



# 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:** Tuesday, June 30, 2015

**Event Time:** 1:00PM – 5:00PM

**Event Location:** Basement Training Room

**Lecture Attendance:** 16

**Report Date:** Monday, July 6, 2015



The Learning Institute

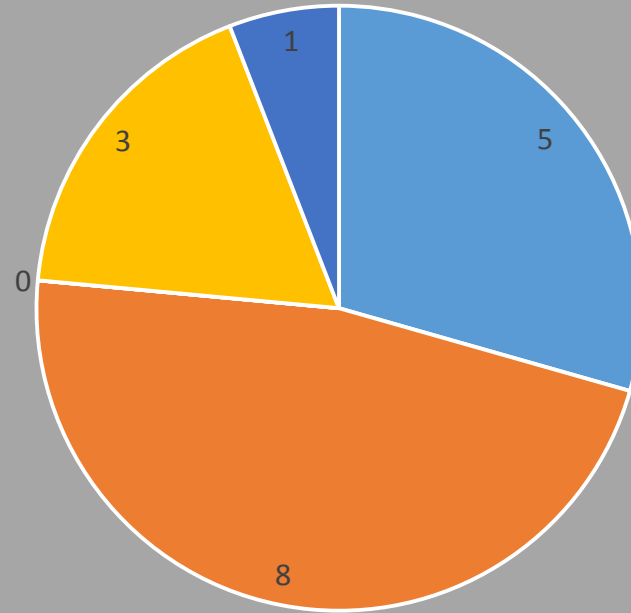
PREPARED BY: CAITLIN BECHO

# 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?

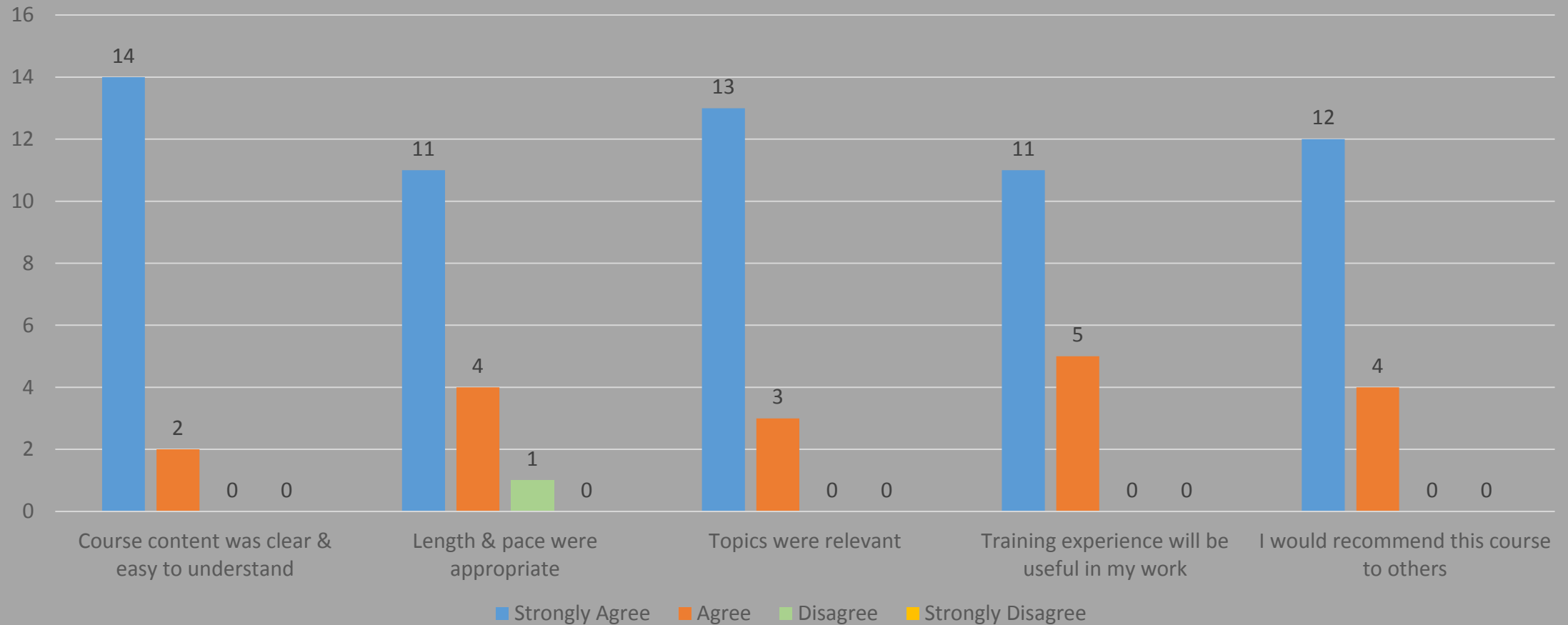
# How did you hear about this course?

Responses



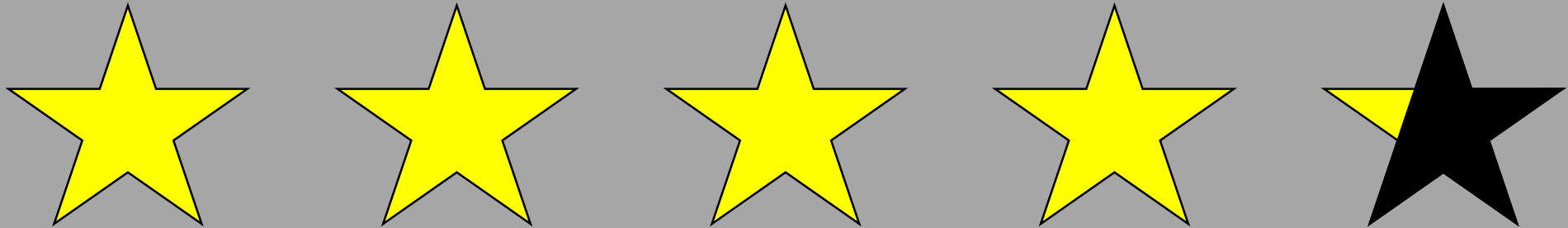
Email    Supervisor/Manager    Website (LearningCC.org)    City Wide Announcement    Other

# Please Evaluate the Following Statements



# Overall Satisfaction

- 4.31 Stars!
- 9 5-Stars, 4 4-Stars, 2 3-Stars, 1 2-Stars



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

- I will pay attention to my hot buttons
- I will try to empathize with customers and pay attention to my nonverbal communication
- I will be more aware of other people's attitudes, feelings, and body language
- I will stay neutral

# How could this course be improved?

- More time to discuss personal stories