



# 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](mailto:learninginstitute@cctexas.com)*

## Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

**Event Date: Wednesday, March 11, 2015**

**Event Time: 8:00AM – 12:00PM**

**Event Location: Choke Canyon Conference  
Room**

**Lecture Attendance: 18**

**Report Date: Wednesday, May 27, 2015**

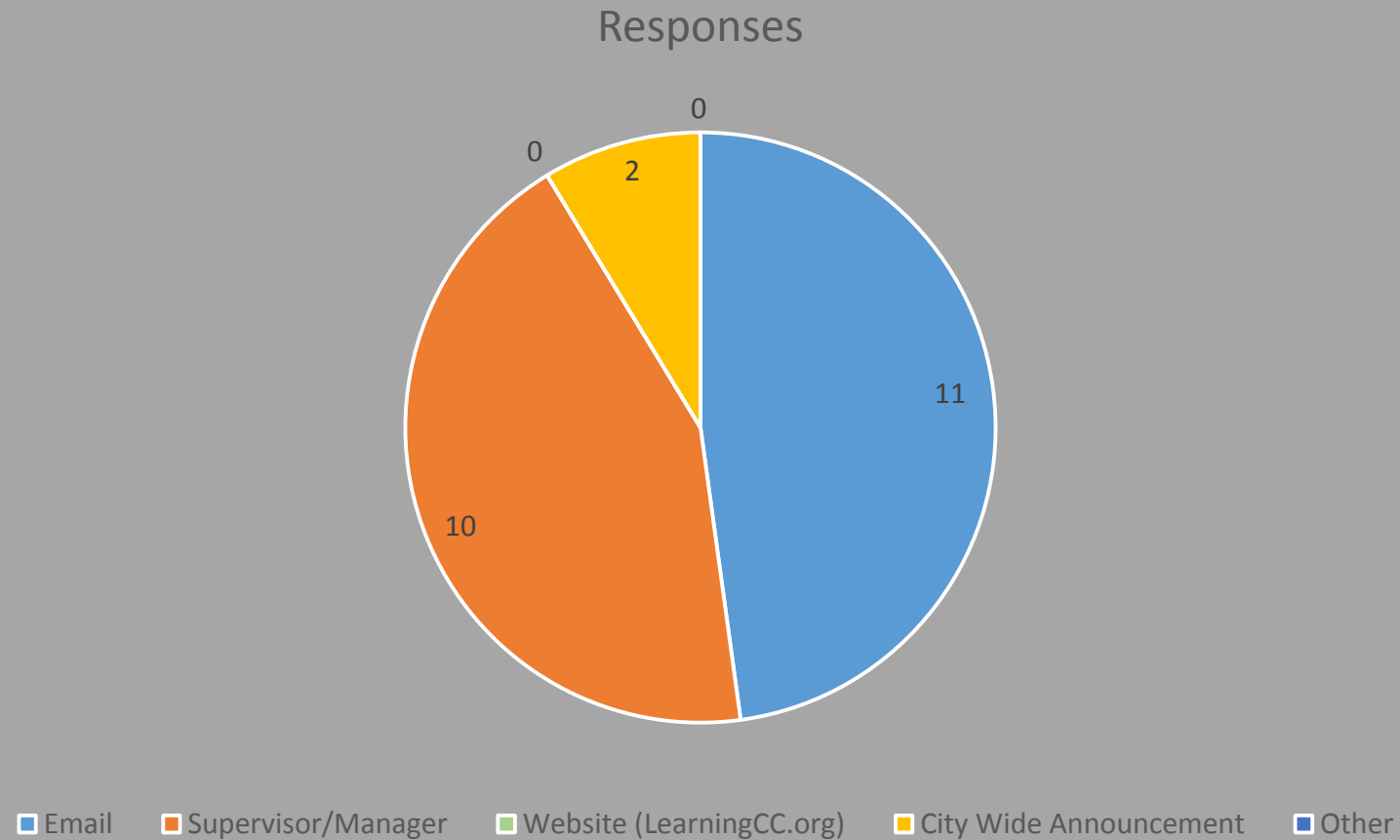


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PREPARED BY: CAITLIN BECHO

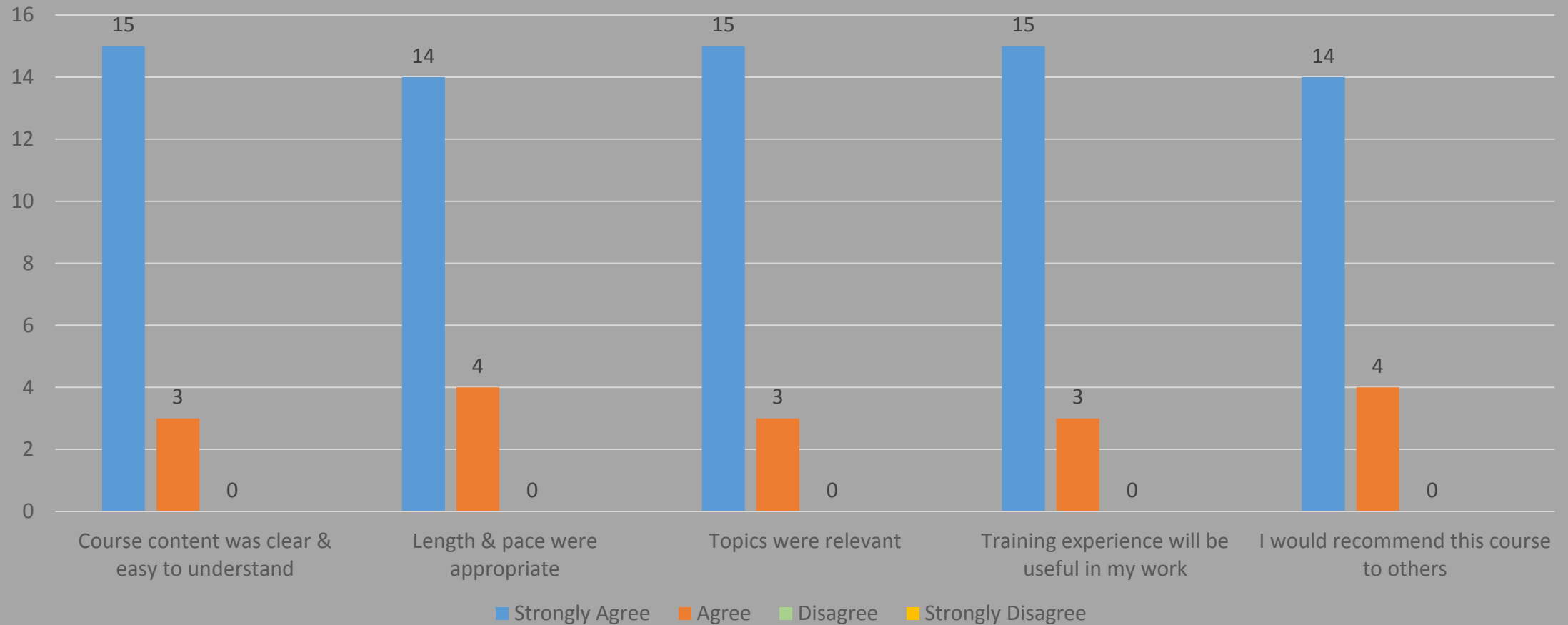
# Survey Questions

- 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?

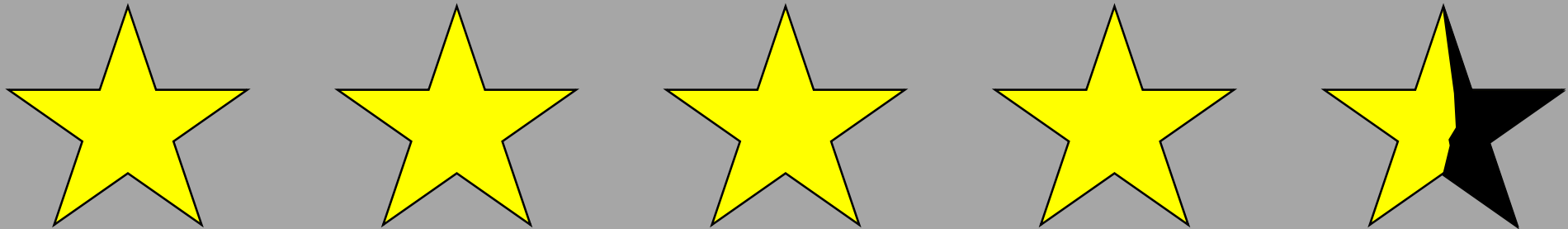


# Please Evaluate the Following Statements



# Overall Satisfaction

- 4.66 Stars!
- 12 5-Stars, 6 4-Stars



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

- I will control my attitude
- I will ask better questions in order to get better answers
- I will be better at diffusing situations with angry customers
- I will be patient and efficient
- I will treat internal customers as customers as well

# How could this course be improved?

- Longer Course!
- Encourage participation