



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, March 4, 2015

Event Time: 8:00AM – 12:00PM

**Event Location: Choke Canyon Conference
Room**

Lecture Attendance: 22

Report Date: Wednesday, May 27, 2015



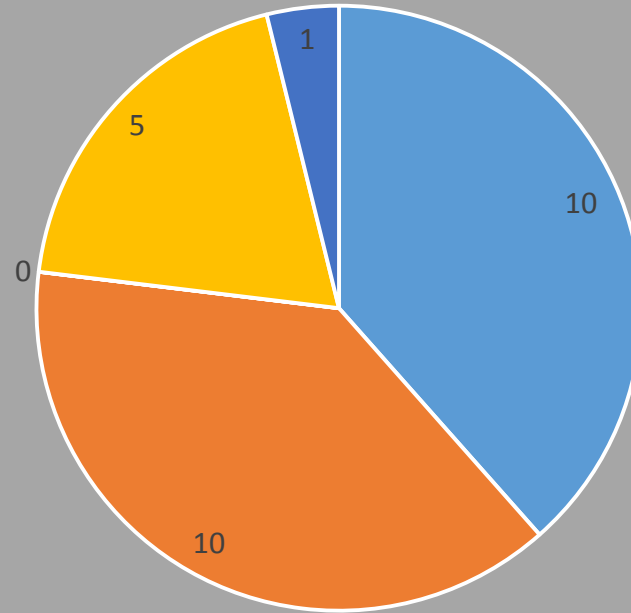
The Learning Institute
PREPARED BY: CAITLIN BECHO

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?

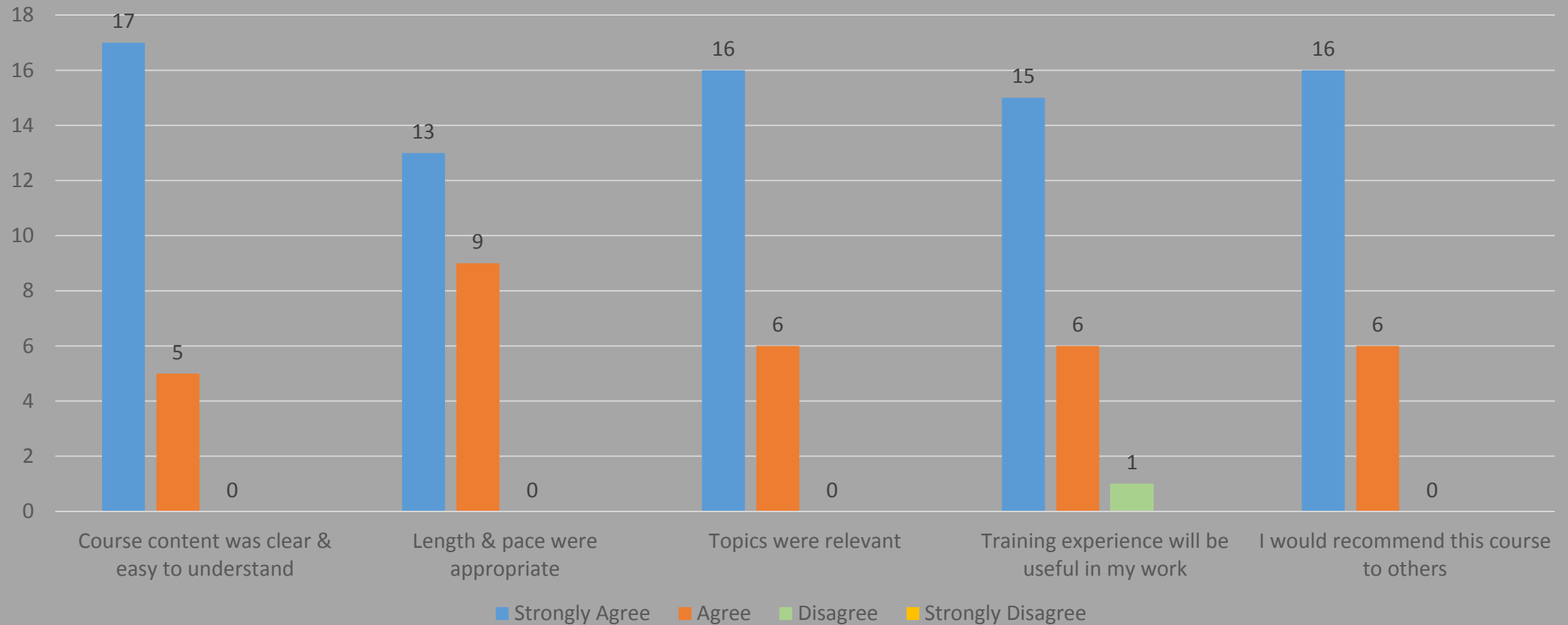
How did you hear about this course?

Responses



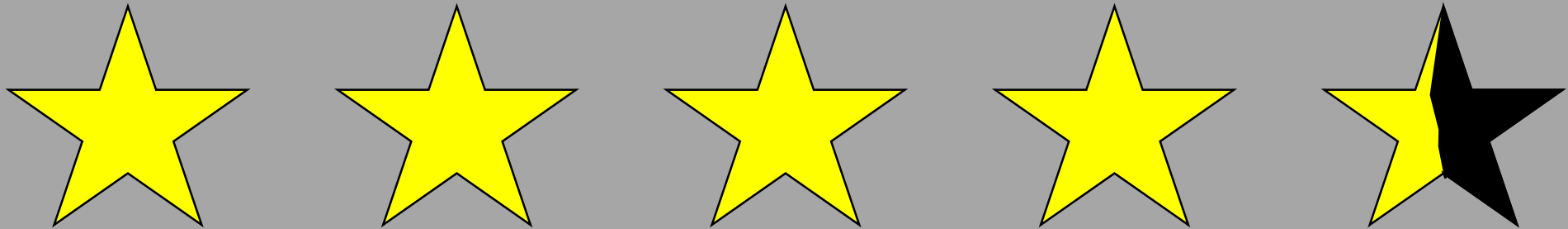
■ Email ■ Supervisor/Manager ■ Website (LearningCC.org) ■ City Wide Announcement ■ Other

Please Evaluate the Following Statements



Overall Satisfaction

- 4.45 Stars!
- 13 5-Stars, 6 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 be better at diffusing angry customer situations
- I will remain calm in tense situations
- I will listen to customers
- I will self-evaluate my reactions to situations
- I will appreciate diversity

How could this course be improved?

- Follow-up classes
- I could not be honest because other members of my department were in attendance
- Handouts did not match the PowerPoint
- Longer Course!