



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: Tuesday, May 12, 2015

Event Time: 8:00AM – 12:00PM

Event Location: Municipal Court 5th Floor –
Police Department

Lecture Attendance: 13

Report Date: Wednesday, June 3, 2015

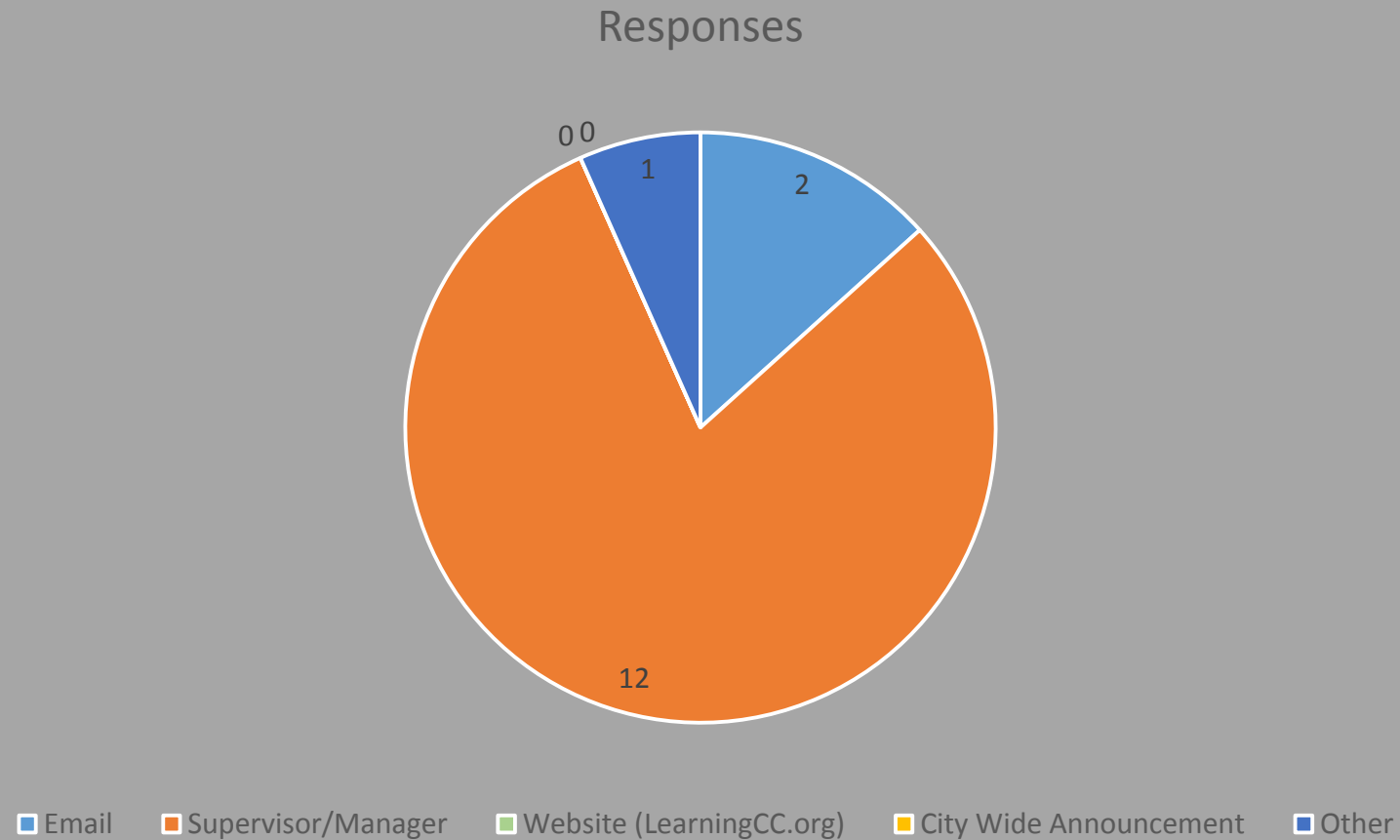


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PREPARED BY: CAITLIN BECHO

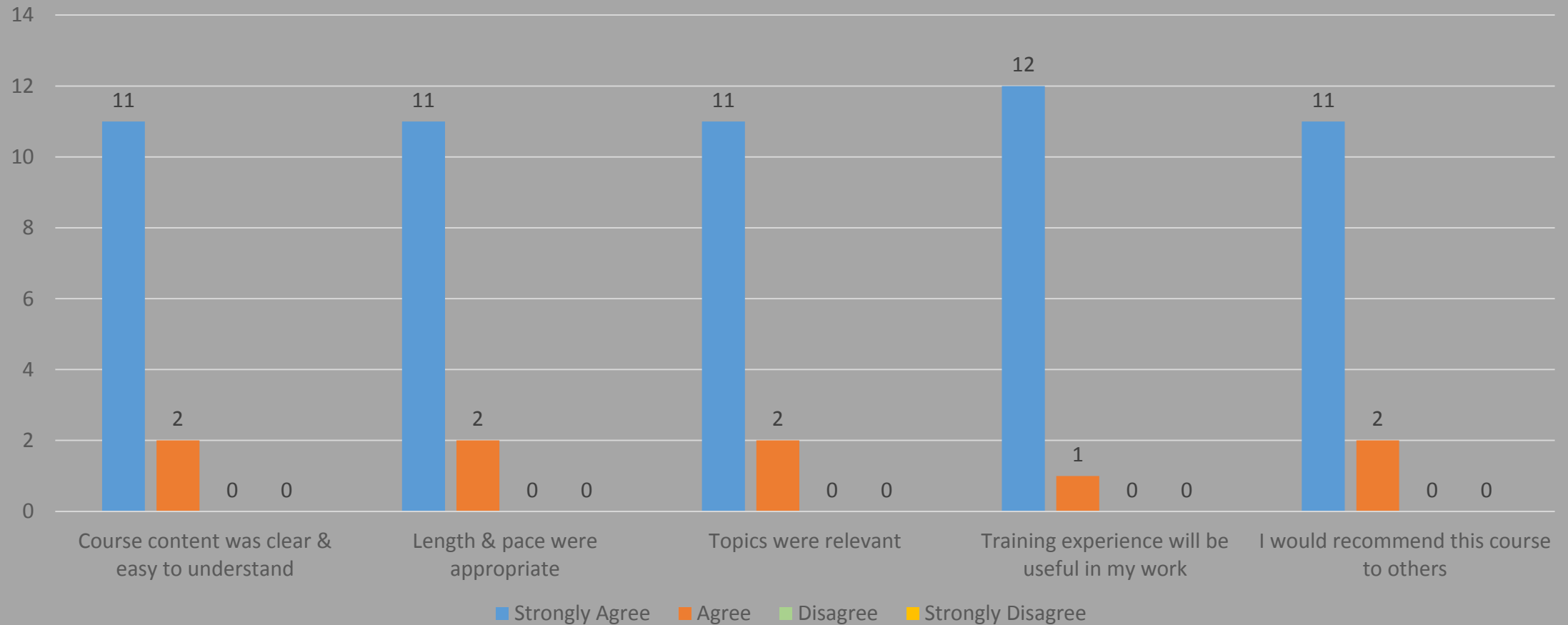
Survey Questions

- 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?

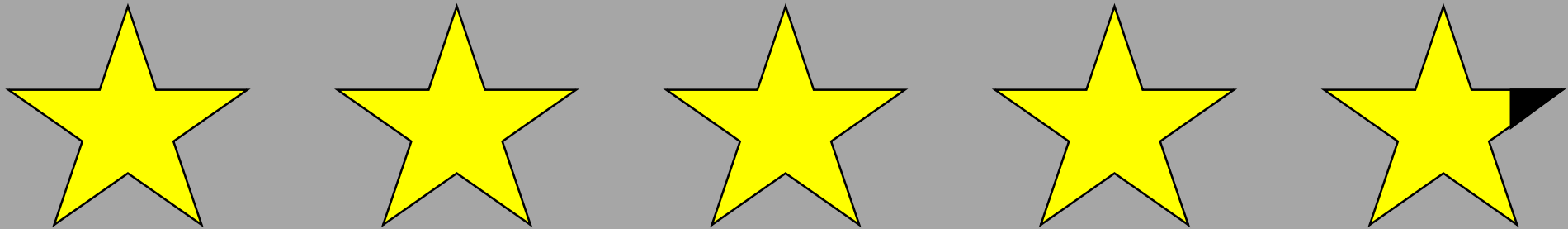


Please Evaluate the Following Statements



Overall Satisfaction

- 4.84 Stars!
- 11 5-Stars, 2 4-Stars



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

- I will have a positive attitude
- I will be more empathetic with customers
- I will use the three P's
- I will pay closer attention to customers' needs
- I will listen more and watch my body language

How could this course be improved?

- Role playing situations
- 10 minute breaks