

COURSE EVALUATIONS SUMMARY FOR September - November 2011

	Excellent	Good	Satisfactory	Poor
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Trainer:

Knowledge of Subject Matter	76.5%	23.5%		
Presentation/Style of Delivery	70%	28%	1%	
Overall Rating	70%	29%		

Course Content:

Topics Covered	51%	46%	2%	
Course Objectives Achieved	58%	41%	1%	
Overall Rating	56%	42%	1%	

Course Materials:

Quality of Handouts	66%	31%	3%	
Potential value for future reference	59%	36%	5%	
Overall Rating	60%	38%	1%	

When Summaries do not equal 100% is because of incomplete Evaluation Feedback

Delegate Feedback	Course Attended
Anon. Most liked the <i>"facts, research and statistics"</i> .	Customer Care Workshop
Anon. <i>"I feel that would be able to deal with customer complaints more effectively"</i> .	Customer Care Workshop
Anon. <i>Liked "small group work."</i> And <i>"found that we know more than we thought"</i> .	Customer Care Workshop
Anon. <i>Feels they "...have grown in confidence"</i> and now believes they can <i>"be a good Mentor"</i> .	Mentoring Skills
Lauren Johnson - Forrester Boyd <i>Most enjoyed "the activities, as they made the day more interesting than if someone had just stood and talked all day"</i> .	Communication & Presentation Skills
Anon. <i>Liked that there was "plenty of opportunity to voice opinions and get feedback"</i> .	Leadership & Management Skills
Anon. <i>"Will be using the course material as part of staff meetings/ training"</i> .	Leadership & Management Skills



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