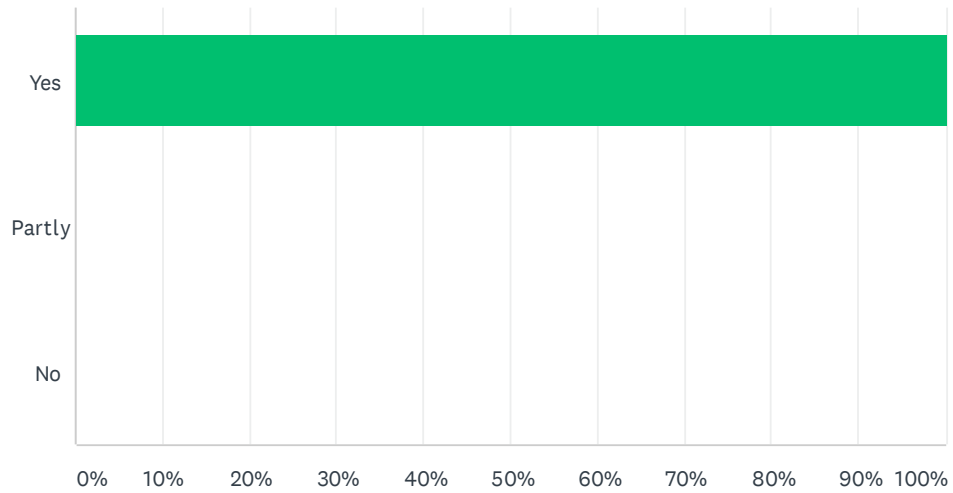


## Q1 Has the workshop covered what you expected?

Answered: 5 Skipped: 0

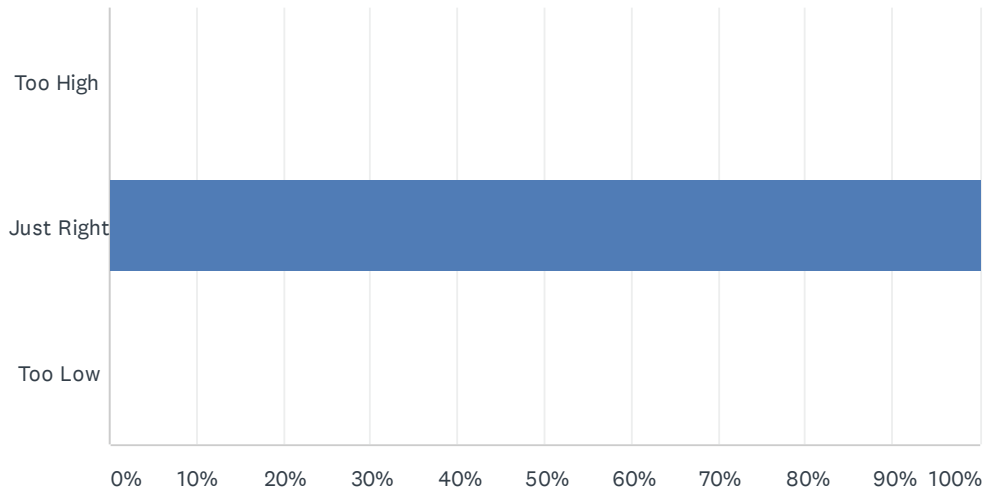


ANSWER CHOICES	RESPONSES
Yes	100.00% 5
Partly	0.00% 0
No	0.00% 0
<b>TOTAL</b>	<b>5</b>

#	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: 5 Skipped: 0



ANSWER CHOICES	RESPONSES
Too High	0.00% 0
Just Right	100.00% 5
Too Low	0.00% 0
<b>TOTAL</b>	<b>5</b>

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

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	All was important/relevant	10/9/2020 8:47 AM
2	A Possible Structure for Some Difficult Conversations. Different Types of Difficult Calls.	10/8/2020 2:51 PM
3	Deescalation strategies	10/8/2020 2:39 PM
4	Step-by-step techniques to handle different challenging calls, and the speaker provided explanation.	10/8/2020 2:39 PM
5	The helping gene. The over explaining. The manipulative person. Feelings versus outcomes.	10/8/2020 2:19 PM

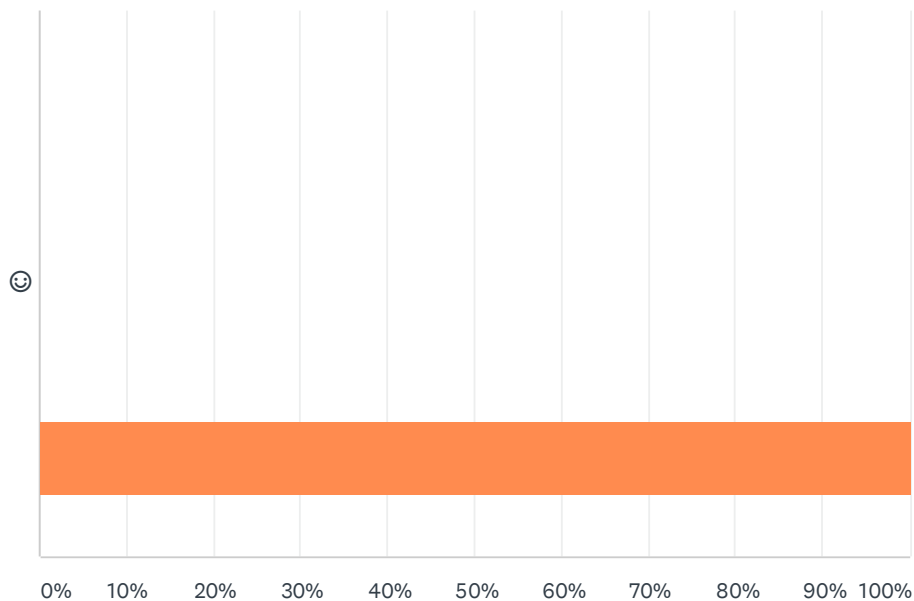
## Q4 What topic/issue has been the least important for you?

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	-	10/9/2020 8:47 AM
2	none	10/8/2020 2:51 PM
3	Unsure	10/8/2020 2:39 PM
4	none. All is important.	10/8/2020 2:39 PM
5	All topics were important	10/8/2020 2:19 PM

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

Answered: 5 Skipped: 0

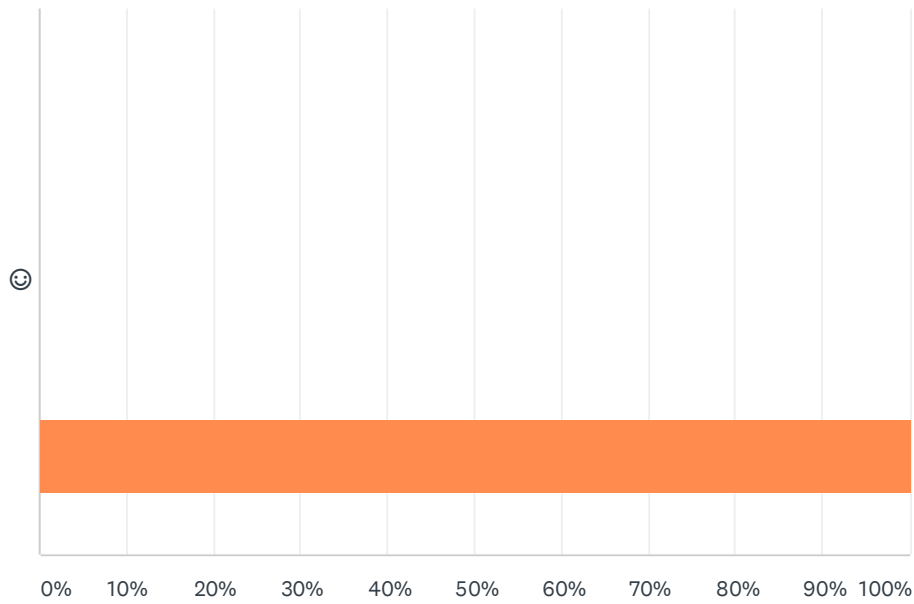


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 5	5	5.00

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

Answered: 5 Skipped: 0

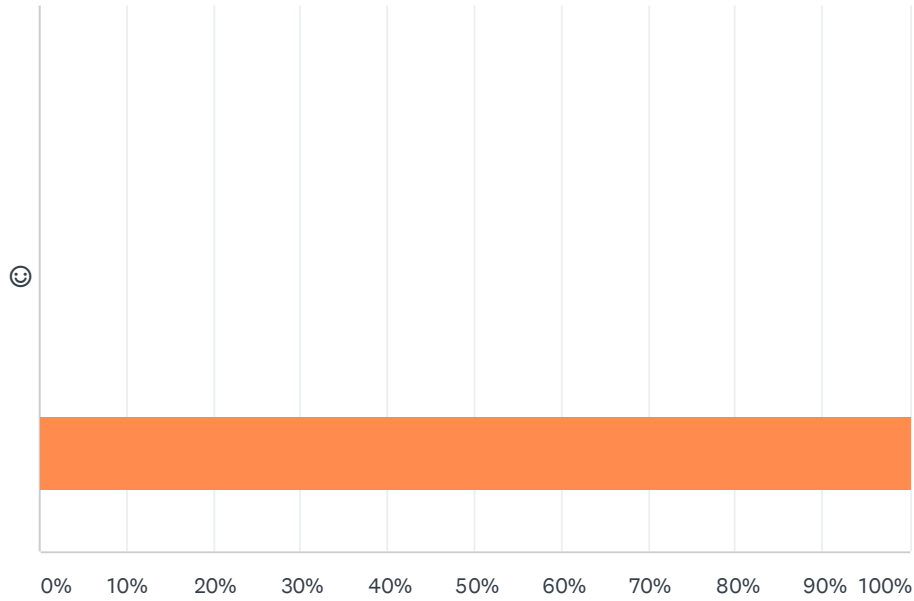


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 5	5	5.00

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

Answered: 5 Skipped: 0

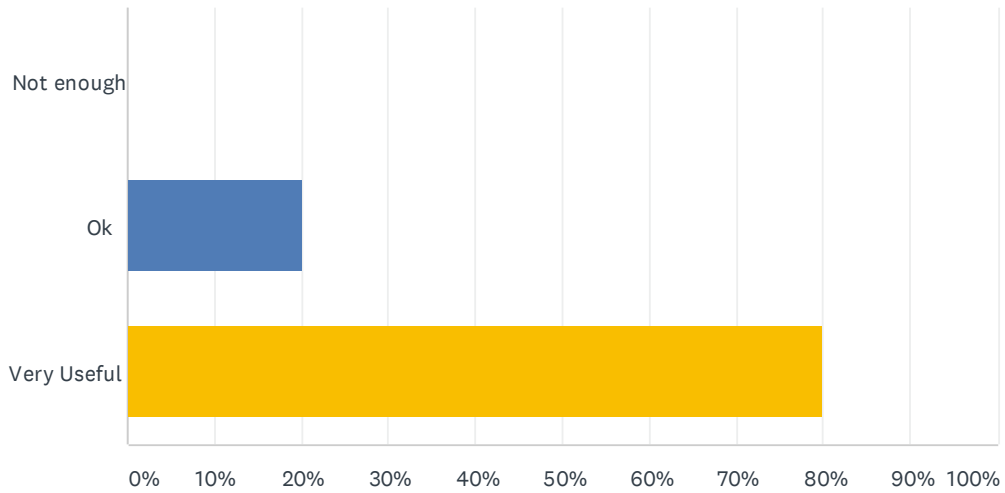


■ Poor 
 ■ (no label) 
 ■ Ok 
 ■ (no label) 
 ■ Great

	POOR	(NO LABEL)	OK	(NO LABEL)	GREAT	TOTAL	WEIGHTED AVERAGE
😊	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 5	5	5.00

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

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not enough	0.00%	0
Ok	20.00%	1
Very Useful	80.00%	4
TOTAL		5



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

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	I will think more about the way I speak on the phone with certain people/calls and the language I use from the very start of the call	10/9/2020 8:47 AM
2	In a great way. Helped me identify the type of person we deal with eg The abusive, Manipulative and bewildered and how to steer the conversation	10/8/2020 2:51 PM
3	It has given helped me reflect on my communication style and how to adjust this for difficult callers/ clients	10/8/2020 2:39 PM
4	Take away some stress and allows me to be more hopeful in handling difficult calls.	10/8/2020 2:39 PM
5	Improve my work practice.	10/8/2020 2:19 PM

## Q10 Any other comments about the training course:

Answered: 5 Skipped: 0

#	RESPONSES	DATE
1	Interesting course and a great Zoom meeting that wasn't boring, it held my attention	10/9/2020 8:47 AM
2	no	10/8/2020 2:51 PM
3	It was engaging and very useful the presenter provided opportunities for engagement with the content and catered for all types of work place scenarios. He answered questions well in accessible language.	10/8/2020 2:39 PM
4	It's good. I would do it in future as a refresher course.	10/8/2020 2:39 PM
5	Enjoyed it.	10/8/2020 2:19 PM