



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: Wednesday, June 10, 2015

Event Time: 8:00AM – 12:00PM

**Event Location: Choke Canyon Conference
Room**

Lecture Attendance: 31

Report Date: Friday, June 12, 2015



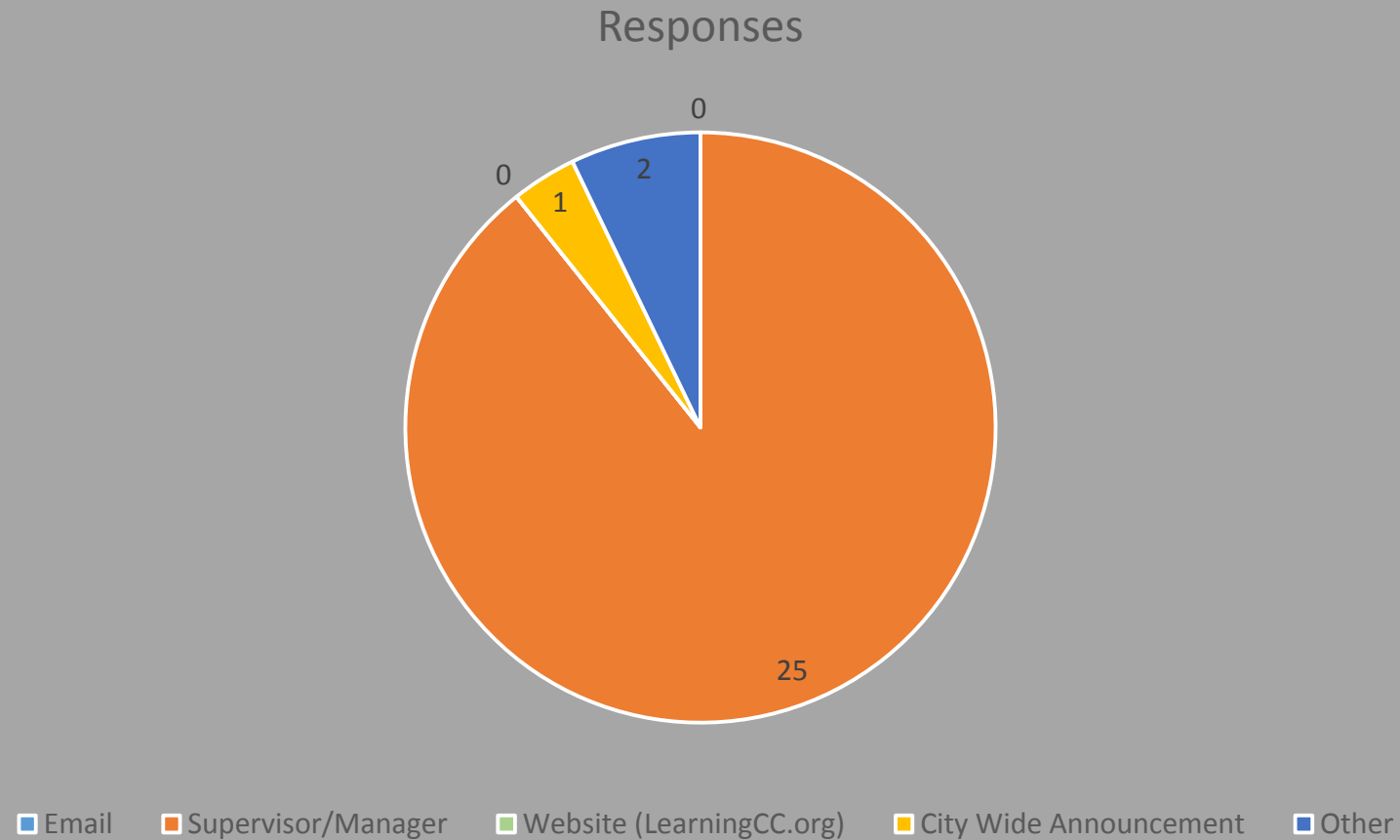
The Learning Institute

PREPARED BY: CAITLIN BECHO

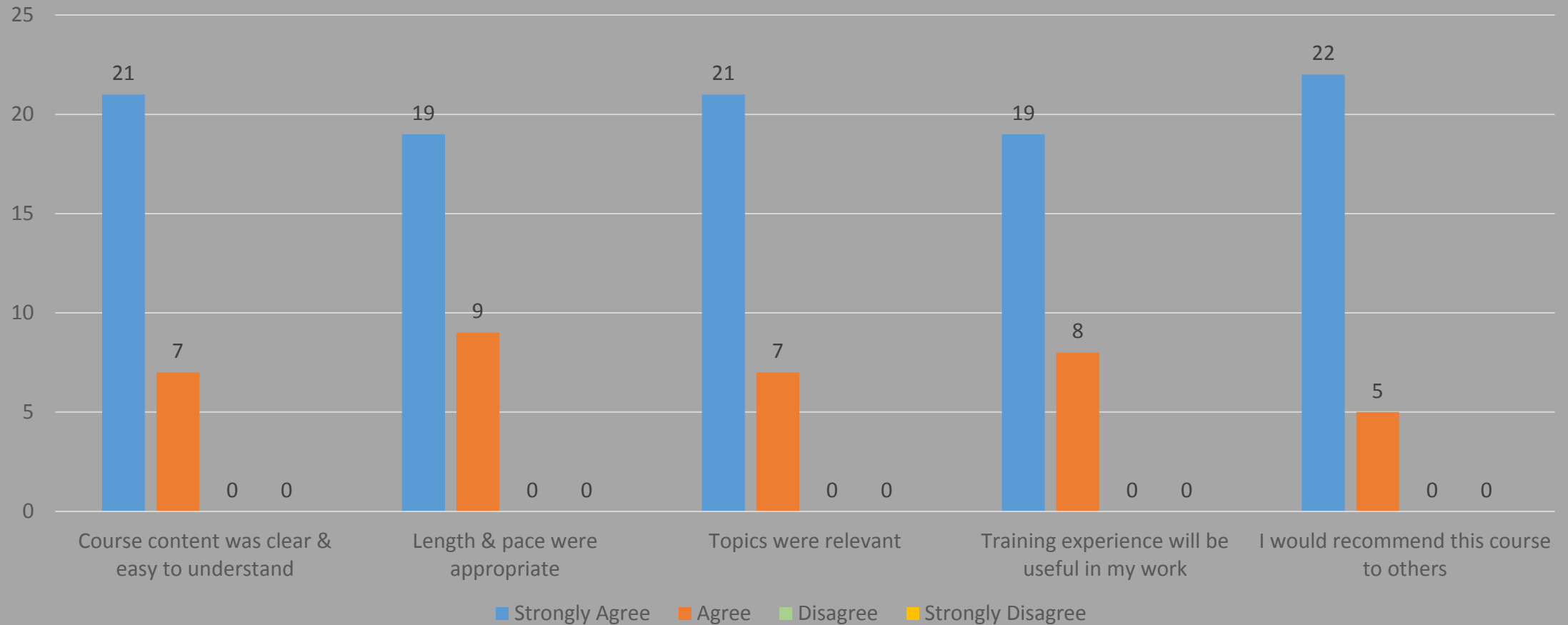
Survey Questions

- 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?

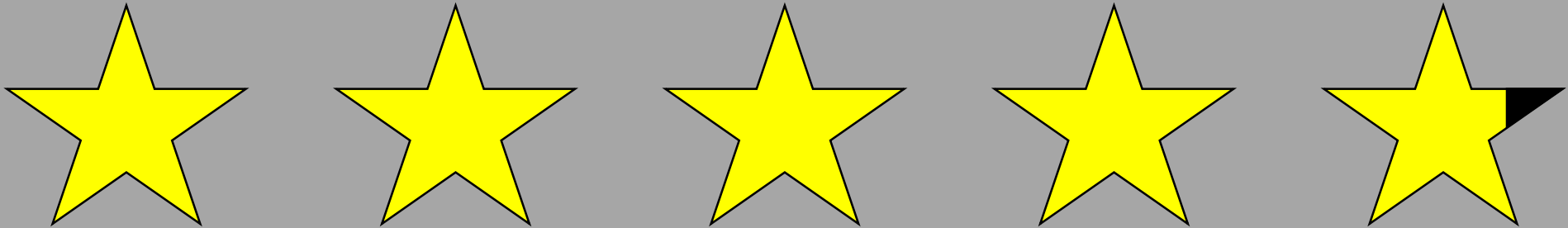


Please Evaluate the Following Statements



Overall Satisfaction

- 4.78 Stars!
- 23 5-Stars, 4 4-Stars, 1 3-Stars



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

- I will have more patience with customers
- I will treat customers with respect
- I will be aware of customers and how they feel
- I will be a better listener
- I will be more empathetic towards all customers

How could this course be improved?

- More videos
- Provide breakfast