



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: Sunday, May 17, 2015

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

Event Location: Natatorium

Lecture Attendance: 26

Report Date: Wednesday, June 3, 2015



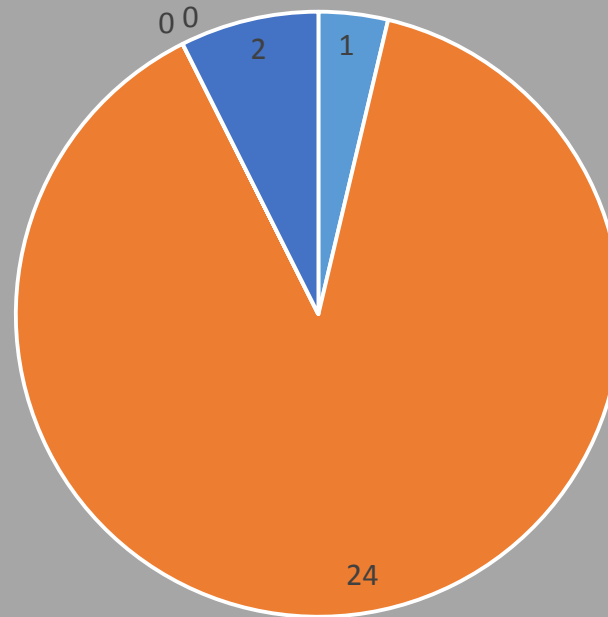
The Learning Institute
PREPARED BY: CAITLIN BECHO

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?

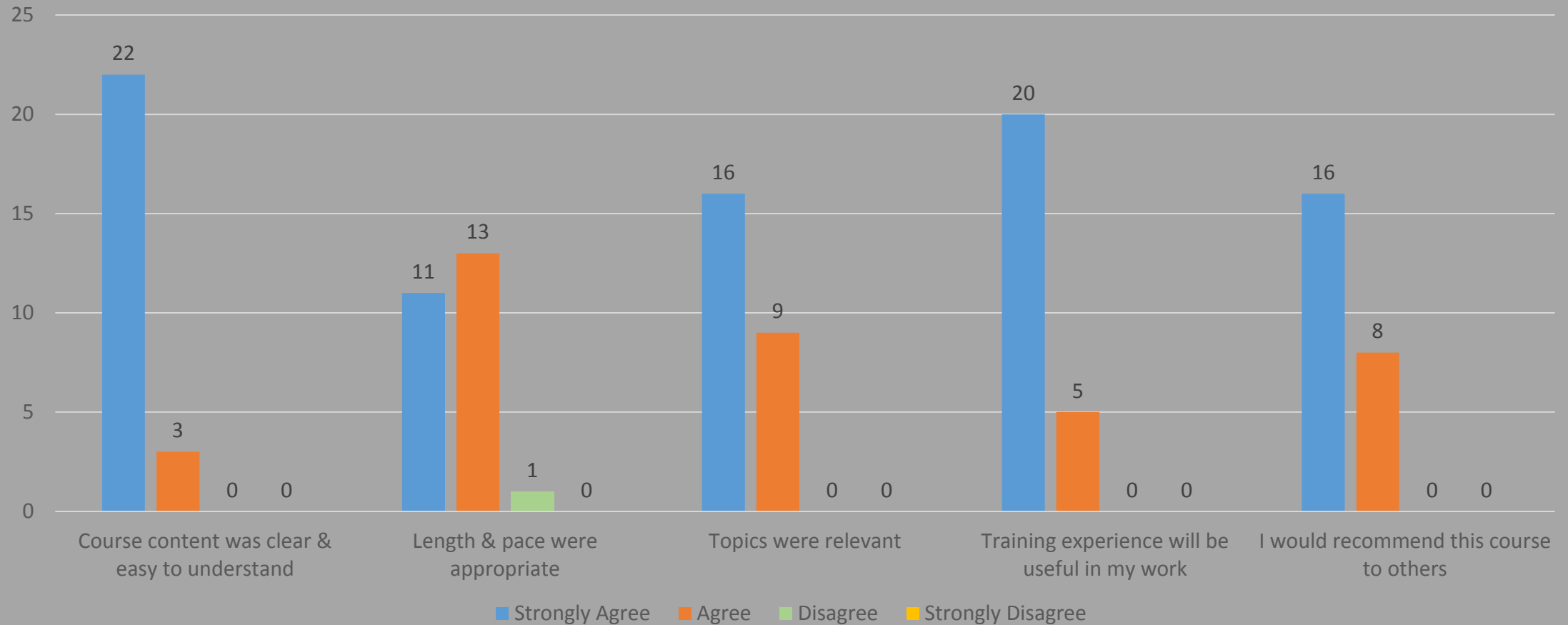
How did you hear about this course?

Responses



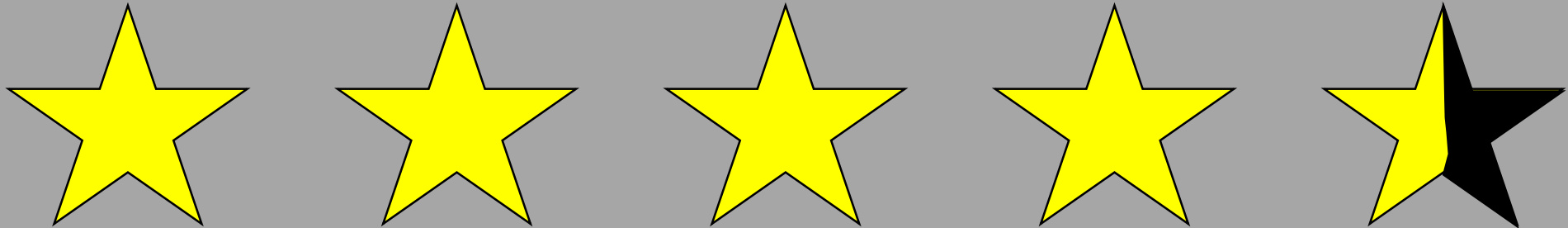
Email Supervisor/Manager Website (LearningCC.org) City Wide Announcement Other

Please Evaluate the Following Statements



Overall Satisfaction

- 4.48 Stars!
- 14 5-Stars, 9 4-Stars, 2 3-Stars



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

- I will remember the three P's
- I will be cognizant of my body language
- I will empathize with customers
- I will be professional all the time
- I will remember that everyone has a different story
- I will keep calm

How could this course be improved?

- The course needs to be shorter!!!
- Give more examples, videos
- Don't get off topic
- More role playing
- 10 minute breaks