



The Learning Institute

A Division of the City of Corpus Christi Human Resources - Learning and Organizational Development Department

<http://learningcc.org> • 361.298.0980 • learninginstitute@cctexas.com

Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

Event Date: Wednesday February 25, 2015

Event Time: 8:00AM – 12:00PM

Event Location: Choke Canyon Conference
Room

Lecture Attendance: 15

Report Date: Friday, May 29, 2015



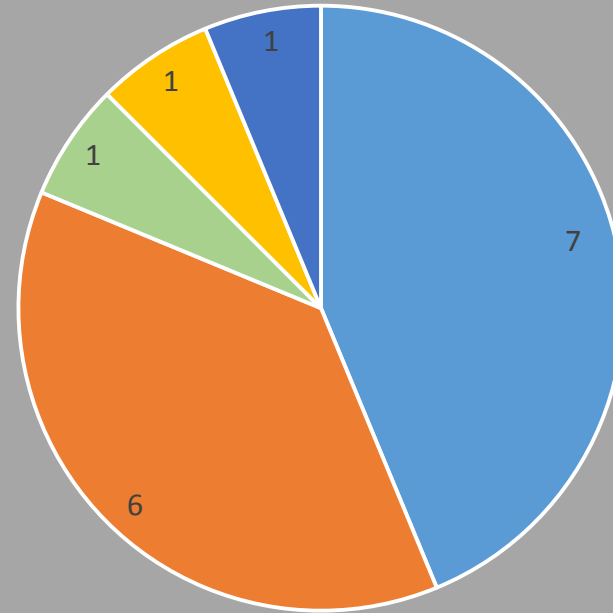
The Learning Institute
PREPARED BY: CAITLIN BECHO

Survey Questions

- How did you hear about this course?
- The course content was clear and easy to understand.
- The course length and pace was appropriate.
- The topics covered were relevant to the course.
- The training I experienced 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 have learned in this course back on the job.
- How could this course be improved?

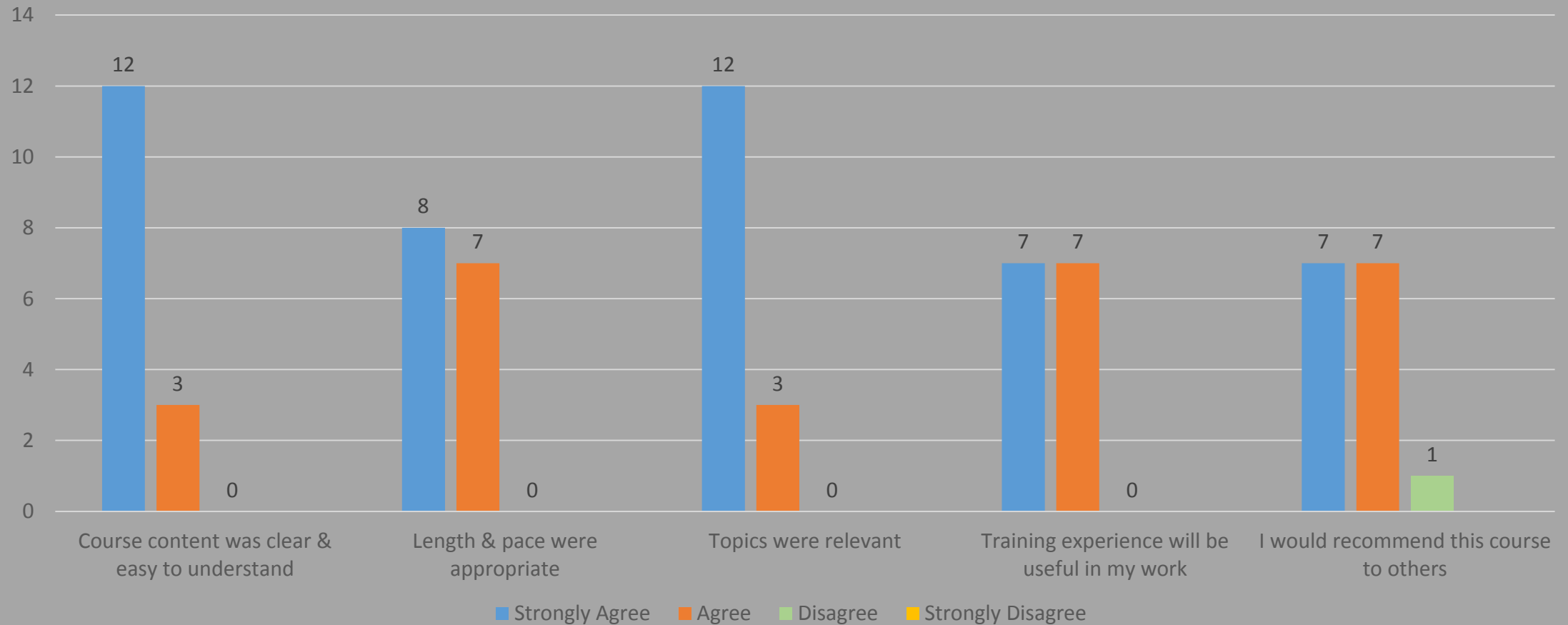
How did you hear about this course?

Responses



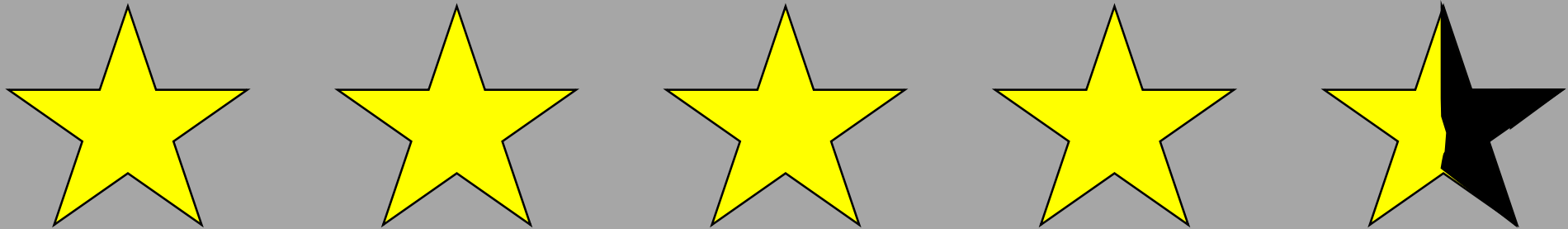
■ Email ■ Supervisor/Manager ■ Website (LearningCC.org) ■ City Wide Announcement ■ Other

Please Evaluate the Following Statements



Overall Satisfaction

- 4.46 Stars!
- 10 5-Stars, 2 4-Stars, 3 3-Stars



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

- I will sympathize better with customers
- I will conduct an internal training with this material
- I will listen to customers
- I will use the 'three ps'
- I will keep customers happy

How could this course be improved?

- Talk a little bit about internal customers