



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: Thursday March 12, 2015

Event Time: 8:00 AM -12:00 PM

Event Location: Gas Department

Lecture Attendance: 20

Report Date: Friday, May 22, 2015



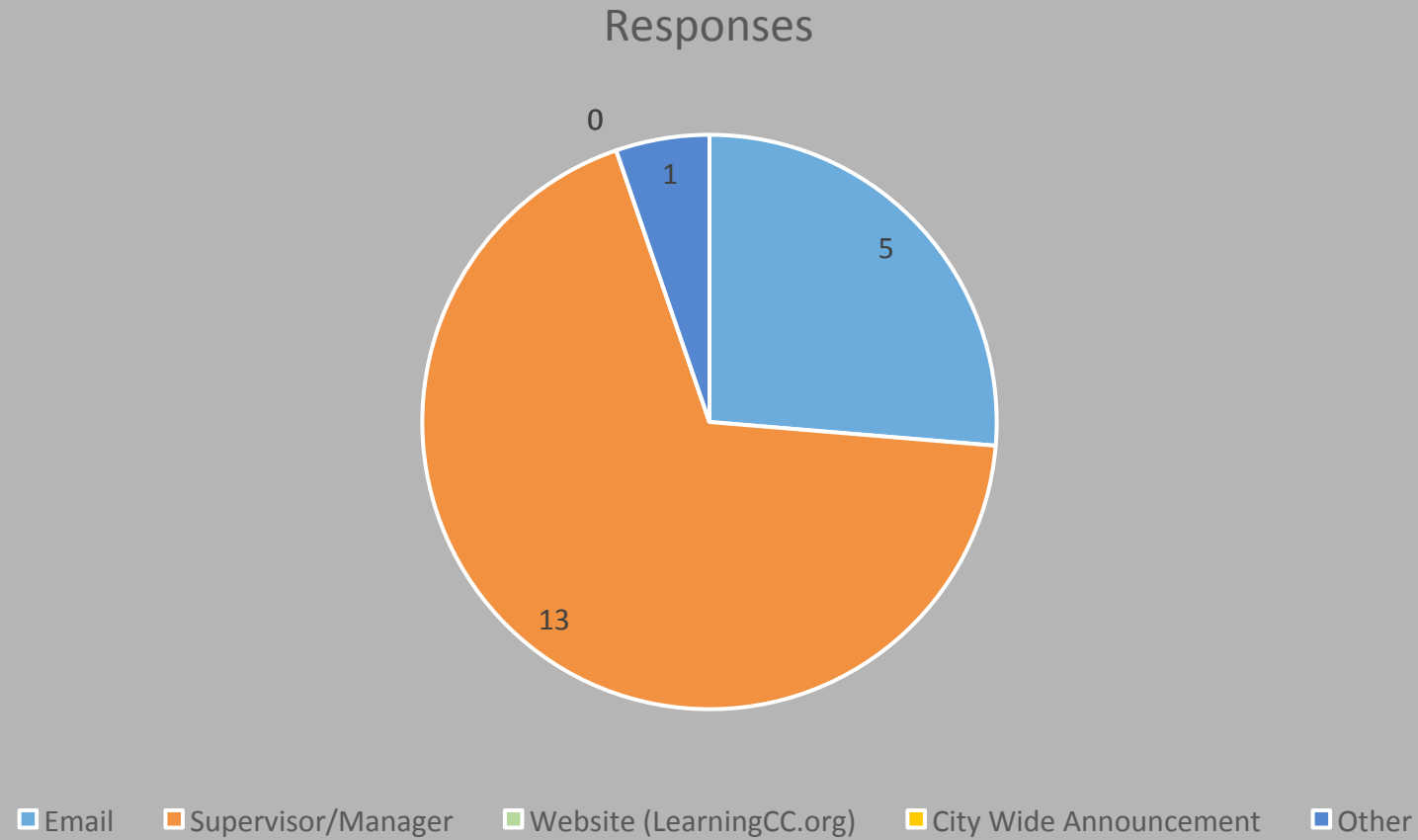
The Learning Institute

PREPARED BY: CAITLIN BECHO

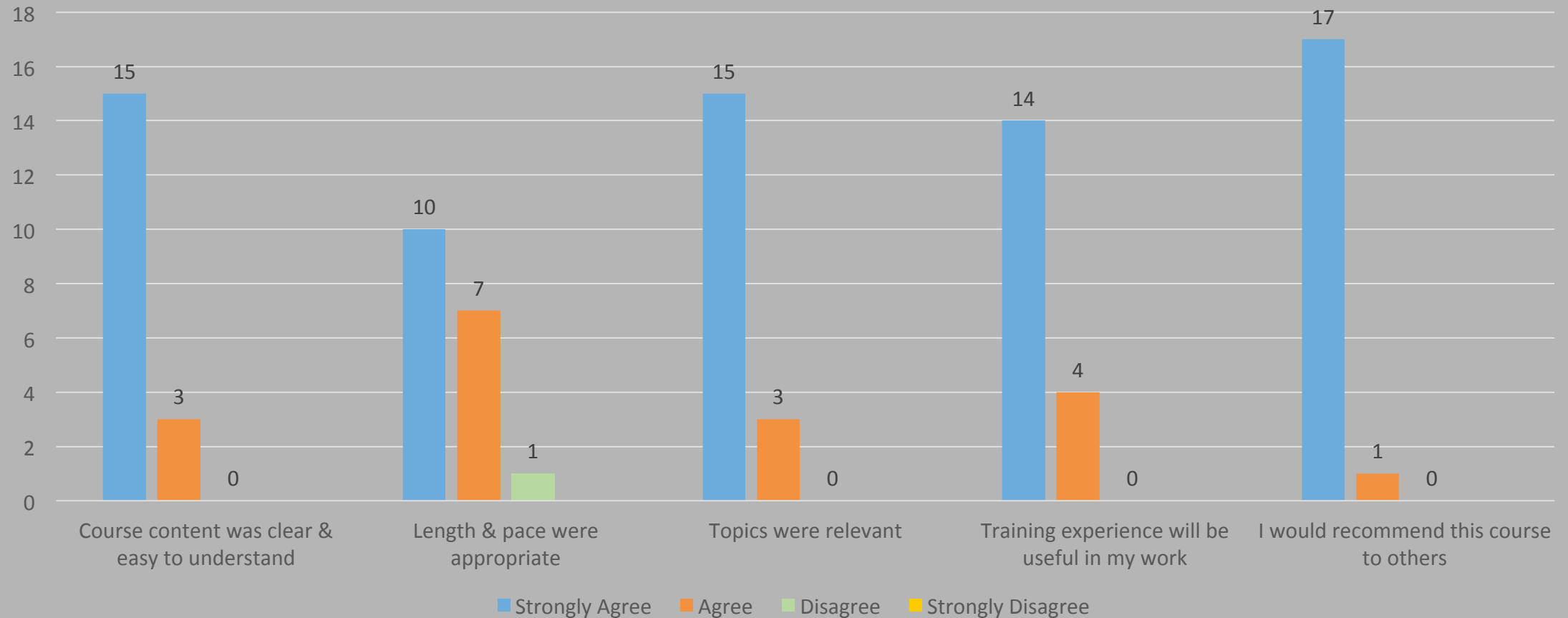
Survey Questions

- 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?

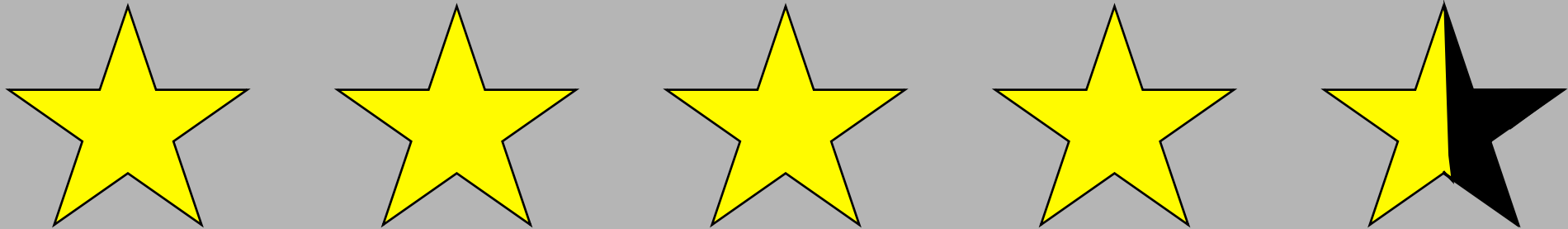


Please Evaluate the Following Statements



Overall Satisfaction

- 4.61 Stars!
- 11 5-Stars, 7 4-Stars



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

- I will control myself in bad situations
- I will know how to calm a customer
- I will have better control over my emotions

How could this course be improved?

- Train city employees about what all the departments of the city do
- Make this training mandatory
- Make the participants be active
- Have a longer class time!!!!