



# The Learning Institute

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

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## Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

**Event Date: Wednesday April 1, 2015**

**Event Time: 1:00 – 5:00 PM**

**Event Location: 2625 Holly Rd**

**Lecture Attendance: 14**

**Report Date: Friday, May 29, 2015**



The Learning Institute

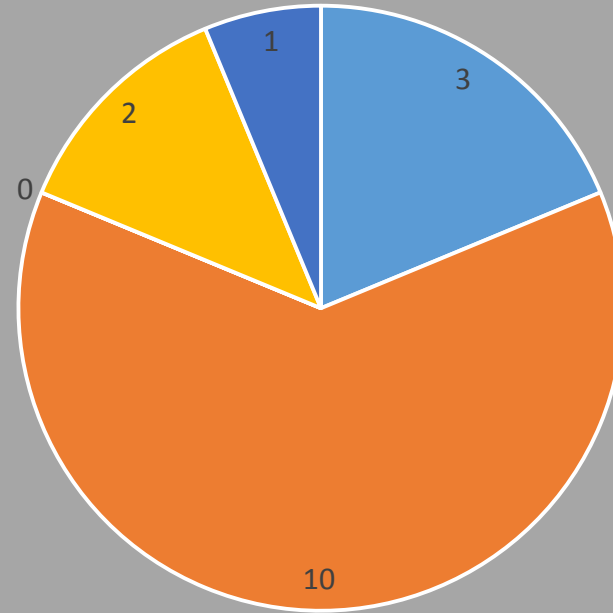
PREPARED BY: CAITLIN BECHO

# 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?

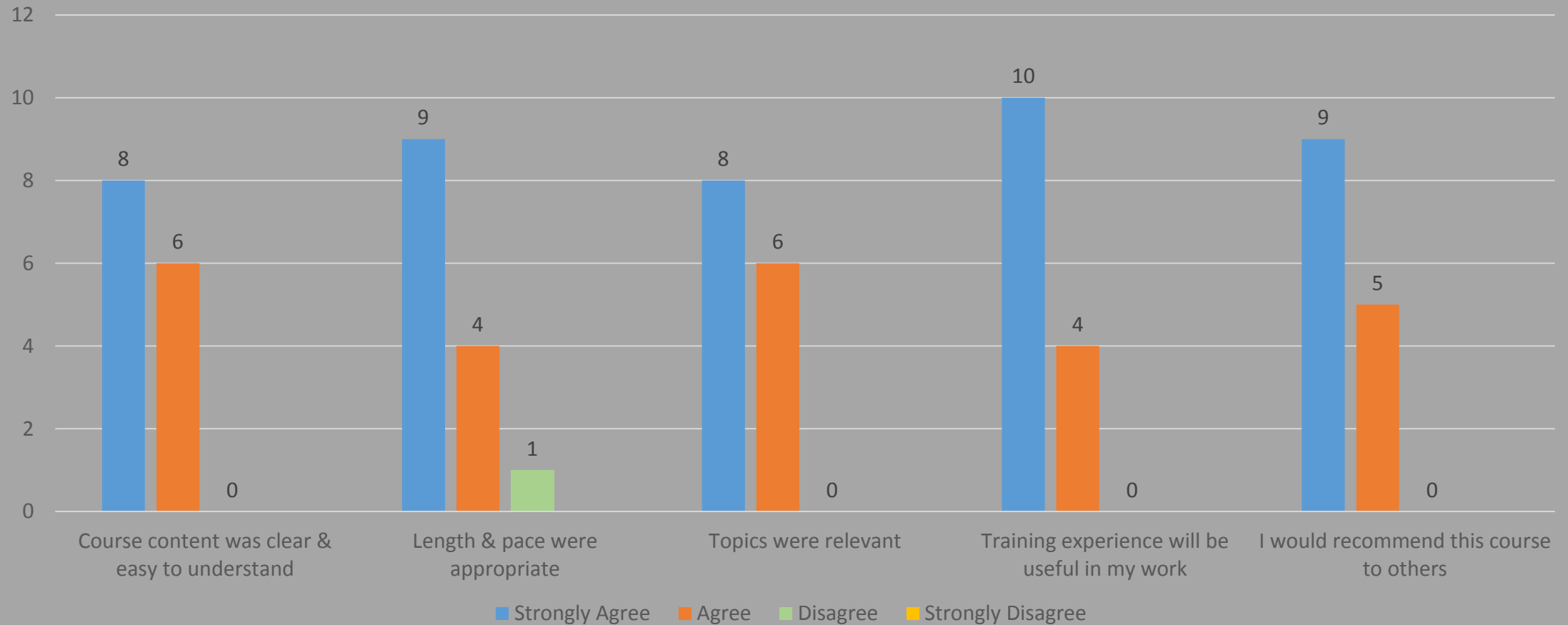
# How did you hear about this course?

Responses



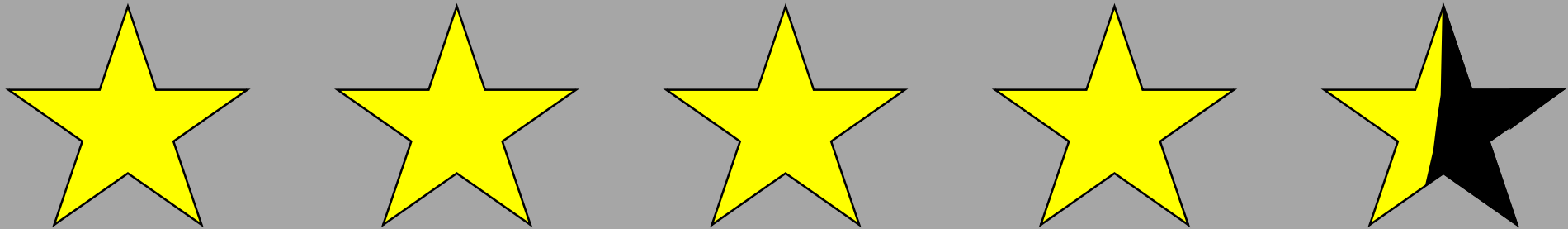
Email    Supervisor/Manager    Website (LearningCC.org)    City Wide Announcement    Other

# Please Evaluate the Following Statements



# Overall Satisfaction

- 4.42 Stars!
- 9 5-Stars, 4 4-Stars, 1 1-Star



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

- I will listen better
- I will be more self-motivated
- I will take more time for customers
- I will be better at dealing with irate customers
- I will ask the right questions
- I will teach this information to my coworkers

# How could this course be improved?

- Make it a longer course
- Longer breaks