



The Learning Institute

Event Report

City Champions - Finance Department

BUSG 102N

Instructed by: Lorena Parada-Valdez



Event Date: December 2, 2014

Location: Del Mar Development Center

Event Time: 1:00 PM - 5:00 PM

Lecture Attendance: 24

Surveys Completed: 24

Report Date: December 2, 2014

Prepared by Mario Longoria



The Learning Institute

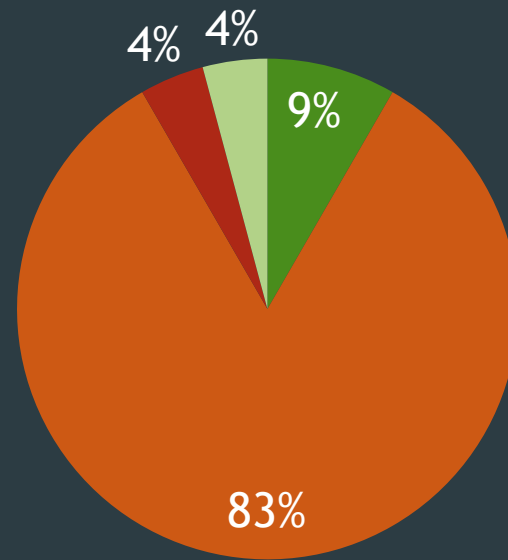
Survey Questions

- ▶ How did you hear about this course?
- ▶ The course content was clear & easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be useful in my work.
- ▶ I would recommend this course to others.
- ▶ Overall satisfaction
- ▶ Give an example of how you will apply what you learned in this course back on the job.
- ▶ How could this course be improved?

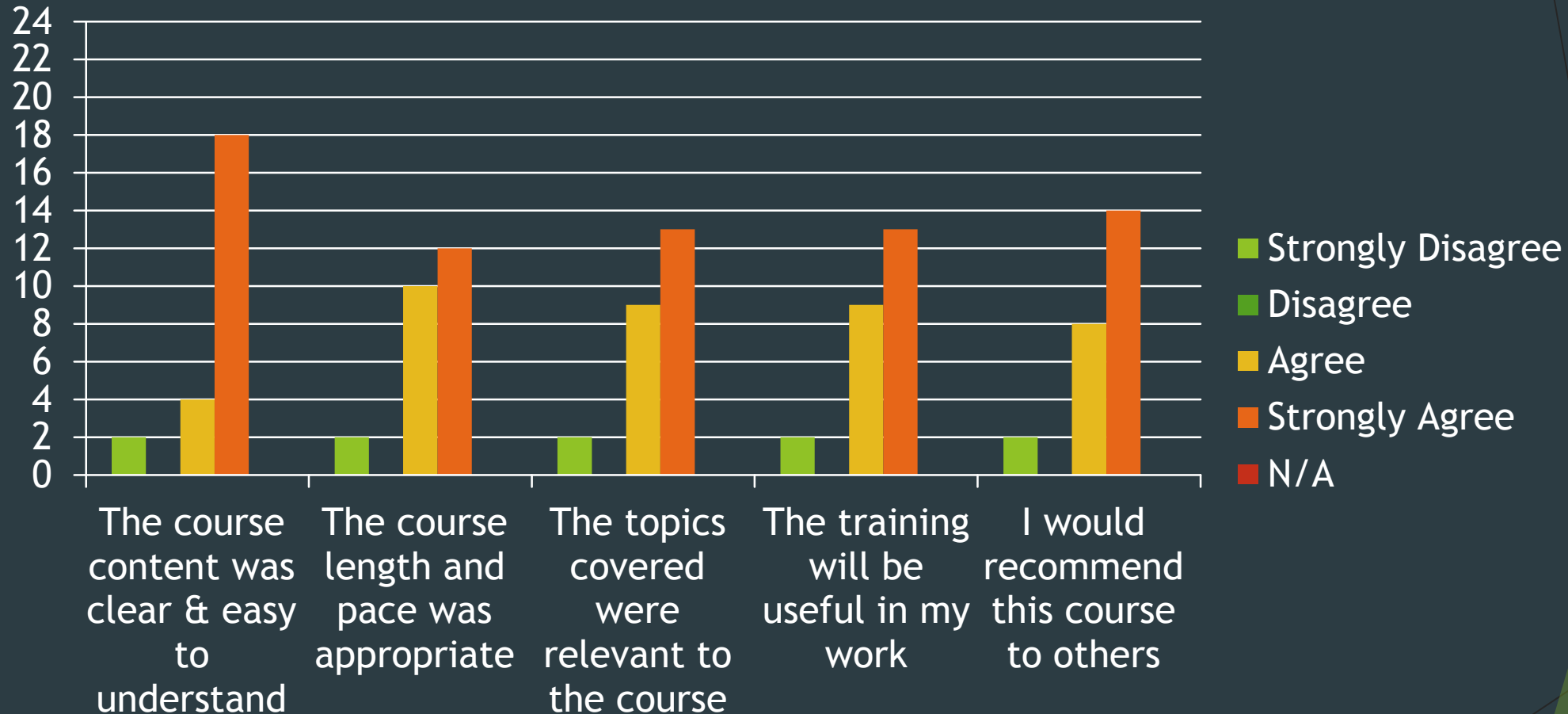
How did you hear about this course?

Communication Source

- City Wide Announcement
- Email
- Flyer/Poster
- Supervisor/Manager
- Co-Worker
- Website (LearningCC.org)
- Other

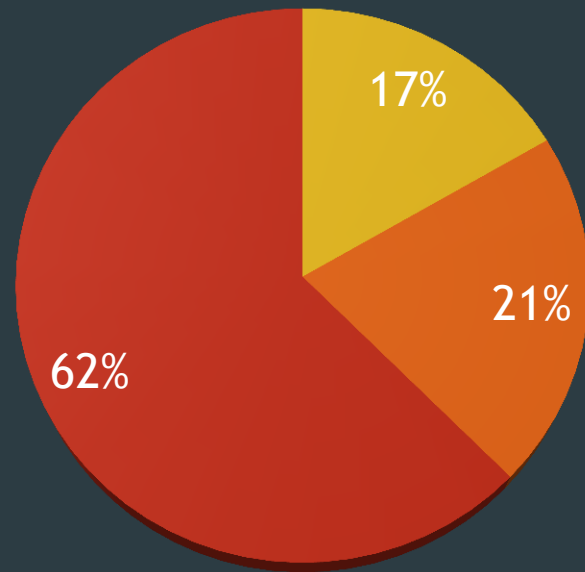


Please evaluate the following statements



Overall Satisfaction

■ 1 Star ■ 2 Stars ■ 3 Stars ■ 4 Stars ■ 5 Stars



Give an example of how you will apply what you learned in this course back on the job.

- ▶ The team video is something everyone should see
- ▶ Implementation for rolling out new procedures
- ▶ Working with customers, staying calm, and trying to relate and be more empathetic
- ▶ Continue to listen to my customers (external & internal) and work on resolving the issue
- ▶ I will have empathy with my customers and try to treat my last customer like my first
- ▶ Focus on behavior; staying neutral when an issue arises
- ▶ I will be a superhero for the city
- ▶ It's good to be reminded why we have to strive to give the best service possible

How could this course be improved?

- ▶ Nothing, Lorena was great
- ▶ Make it a bit longer. Loved the instructor
- ▶ All city employees should attend
- ▶ Less time
- ▶ Everything was great
- ▶ None - was very good. Instructor Lorena was so much fun
- ▶ Maybe being an 8 hour course
- ▶ It is good the way it is