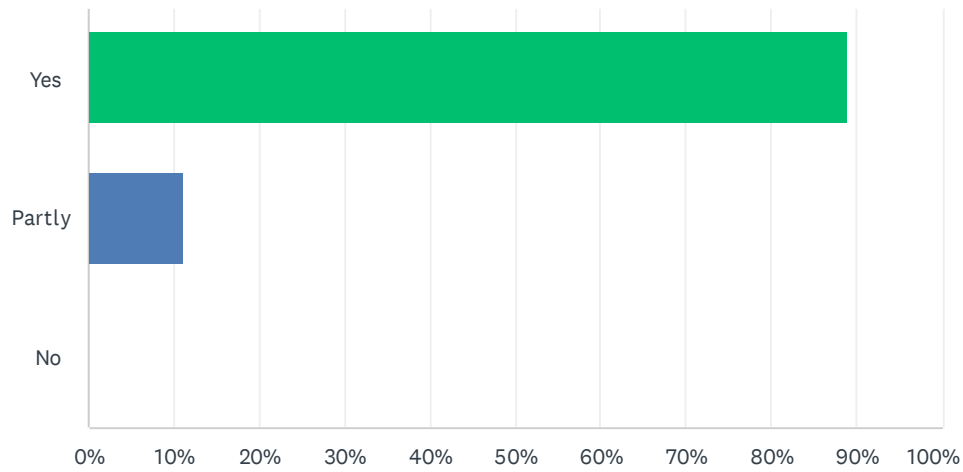


## Q1 Has the workshop covered what you expected?

Answered: 9 Skipped: 0

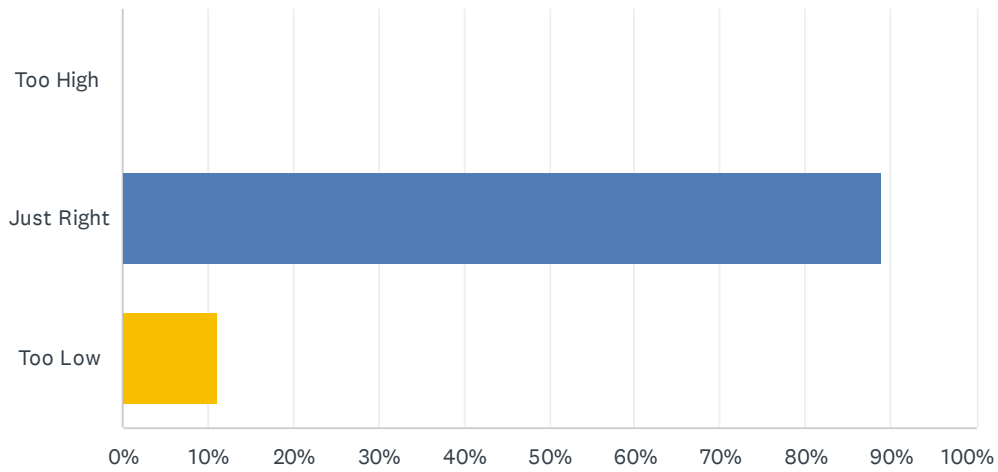


ANSWER CHOICES	RESPONSES
Yes	88.89% 8
Partly	11.11% 1
No	0.00% 0
<b>TOTAL</b>	<b>9</b>

#	IF YOU SELECTED PARTLY OR NO, PLEASE STATE WHY	DATE
1	The summary is technically accurate, however I found the suicidal caller and self care were mentioned very briefly	8/5/2021 4:36 PM

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

Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	88.89% 8
Too Low	11.11% 1
<b>TOTAL</b>	<b>9</b>

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

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	How to speak to a client over the phone who is angry or irritated. It was very helpful to learn how to keep them calm and the best way to speak to them	8/17/2021 10:09 AM
2	Using the correct language	8/17/2021 9:23 AM
3	The different types of difficult customers and how to handle each situation.	8/17/2021 7:41 AM
4	generally difficult callers ie aggressive/abusive and ramblers	8/5/2021 4:36 PM
5	Remember to breathe and control the call	8/5/2021 3:19 PM
6	Manging anger/aggression over the phone	8/5/2021 1:14 PM
7	The wording we use when talking to clients.	8/5/2021 12:36 PM
8	The importance of using the correct words when dealing with difficult clients so as not to heighten the stress of the client or anger them.	8/5/2021 12:31 PM
9	Indirect/entitled callers	8/5/2021 12:30 PM

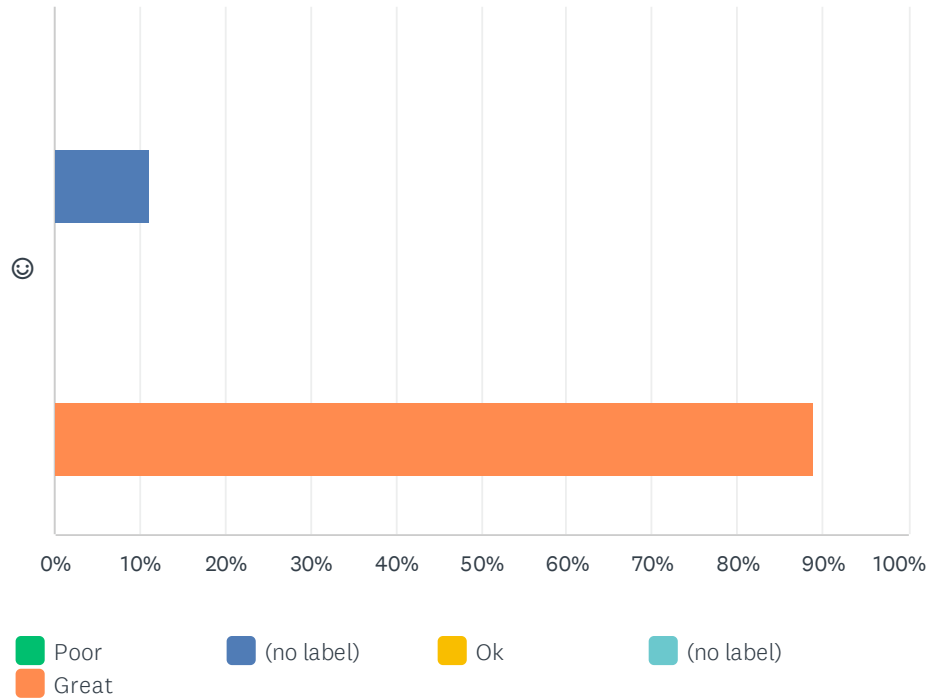
## Q4 What topic/issue has been the least important for you?

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	None of them as they were all helpful and important.	8/17/2021 10:09 AM
2	All topics can be of benefit at sometime	8/17/2021 9:23 AM
3	They were all important.	8/17/2021 7:41 AM
4	bewildered	8/5/2021 4:36 PM
5	using the word unfortunate	8/5/2021 3:19 PM
6	Managing someone upset/crying - I already have these skills.	8/5/2021 1:14 PM
7	N/A	8/5/2021 12:36 PM
8	Nothing. I found all of the topic very important and helpful.	8/5/2021 12:31 PM
9	N/A all relevant	8/5/2021 12:30 PM

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

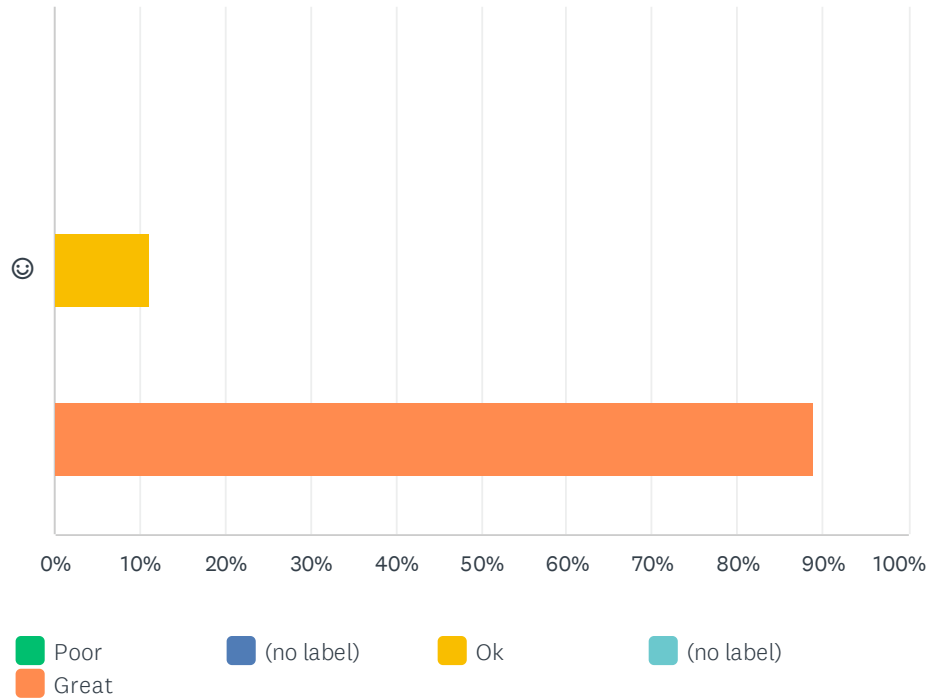
Answered: 9 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	11.11% 1	0.00% 0	0.00% 0	88.89% 8	9	4.67

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

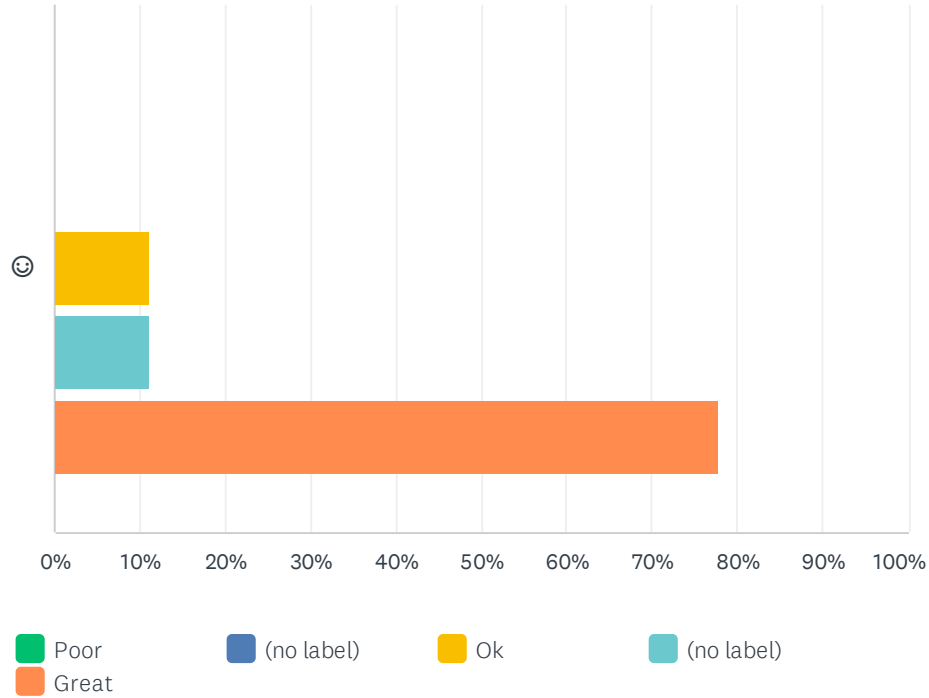
Answered: 9 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	11.11% 1	0.00% 0	88.89% 8	9	4.78

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

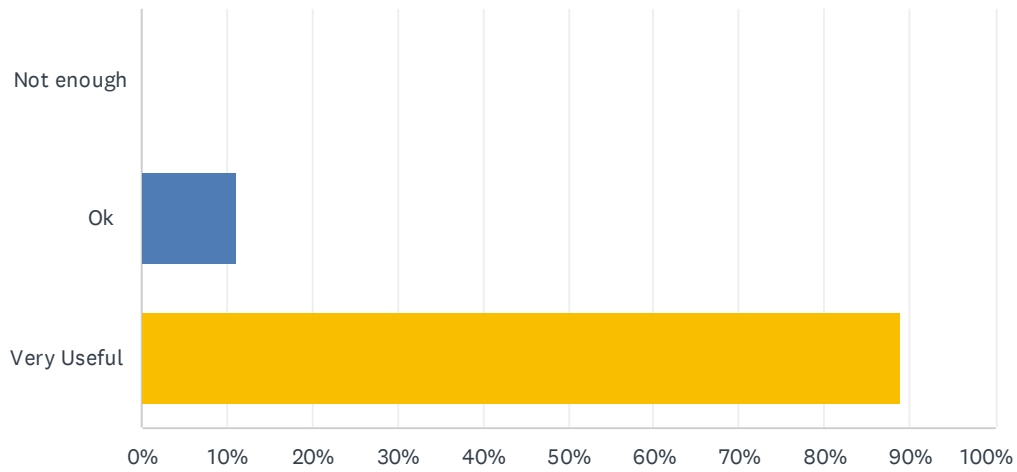
Answered: 9 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	11.11% 1	11.11% 1	77.78% 7	9	4.67

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

Answered: 9 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not enough	0.00%	0
Ok	11.11%	1
Very Useful	88.89%	8
<b>TOTAL</b>		<b>9</b>



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

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	I feel more confident in handling a situation if a client calls and is angry right of the bat.	8/17/2021 10:09 AM
2	Unfortunately not a lot as I really don't get many calls, however i did find the training engaging.	8/17/2021 9:23 AM
3	It will make me choose my words better so as not to make the situation worse when dealing with difficult callers.	8/17/2021 7:41 AM
4	Very little. Being reminded of how to deal with ramblers was helpful. I found that most things I already knew, as I do regular training, however the presenter did bring a different perspective. Some verbal information that the presenter said contradicts what I have been told by numerous trainers for suicidal calls.	8/5/2021 4:36 PM
5	Change the language I use to 'help'	8/5/2021 3:19 PM
6	It was a good refresher and the suggested scripts and tips were really useful.	8/5/2021 1:14 PM
7	Just a great refresher on the importance of the way we speak and the words we use.	8/5/2021 12:36 PM
8	Certainly make me think about choosing my words and sentences more carefully when dealing with clients. Lots of very helpful hints to use in specific situations.	8/5/2021 12:31 PM
9	help me to reflect and improve my difficult calls	8/5/2021 12:30 PM

## Q10 Any other comments about the training course:

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	David Cherry's workshop was very helpful and informative. Really enjoyed it.	8/17/2021 10:09 AM
2	na	8/17/2021 9:23 AM
3	Well worth attending. Thank you.	8/17/2021 7:41 AM
4	The presenter asked a specific person from our breakout group to talk about ramblers and her thoughts, and she started speaking, and he was interrupting her and speaking a bit abrupt. He was making it an example of how to stop ramblers and I felt it wasn't done in a 'nice' way, and I definitely will not be talking to rambling clients like that. The presenter at other times was good, but there were times when he could have worded it better. I will not recommend this webinar to any colleagues, I think there are other courses that present and their information is much better.	8/5/2021 4:36 PM
5	no thanks	8/5/2021 3:19 PM
6	I enjoyed it	8/5/2021 1:14 PM
7	would love to do the burnout course!	8/5/2021 12:36 PM
8	Knowledgeable trainer. I had issues to start with where noone could see or hear me but I could see and hear all that was happening. Got onto our IT in the break and issue was sorted. Purely an IT issue, nothing to do with the course.	8/5/2021 12:31 PM
9	No, thanks.	8/5/2021 12:30 PM