



# 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:** Thursday, April 30, 2015

**Event Time:** 1:00 – 5:00PM

**Event Location:** Animal Control

**Lecture Attendance:** 14

**Report Date:** Wednesday, June 3, 2015



The Learning Institute

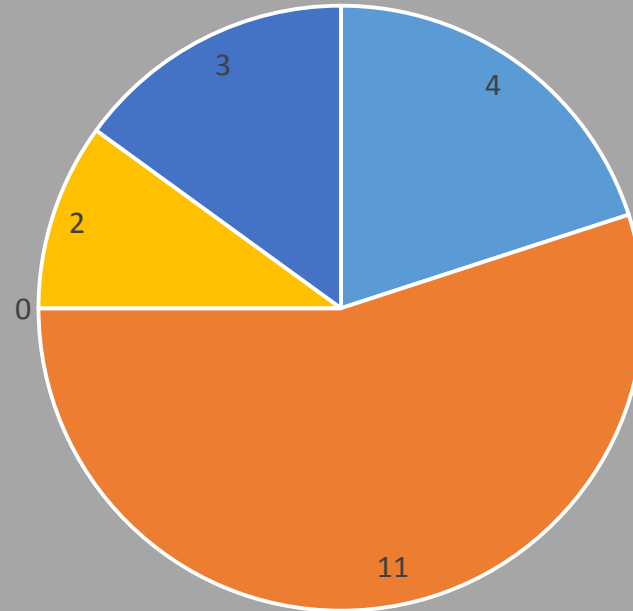
PREPARED BY: CAITLIN BECHO

# 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?

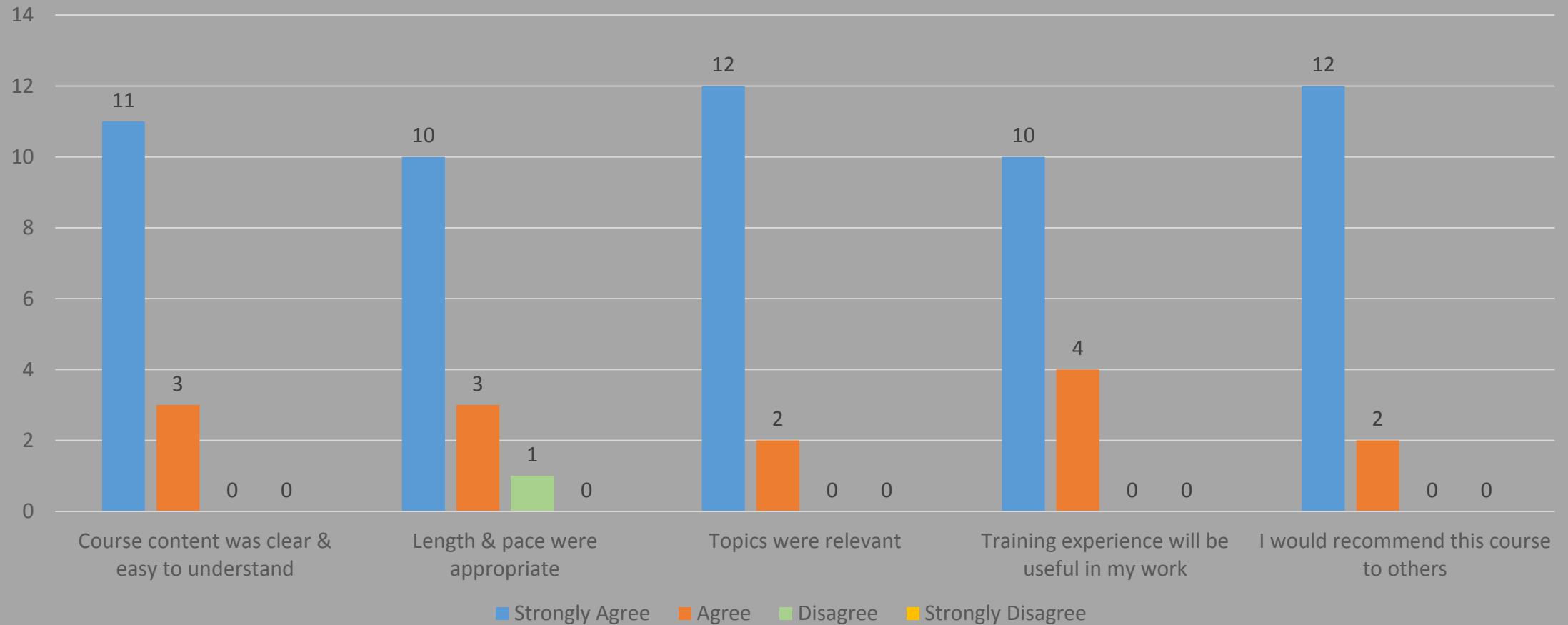
# How did you hear about this course?

Responses



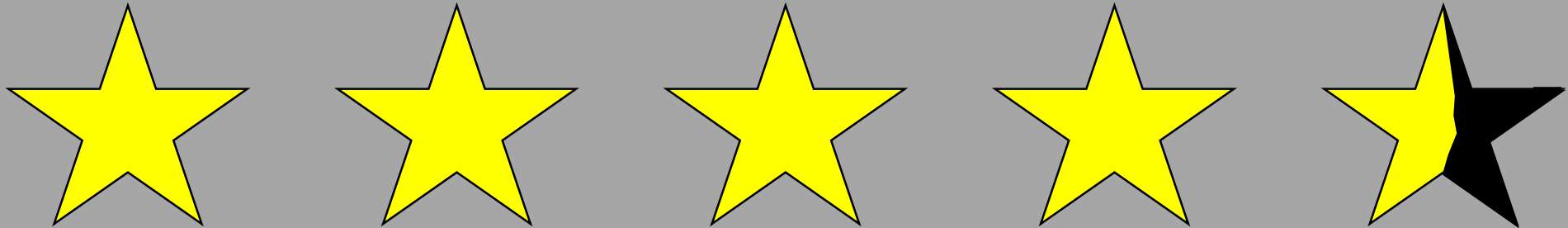
Email    Supervisor/Manager    Website (LearningCC.org)    City Wide Announcement    Other

# Please Evaluate the Following Statements



# Overall Satisfaction

- 4.62 Stars!
- 9 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 keep calm
- I will try to understand what customers are feeling
- I will not let people push my hot buttons
- I will empathize with customers

# How could this course be improved?

- Snacks
- Cover changes in public opinion
- Longer course