



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: Friday March 6, 2015

Event Time: 1:00 – 5:00PM

Event Location: Choke Canyon Conference
Room

Lecture Attendance: 13

Report Date: Friday, May 29, 2015



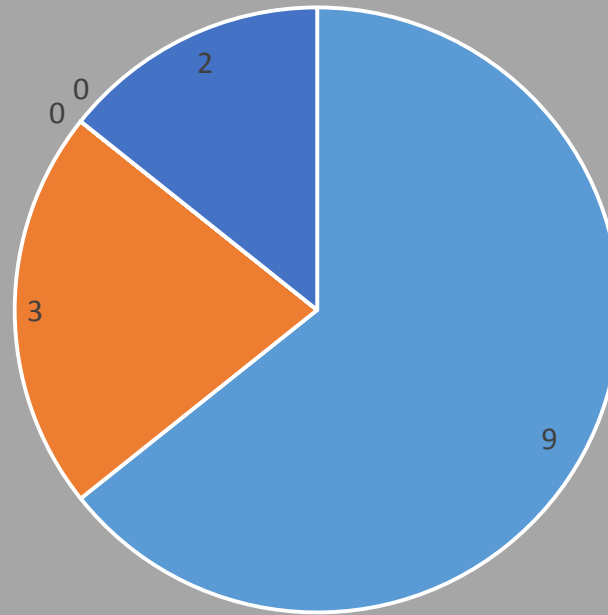
The Learning Institute
PREPARED BY: CAITLIN BECHO

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?

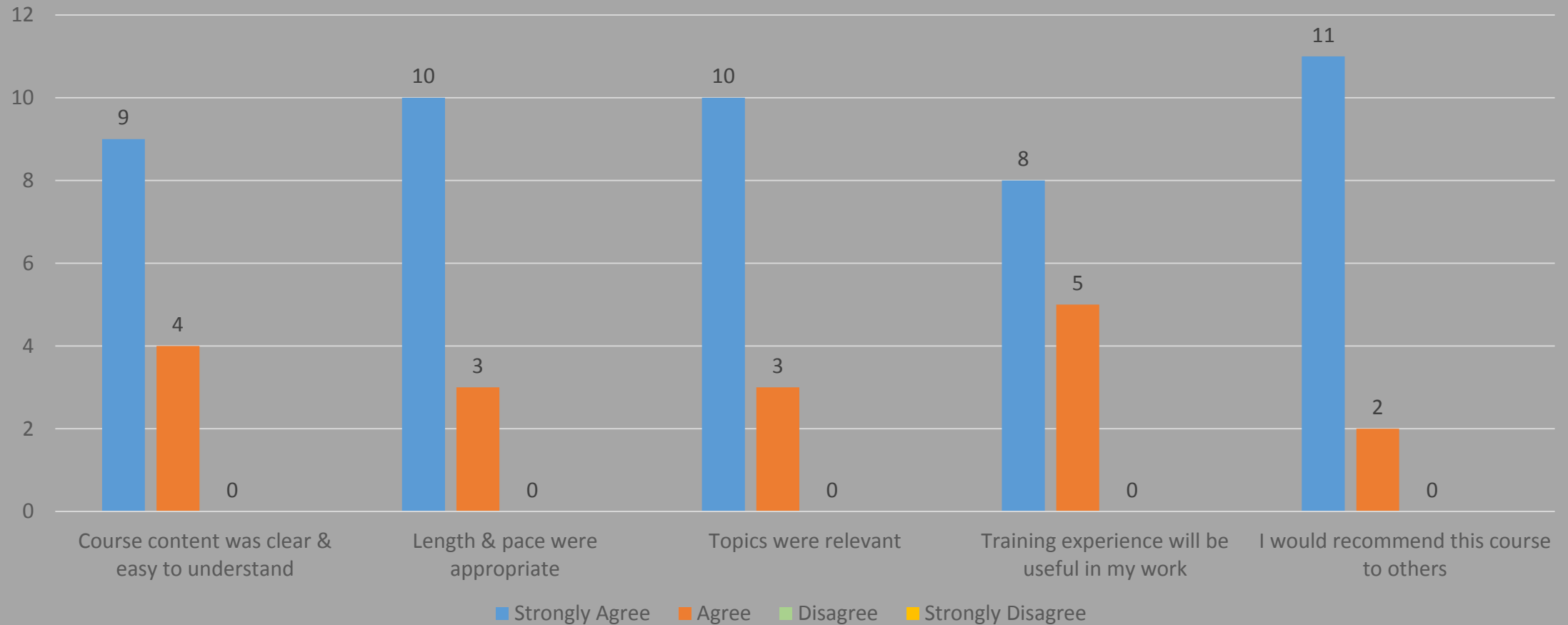
How did you hear about this course?

Responses



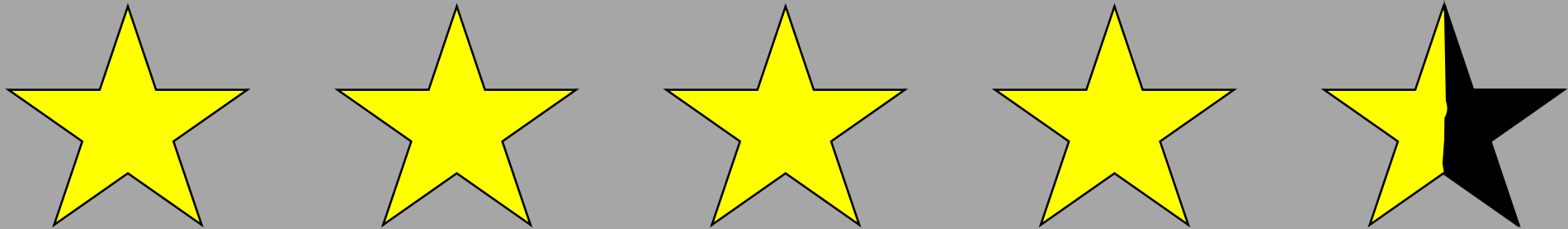
■ Email ■ Supervisor/Manager ■ Website (LearningCC.org) ■ City Wide Announcement ■ Other

Please Evaluate the Following Statements



Overall Satisfaction

- 4.61 Stars!
- 8 5-Stars, 5 4-Stars



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

- I will better understanding of customers needs
- I will use language to deescalate situations
- I will recognize my 'hot buttons'

How could this course be improved?