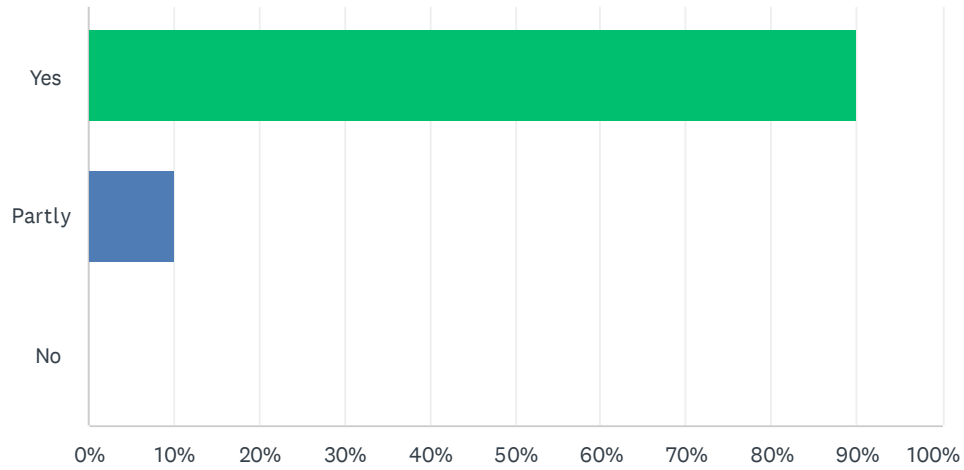


## Q1 Has the workshop covered what you expected?

Answered: 10 Skipped: 0

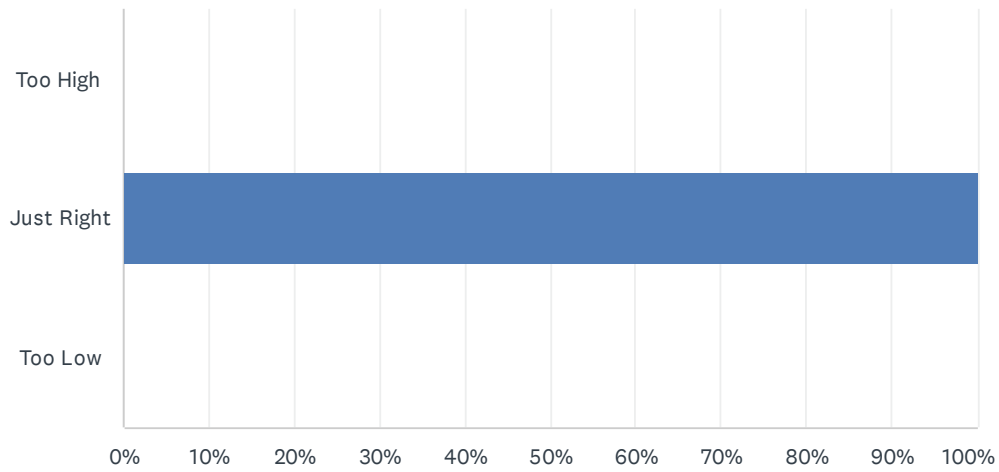


ANSWER CHOICES	RESPONSES
Yes	90.00% 9
Partly	10.00% 1
No	0.00% 0
<b>TOTAL</b>	<b>10</b>

#	IF YOU SELECTED PARTLY OR NO, PLEASE STATE WHY	DATE
	There are no responses.	

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

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	100.00% 10
Too Low	0.00% 0
<b>TOTAL</b>	<b>10</b>

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

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	Wording and how this can affect the listener	4/27/2021 3:12 PM
2	depersonalising content and thinking of how I work and deliver service from an organisation	4/27/2021 10:11 AM
3	suggest structure for difficult conversations	4/27/2021 8:56 AM
4	Dealing with Angry callers	4/22/2021 2:05 PM
5	I found the topic regarding Communication styles to be of benefit to myself, trying to use short sentences, and avoiding opening using 'Unfortunately' may help when managing calls.	4/22/2021 12:55 PM
6	all of it! It was straight to the point and meaningful/useful	4/22/2021 12:40 PM
7	dealing with a person with an indirect style	4/22/2021 12:37 PM
8	thinking about my own speech and also the responsibility of the client	4/22/2021 12:33 PM
9	providing the practical sentences we can use in our day to day	4/22/2021 12:33 PM
10	The use of the word Just and unfortunately	4/22/2021 12:01 PM

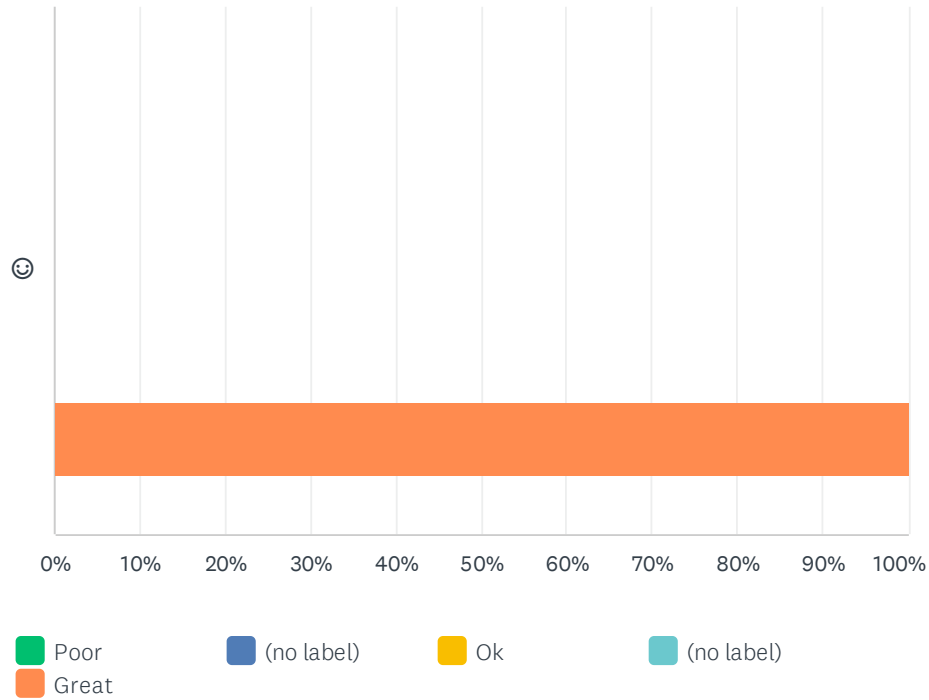
## Q4 What topic/issue has been the least important for you?

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	None	4/27/2021 3:12 PM
2	reception related difficult calls as I am the person who reception would pass the call onto.	4/27/2021 10:11 AM
3	none	4/27/2021 8:56 AM
4	none	4/22/2021 2:05 PM
5	All topics had relevance to managing difficult calls and can not determine which was least important.	4/22/2021 12:55 PM
6	all useful	4/22/2021 12:40 PM
7	none. all very interesting	4/22/2021 12:37 PM
8	nil, all useful	4/22/2021 12:33 PM
9	it was all relevant	4/22/2021 12:33 PM
10	Abusive clients, whilst I absolutely receive them. I have had extensive training in abusive customers in current and previous employment	4/22/2021 12:01 PM

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

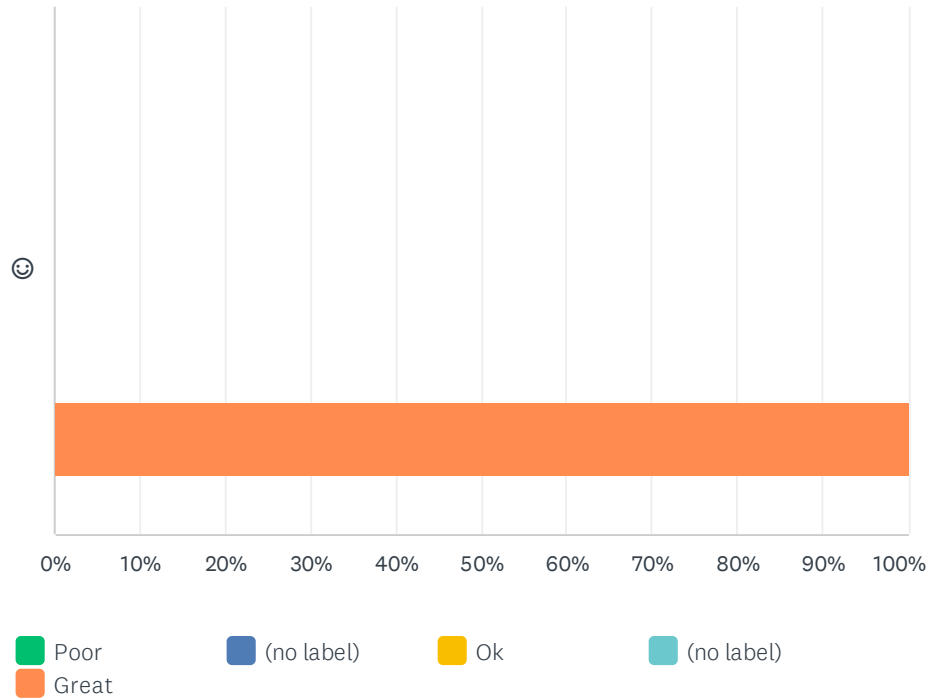
Answered: 10 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 10	10	5.00

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

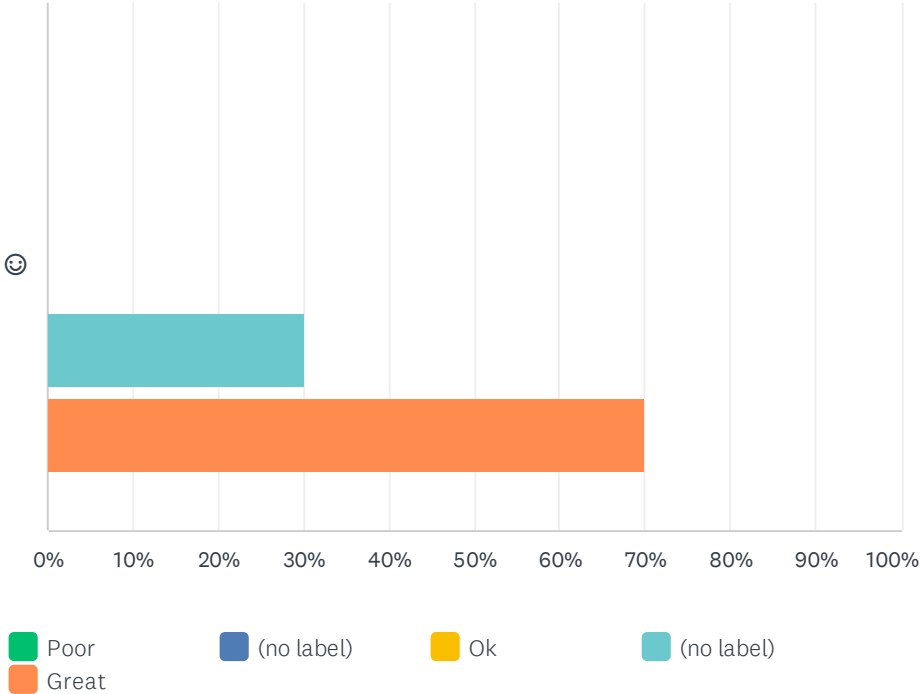
Answered: 10 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 10	10	5.00

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

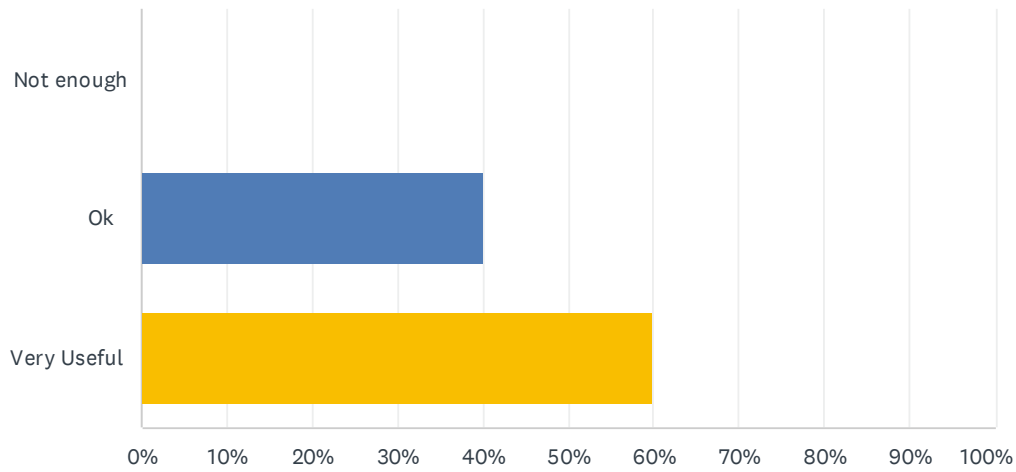
Answered: 10 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	30.00% 3	70.00% 7	10	4.70

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

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not enough	0.00%	0
Ok	40.00%	4
Very Useful	60.00%	6
<b>TOTAL</b>		<b>10</b>



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

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	I will use some of the advice given	4/27/2021 3:12 PM
2	thinking about how I practice within the system level and also thinking about the language that I use	4/27/2021 10:11 AM
3	I feel confident enough to transfer a client to an appropriate person for the call without having to listen to their story.	4/27/2021 8:56 AM
4	It will make me think about my comments and tone of voice when dealing with difficult calls	4/22/2021 2:05 PM
5	The course reinforces practices that I already undertake in my role, whilst providing some tips to best avoid words - such as terms - Unfortunately, Unavailable.	4/22/2021 12:55 PM
6	I think it will assist me to get straight to the point more with clients which saves them time and myself	4/22/2021 12:40 PM
7	I think it is going to help me be more professional in my empathising and sharing with callers. I'm going to be more confident about being firm and directing the conversation	4/22/2021 12:37 PM
8	hopefully a big impact, in realising my limitations and how I contribute to each conversation not just in eh obvious sense	4/22/2021 12:33 PM
9	refresher, and new tips to take with me	4/22/2021 12:33 PM
10	I will take more notice of my language and adjust accordingly	4/22/2021 12:01 PM

## Q10 Any other comments about the training course:

Answered: 10 Skipped: 0

#	RESPONSES	DATE
1	The course also confirmed some of the things I do already are the correct way of doing things	4/27/2021 3:12 PM
2	Recommend to my colleagues	4/27/2021 10:11 AM
3	Most webinar training I attend is clunky and ill-prepared, this was exceptional from start to finish, time flew by	4/27/2021 8:56 AM
4	no	4/22/2021 2:05 PM
5	David is clearly knowledgeable in this topic and I thank him for his time today. Most of the courses that I have undertaken have been face to face, and I did enjoy the online/zoom format. Thank you.	4/22/2021 12:55 PM
6	the most useful session of it's type ever participated in! So impressed	4/22/2021 12:40 PM
7	The time just flew. It was so interesting and provided lots of great tips to improve my telephone skills.	4/22/2021 12:37 PM
8	Very useful, even with face to face interactions, thank you	4/22/2021 12:33 PM
9	David was very approachable and set a nice,helpful tone for class	4/22/2021 12:33 PM
10	The training was really good and David was a great host	4/22/2021 12:01 PM