



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: Friday, June 26, 2015

Event Time: 1:00PM – 5:00PM

Event Location: Del Mar Development
Center

Lecture Attendance: 12

Report Date: Monday, July 6, 2015



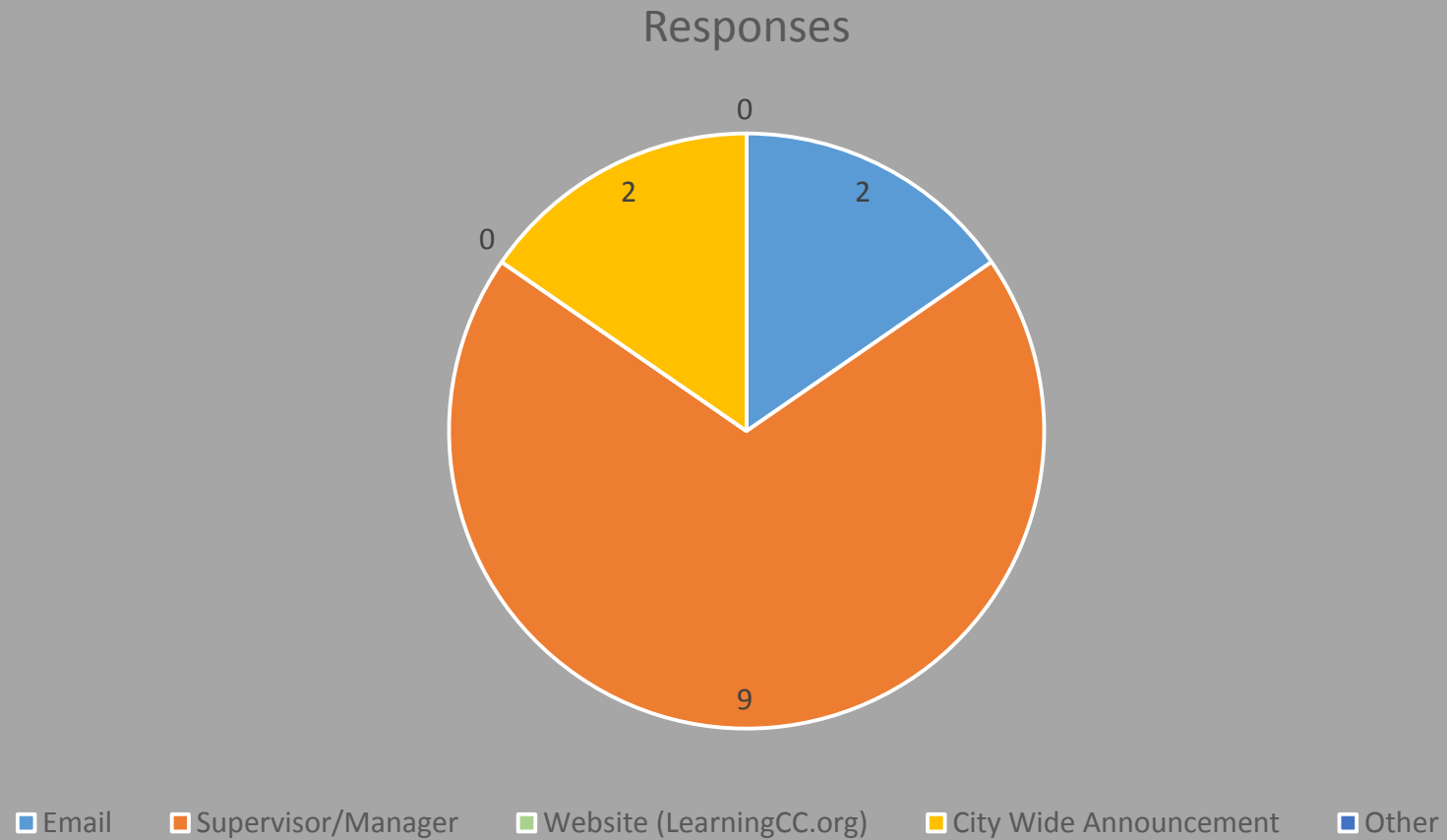
The Learning Institute

PREPARED BY: CAITLIN BECHO

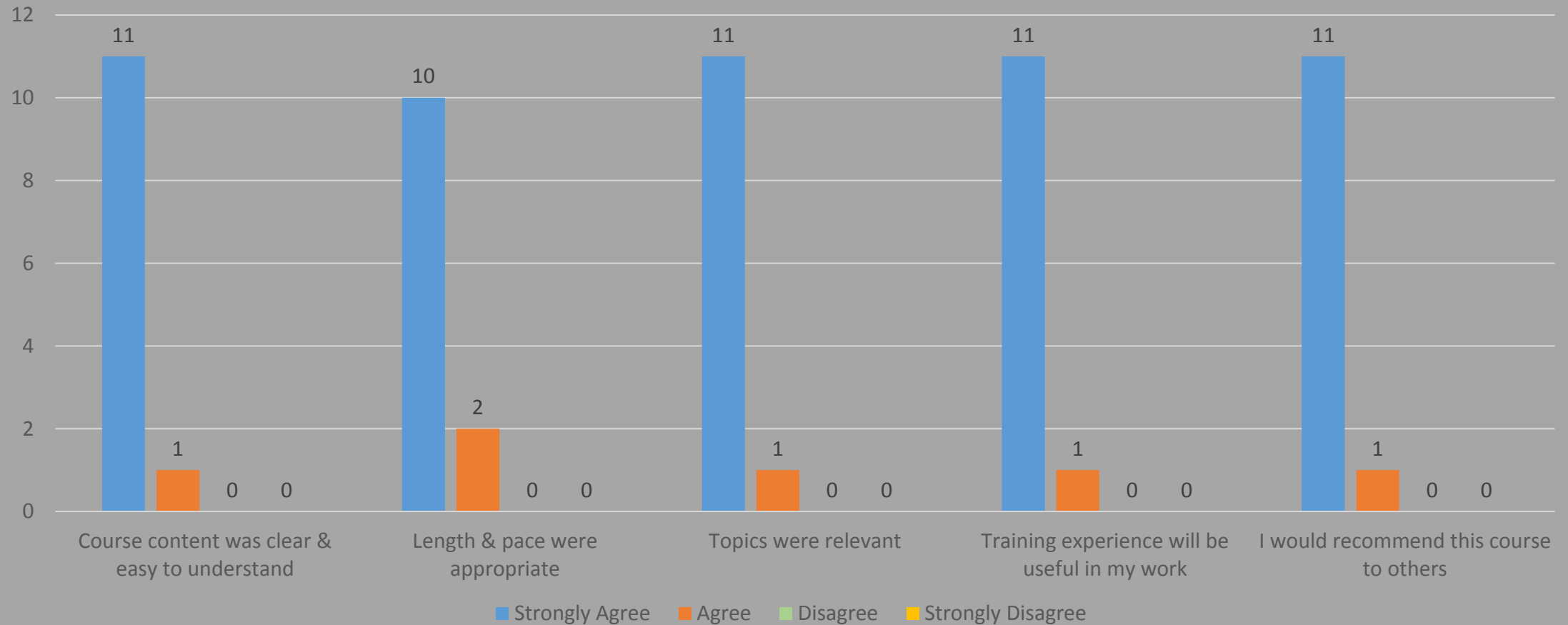
Survey Questions

- 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?

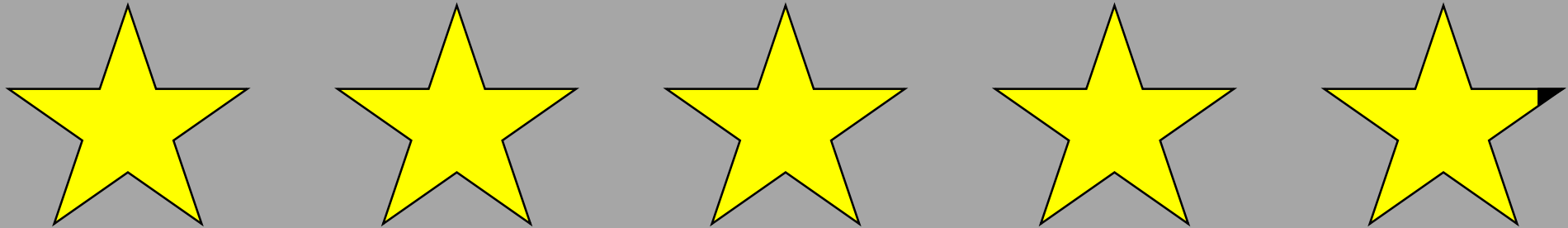


Please Evaluate the Following Statements



Overall Satisfaction

- 4.91 Stars!
- 11 5-Stars, 1 4-Stars



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

- I will focus on the customer's needs with a positive attitude
- I will use angry clients as an opportunity to learn and practice diffusing angry situations
- I will be more aware of my attitude

How could this course be improved?

- Longer class to cover all modules!
- Please send reminder emails of upcoming trainings