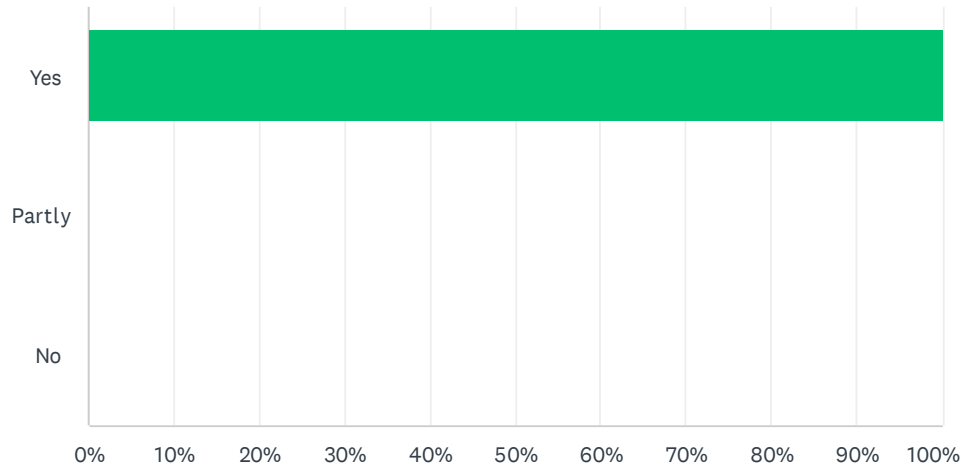


## Q1 Has the workshop covered what you expected?

Answered: 9 Skipped: 0

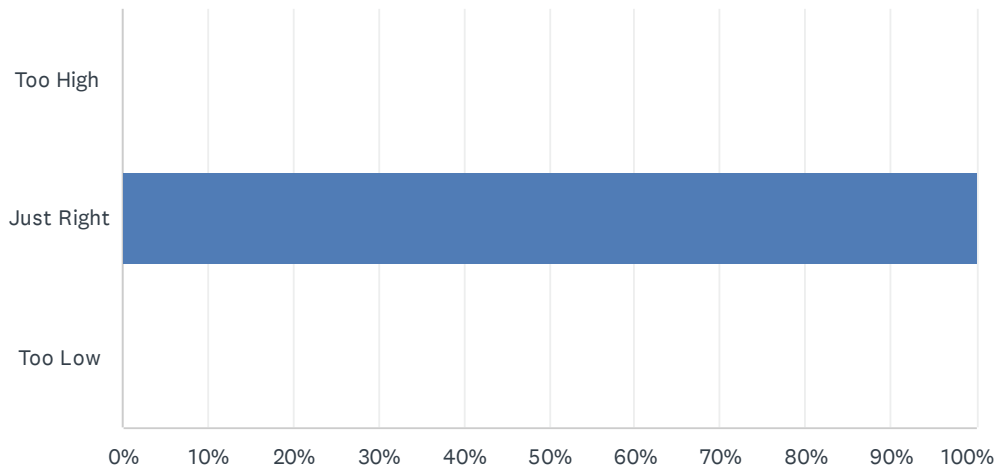


ANSWER CHOICES	RESPONSES
Yes	100.00% 9
Partly	0.00% 0
No	0.00% 0
<b>TOTAL</b>	<b>9</b>

#	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: 9 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	100.00% 9
Too Low	0.00% 0
<b>TOTAL</b>	<b>9</b>

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

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	Dealing with people with an indirect style	6/8/2021 3:20 PM
2	TRAUMA	6/8/2021 3:10 PM
3	Use of Language	6/7/2021 1:53 PM
4	Conversation structure	6/3/2021 4:48 PM
5	the terminology to use and not use	6/3/2021 3:16 PM
6	Tips on using more appropriate wording when taking client calls	6/3/2021 11:17 AM
7	learning the best response	6/2/2021 1:15 PM
8	It All	6/2/2021 12:32 PM
9	Handling suicide callers	6/2/2021 12:29 PM

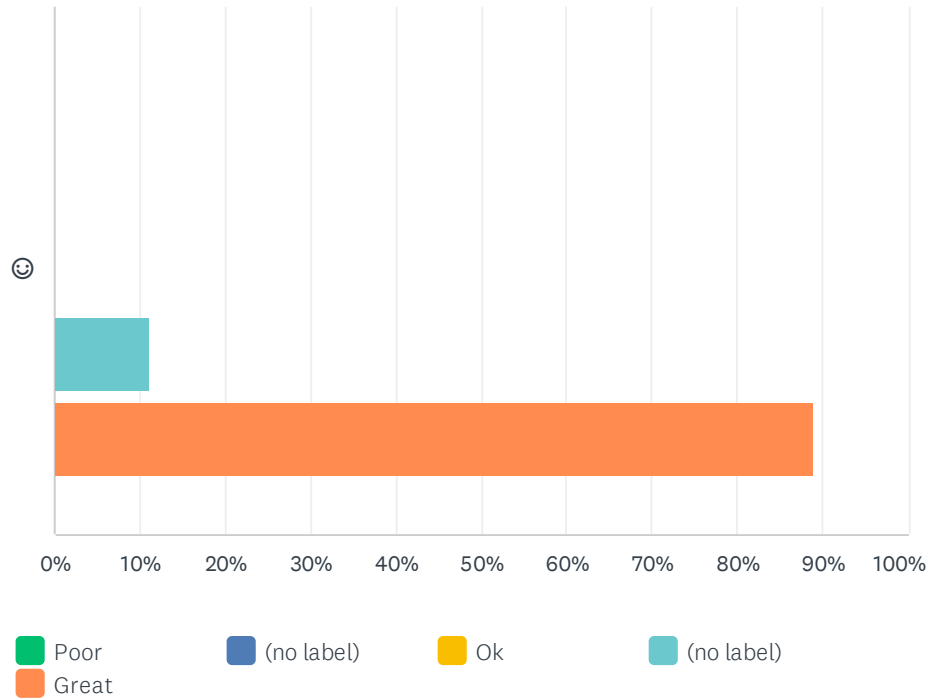
## Q4 What topic/issue has been the least important for you?

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	NA all the topics covered were relevant and important	6/8/2021 3:20 PM
2	changing certain words we use	6/8/2021 3:10 PM
3	None	6/7/2021 1:53 PM
4	Self care	6/3/2021 4:48 PM
5	NA	6/3/2021 3:16 PM
6	nothing it was all very useful	6/3/2021 11:17 AM
7	nil	6/2/2021 1:15 PM
8	Nothing	6/2/2021 12:32 PM
9	Dont think there really was any, I picked up different ideas on topics Im comfortable in so it was a good learning experience	6/2/2021 12:29 PM

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

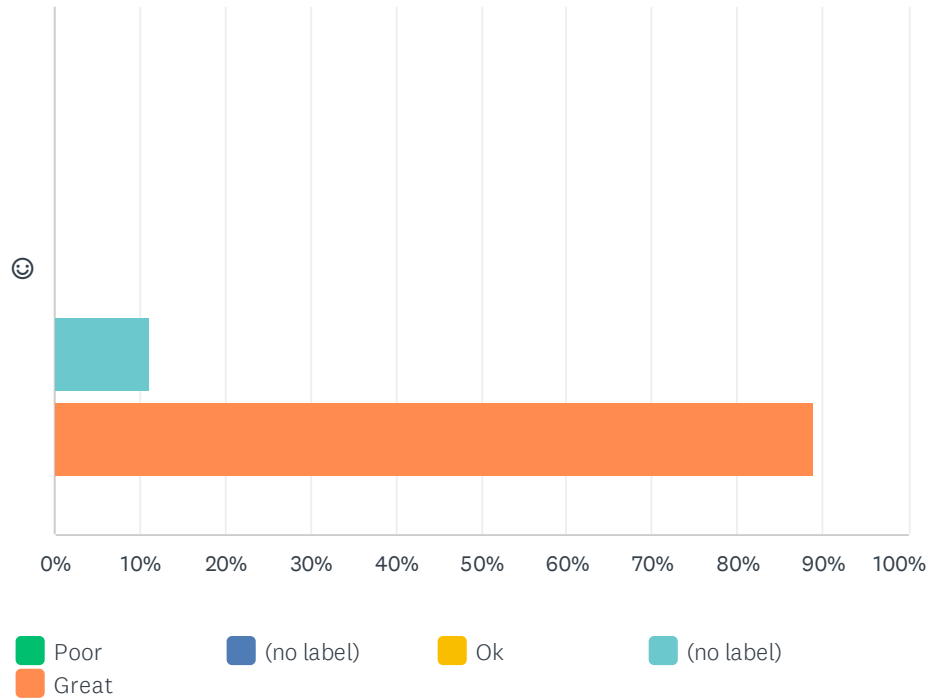
Answered: 9 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	9	4.89

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

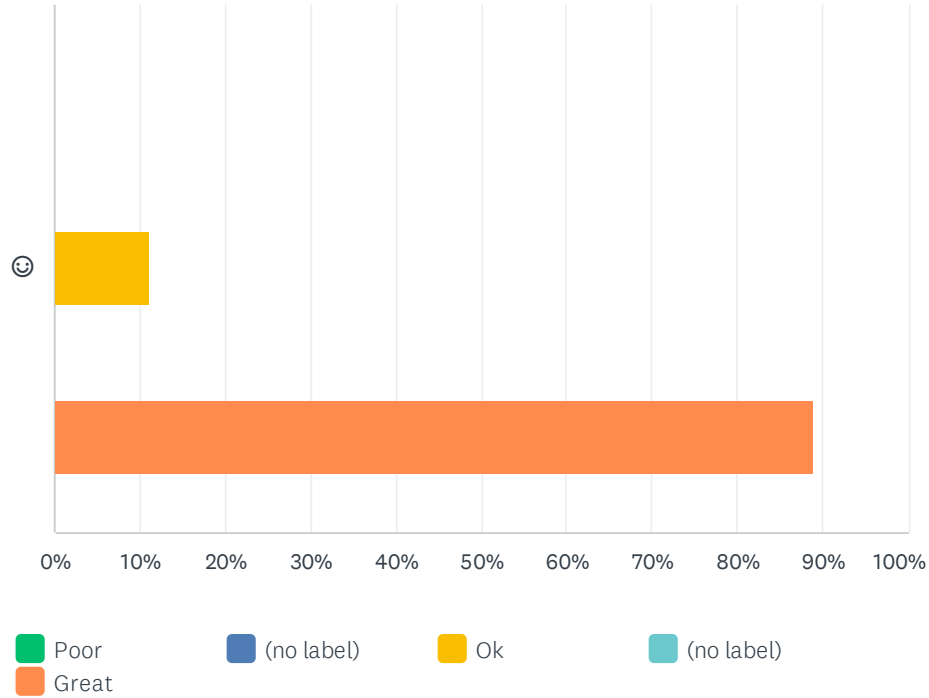
Answered: 9 Skipped: 0



	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	9	4.89

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

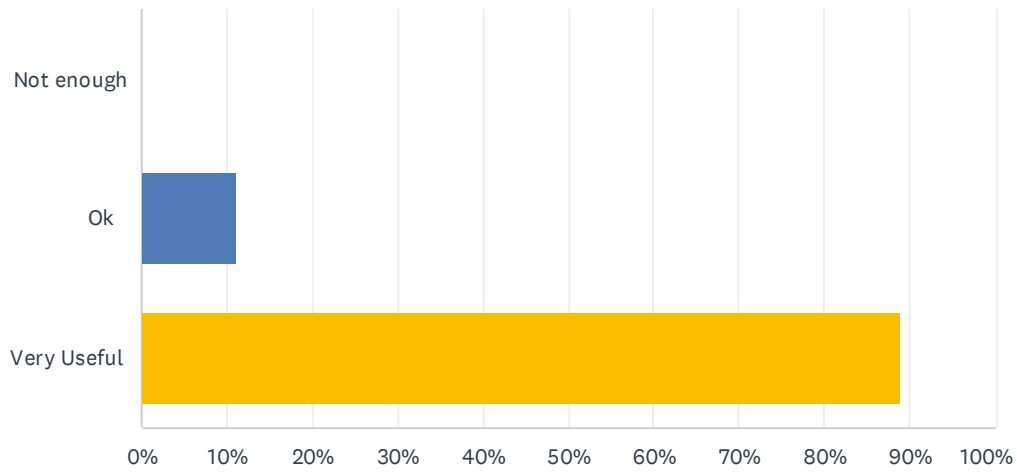
Answered: 9 Skipped: 0



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

## 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	More confidence in these areas	6/8/2021 3:20 PM
2	being more self-aware	6/8/2021 3:10 PM
3	It has made me more aware of the language that i use when i am on a phone call and how different words might trigger the caller	6/7/2021 1:53 PM
4	It has reminded me to keep in mind that I am only short term emotional support for my callers and not to take on the role of counsellor	6/3/2021 4:48 PM
5	It will make me think about the language I use and not to over apologise or take responsibility for things that are out of my control	6/3/2021 3:16 PM
6	greatly assist me with taking calls	6/3/2021 11:17 AM
7	re think the way I respond to clients	6/2/2021 1:15 PM
8	More insightful in the way I engage with clients	6/2/2021 12:32 PM
9	Will make me think more on how I respond to certain callers	6/2/2021 12:29 PM

## Q10 Any other comments about the training course:

Answered: 9 Skipped: 0

#	RESPONSES	DATE
1	I thought the training was really useful, thanks	6/8/2021 3:20 PM
2	word meanings are subjective	6/8/2021 3:10 PM
3	It was very helpful thankyou	6/7/2021 1:53 PM
4	It would be helpful for the presenter to acknowledge comments made in chat as they come in to ensure the message has been received.	6/3/2021 4:48 PM
5	no, it was great	6/3/2021 3:16 PM
6	really enjoyed the training ,appreciated the direction from David to other resources	6/3/2021 11:17 AM
7	nil	6/2/2021 1:15 PM
8	David Cherry was engaging and insightful. Wish I had his insight and abilities.	6/2/2021 12:32 PM
9	thank you to David	6/2/2021 12:29 PM