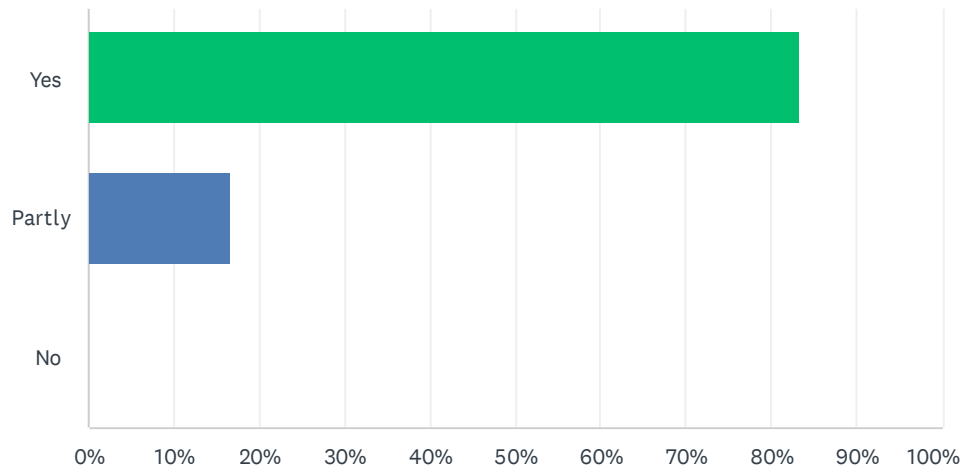


Q1 Has the workshop covered what you expected?

Answered: 6 Skipped: 0

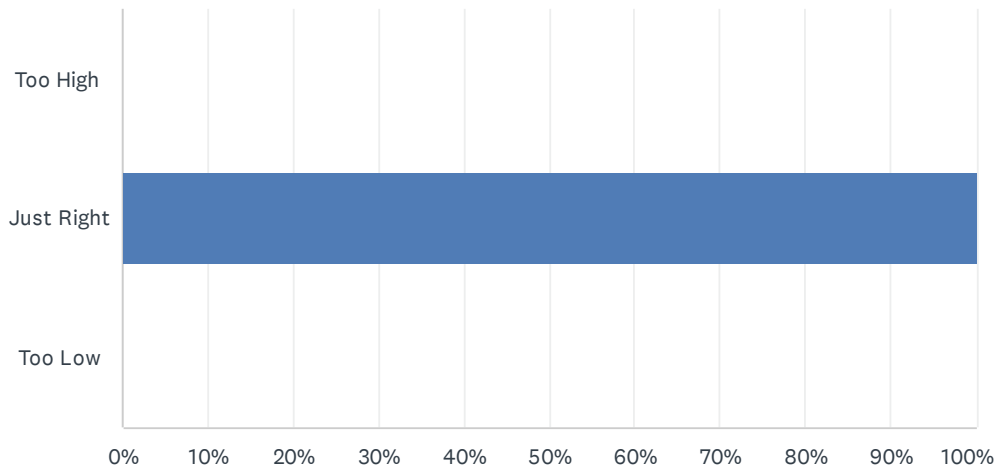


ANSWER CHOICES	RESPONSES
Yes	83.33% 5
Partly	16.67% 1
No	0.00% 0
TOTAL	6

#	IF YOU SELECTED PARTLY OR NO, PLEASE STATE WHY	DATE
1	Anticipated more focus on own preparation for outbound calls, and managing of own anxiety around speaking with clients in difficult situations. Was more focused on taking inbound calls and directing them to another worker (ie reception roles) than I had anticipated. However, there was a lot that was relevant and useful to my own role.	11/11/2021 4:22 PM

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

Answered: 6 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	100.00% 6
Too Low	0.00% 0
TOTAL	6

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

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	The idea that letting a call go on for too long can be detrimental not only for the worker, but also for the caller, was a really important realization. The different categories of caller (the rambler, the distressed caller etc) were useful.	11/11/2021 4:22 PM
2	Emphasis on Workers self-care	11/10/2021 8:44 AM
3	The whole approach to managing difficult calls was good	10/27/2021 9:29 AM
4	All the topics were of equal importance as they accurately reflected our callers	10/26/2021 1:52 PM
5	Making sure I get clear boundaries from my agency about what is expected of my level of response to calls	10/26/2021 12:34 PM
6	boundaries and you cannot fix everything	10/26/2021 12:27 PM

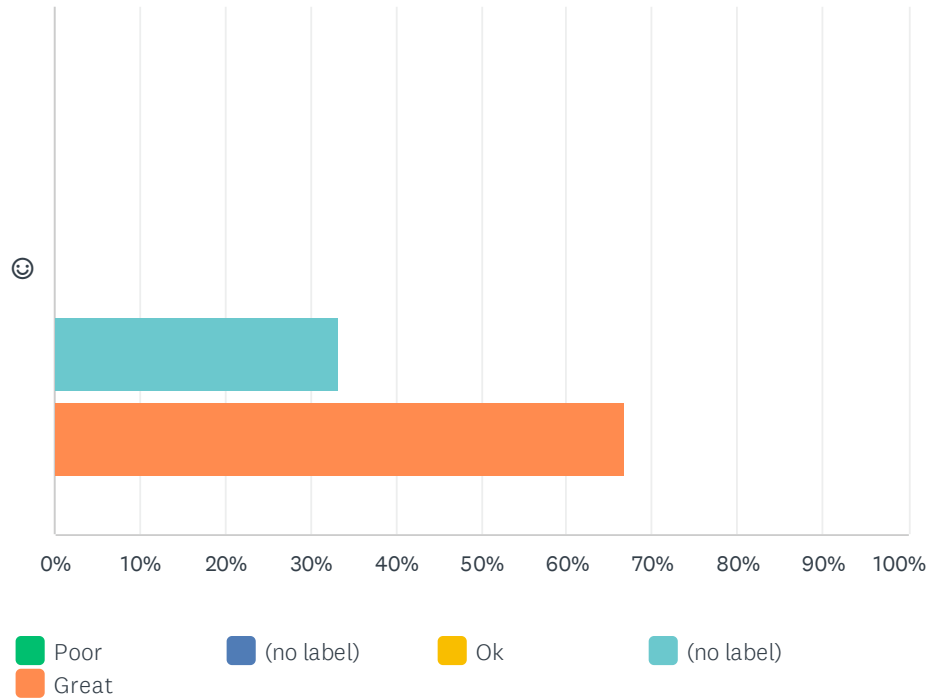
Q4 What topic/issue has been the least important for you?

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Strategies for determining how to direct the call.	11/11/2021 4:22 PM
2	All were very interesting	11/10/2021 8:44 AM
3	N/A	10/27/2021 9:29 AM
4	As above	10/26/2021 1:52 PM
5	Unsure	10/26/2021 12:34 PM
6	N/A	10/26/2021 12:27 PM

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

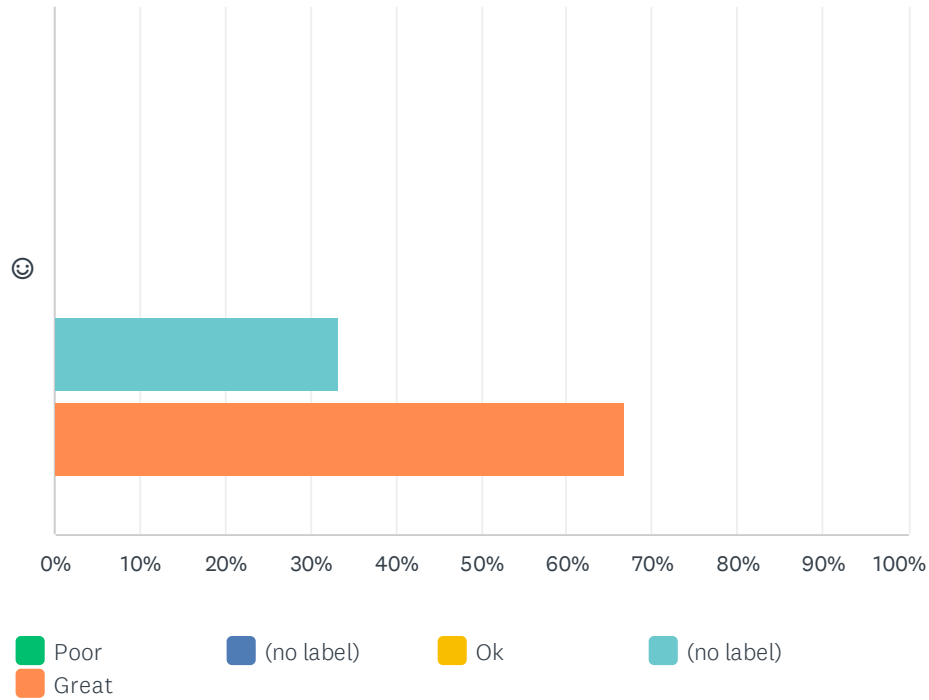
Answered: 6 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	33.33% 2	66.67% 4	6	4.67

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

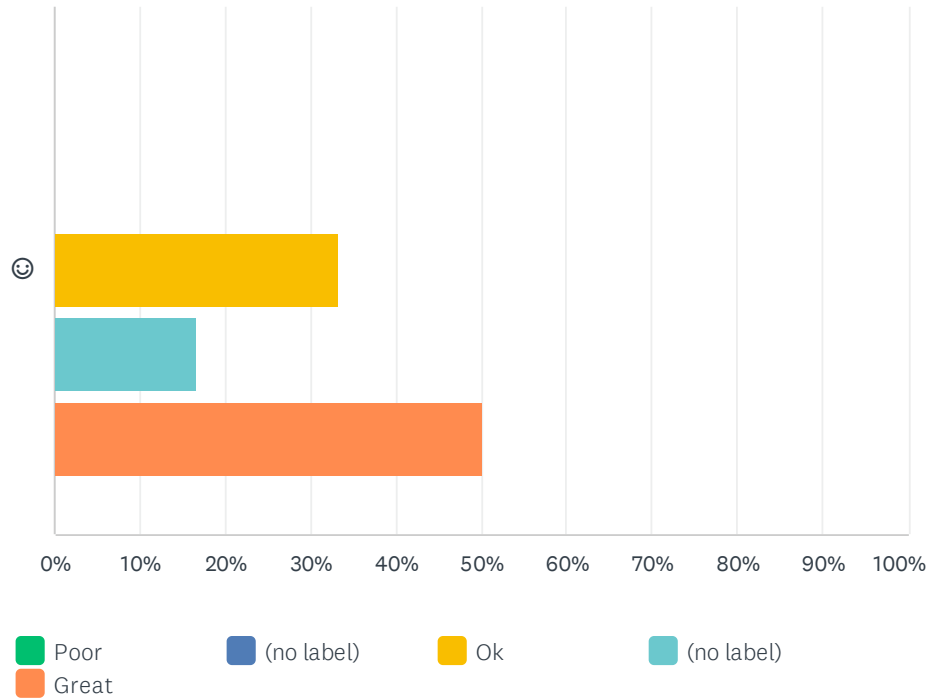
Answered: 6 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	33.33% 2	66.67% 4	6	4.67

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

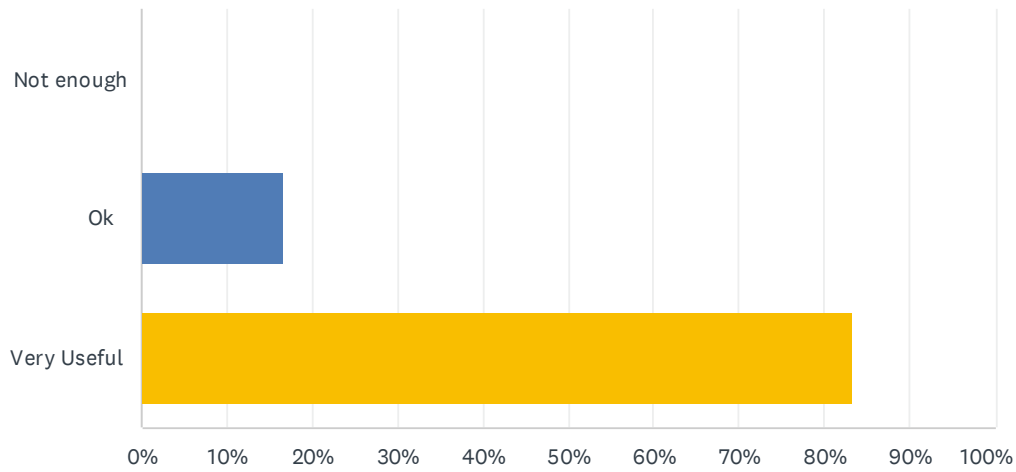
Answered: 6 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	33.33% 2	16.67% 1	50.00% 3	6	4.17

Q8 Were the handouts booklets used (answer if applicable)

Answered: 6 Skipped: 0



ANSWER CHOICES	RESPONSES
Not enough	0.00% 0
Ok	16.67% 1
Very Useful	83.33% 5
TOTAL	6

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

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	The main take away will be not to let people continue speaking continuously when the conversation is proving fruitless. Knowing that it is ok to interrupt and sometimes kinder to them to bring the conversation to a close for now, feels like 'permission' to do so.	11/11/2021 4:22 PM
2	Provided useful tools to handle and manage difficult callers in a professional and respectful manner.	11/10/2021 8:44 AM
3	Help me be more mindful of my approach and maybe even show some empathy	10/27/2021 9:29 AM
4	It confirms what I am doing is right and reminds me to step back and look at the bigger picture, and that it's okay to end the call.	10/26/2021 1:52 PM
5	Know where my level of responsibility ends.	10/26/2021 12:34 PM
6	validates my existing work ethic and attitudes	10/26/2021 12:27 PM

Q10 Any other comments about the training course:

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Lots of good resources pointed to at the end of the session, but perhaps these could have been included in an email rather than verbally communicated, leaving more time in the session for content and guidance. Perhaps a more time efficient method of role call would free up more time for content delivery too.	11/11/2021 4:22 PM
2	No	11/10/2021 8:44 AM
3	Outstanding David is a great teacher	10/27/2021 9:29 AM
4	David is very engaging and speaks to you as an equal.	10/26/2021 1:52 PM
5	I enjoyed the course and found it to be re affirming of work practices currently being used along with new information that will be very useful moving forward.	10/26/2021 12:34 PM
6	Nil	10/26/2021 12:27 PM