:34 PM
6	Found all information useful to use in my workplace and role	3/18/2021 12:33 PM
7	It's not unimportant but I already find it manageable to confirm what I do and do not accept from clients who are calling and act aggressively.	3/18/2021 10:56 AM
8	None	3/18/2021 10:51 AM

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

Answered: 8 Skipped: 0

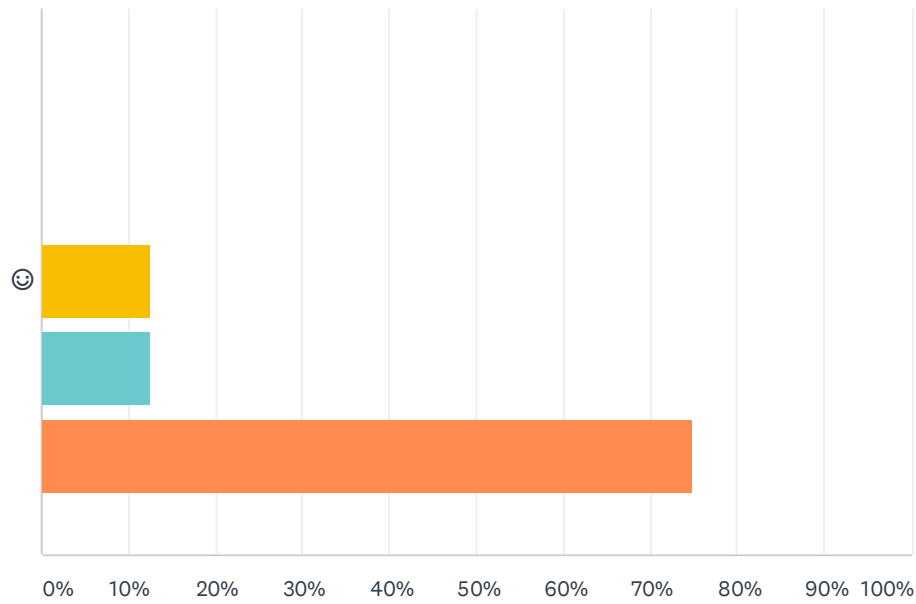


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 8	8	5.00

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

Answered: 8 Skipped: 0

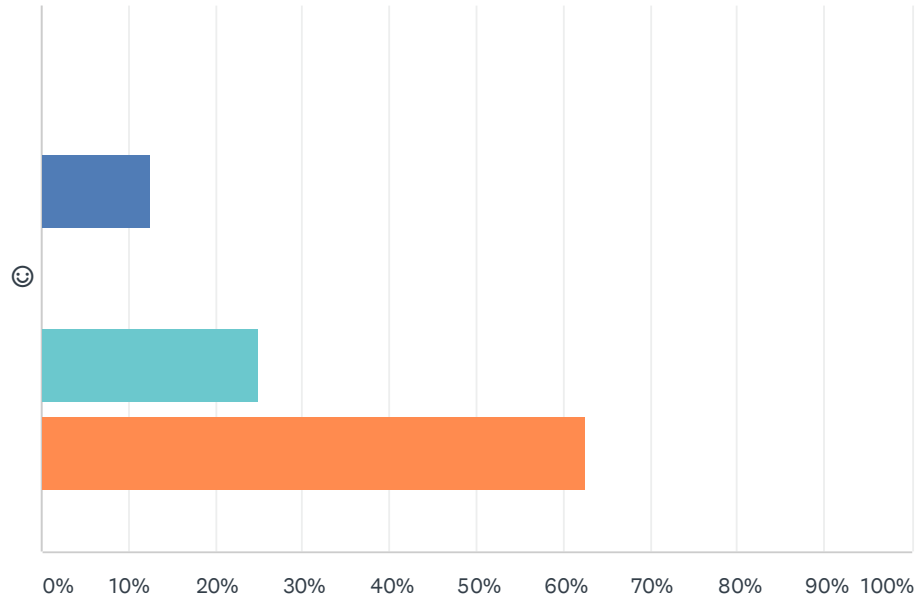


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	12.50% 1	12.50% 1	75.00% 6	8	4.63

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

Answered: 8 Skipped: 0

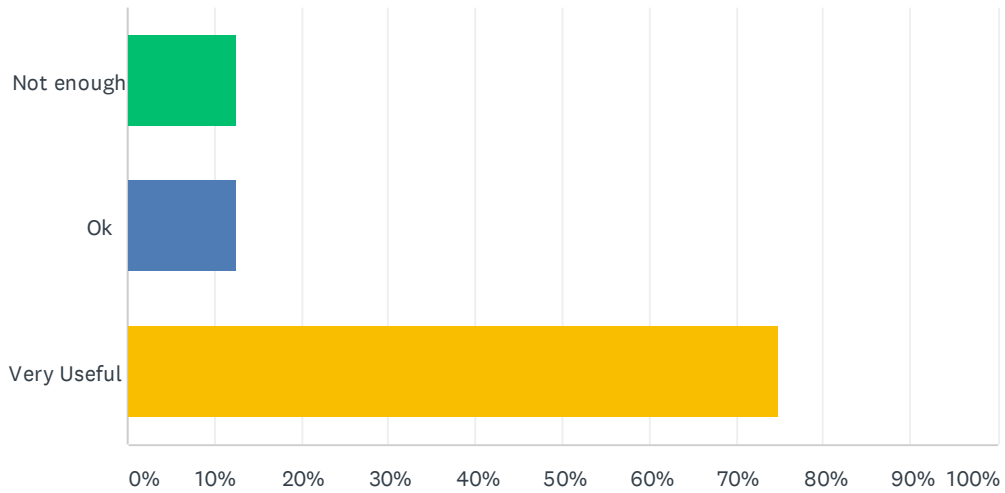


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	12.50% 1	0.00% 0	25.00% 2	62.50% 5	8	4.38

## Q8 Were the handouts booklets used (answer if applicable)

Answered: 8 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not enough	12.50%	1
Ok	12.50%	1
Very Useful	75.00%	6
TOTAL		8



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

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	Being mindful of issues raised	3/19/2021 2:47 PM
2	Hopefully I will be able to minimise the work place violence that occurs over the phone and feel knowledgeable on how to deal with these situations. Safely use silence as a tool in my calls!!	3/19/2021 10:42 AM
3	confidence in my natural approach	3/19/2021 10:27 AM
4	I will try to be more assertive with entitled callers	3/18/2021 12:36 PM
5	it reminds me of the thigs that i already know about speaking with people on the phone	3/18/2021 12:34 PM
6	Was a great review of the way I communicate with my clients	3/18/2021 12:33 PM
7	I now have a better understanding on how to be more professional than emotional at work with heavy situations. I now know how to act safer and more confidently.	3/18/2021 10:56 AM
8	It will greatly impact the way I handle calls. AS well as changing the focus on self care	3/18/2021 10:51 AM

## Q10 Any other comments about the training course:

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	Very useful and interesting	3/19/2021 2:47 PM
2	Was very enjoyable, learnt heaps and also have new appreciation for the admins on the front line .	3/19/2021 10:42 AM
3	very engaging delivery. David displays warmth and has lovely manners :)	3/19/2021 10:27 AM
4	no	3/18/2021 12:36 PM
5	i found the structure a little bit disorganised. the instructor asked for suggestions on chat and then the structure basically followed that chat suggestions. it would have been more helpful to me if there had been a clear timetable/order of when things were to be discussed and the questions in the chat were put into this time slot where logical eg/ some asks about rambling callers, this is answered when the timetable says we are asking about rambling callers	3/18/2021 12:34 PM
6	Break out groups need more direction, participants not sure what to do or who should start conversation. Usually ends up being the over talker	3/18/2021 12:33 PM
7	Thanks for the session!	3/18/2021 10:56 AM
8	Great trainer	3/18/2021 10:51 AM