



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, April 30, 2015

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

Event Location: Animal Control

Lecture Attendance: 16

Report Date: Wednesday, June 3, 2015



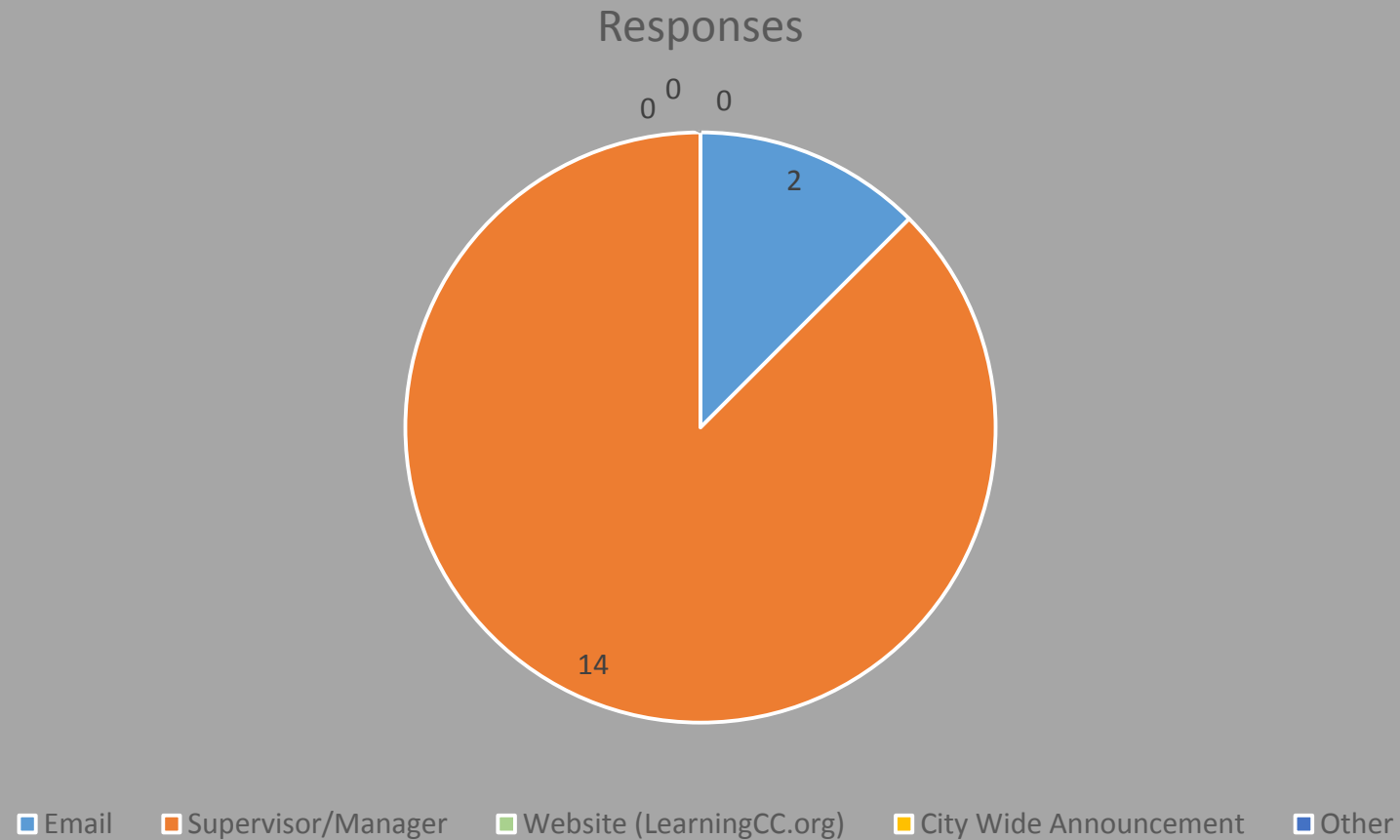
The Learning Institute

PREPARED BY: CAITLIN BECHO

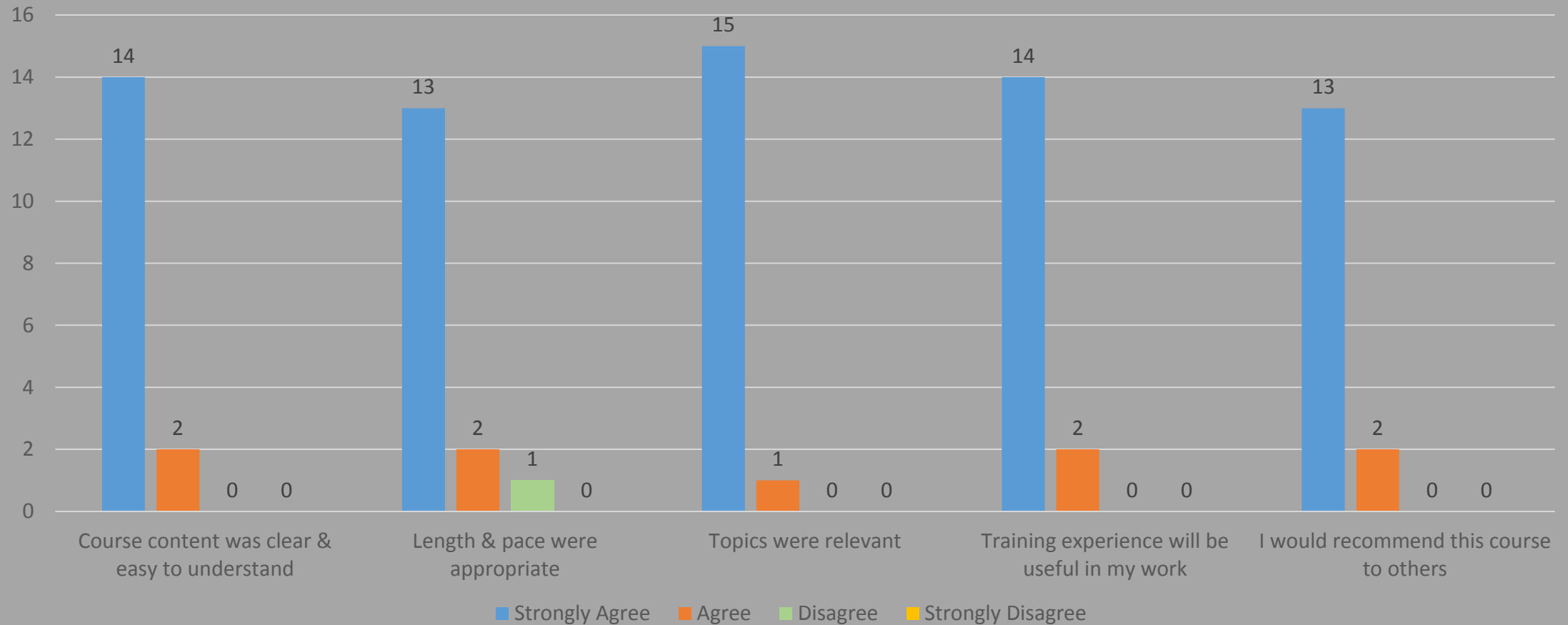
Survey Questions

- 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?

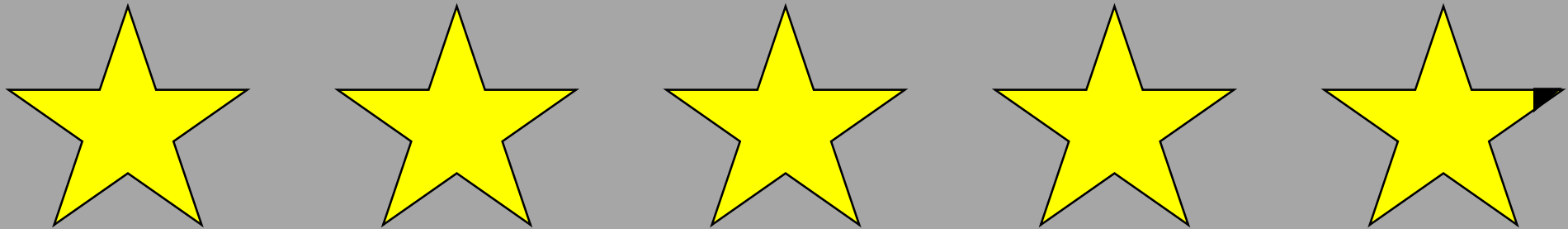


Please Evaluate the Following Statements



Overall Satisfaction

- 4.93 Stars!
- 11 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 not react so easily to upset customers
- I will be empathetic customers
- I will pay more attention to customers
- I will take a step back from bad situations
- I will try to see things from both points of view
- I will be self aware

How could this course be improved?

- Make the course more department specific
- More hands on-handouts
- Longer course