

# Institute of Group Leaders

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## Feedback - Power of Apology 20<sup>th</sup> April 2018

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### Feedback from the end of course evaluation form

|                                        |                    | Course feedback | Percentage |
|----------------------------------------|--------------------|-----------------|------------|
| <b>No. of participants</b>             |                    | 7               | %          |
| <b>Length in days</b>                  |                    | 1               |            |
| <b>No. of completed evaluations</b>    |                    | 7               | 100        |
| <b>Expectation?</b>                    | <b>Yes</b>         | <b>7</b>        | <b>100</b> |
|                                        | Partly             | 0               | 0          |
|                                        | No                 | 0               | 0          |
| <b>Level of training</b>               | Too High           | 0               | 0          |
|                                        | <b>Just Right</b>  | <b>7</b>        | <b>100</b> |
|                                        | Too Low            | 0               | 0          |
| <b>Facilitators Attitude - Poor</b>    | 1                  | 0               | 0          |
|                                        | 2                  | 0               | 0          |
| <b>Okay</b>                            | 3                  | 0               | 0          |
|                                        | <b>4</b>           | <b>0</b>        | <b>0</b>   |
| <b>Great</b>                           | <b>5</b>           | <b>7</b>        | <b>100</b> |
| <b>Facilitators Knowledge - Poor</b>   | 1                  | 0               | 0          |
|                                        | 2                  | 0               | 0          |
| <b>Okay</b>                            | 3                  | 0               | 0          |
|                                        | <b>4</b>           | <b>0</b>        | <b>0</b>   |
| <b>Great</b>                           | <b>5</b>           | <b>7</b>        | <b>100</b> |
| <b>Way the workshop was run - Poor</b> | 1                  | 0               | 0          |
|                                        | 2                  | 0               | 0          |
| <b>Okay</b>                            | 3                  | 0               | 0          |
|                                        | <b>4</b>           | <b>0</b>        | <b>0</b>   |
| <b>Great</b>                           | <b>5</b>           | <b>7</b>        | <b>100</b> |
| <b>Handouts</b>                        | Not enough         | 0               | 0          |
|                                        | Ok                 | 0               | 0          |
|                                        | <b>very useful</b> | <b>7</b>        | <b>100</b> |

### Key outcomes

- 100% of participants thought the workshop *achieved what they expected*.
- 100% of the participants thought the workshop was pitched at the right level.
- 100% of participants reported the facilitator's attitude was *very good to great*.
- 100% of participants reported the facilitator's knowledge of the subject was *very good to great*.
- 100% of participants reported the way the course was run was *very good to great*
- 100% of participants who completed evaluations reported the handouts were very useful

### **Qualitative feedback**

#### **What topic/issue has been the most important for you?**

- All of it has been essential
- Everything fitted well together, volcano - good information
- Letting go. Not having to be in a relationship which is not with it.
- All
- We can only grow in relationship as far as we grow in ourselves. Take responsibility for the effect on the other. Enjoyed everything
- Conflict can be constructive depending on attitude. Learning to prevent an argument
- Tools for helping clients with forgiveness

#### **What topic/ issue has been the least important for you?**

- All helpful
- N/A

#### **What impact will this training have on your work?**

- It has inspired me to do the 2 days
- Great information to review / reflect on and grow into
- More sensitivity and strategies on conflict
- Relate better with my co-workers/managers. Enhance my skills to offer more to clients
- Embrace conflict
- Be mindful of the preferred languages of the apology and varying perceptions

#### **Any other comments about the training course**

- A big thank you for such a moving and helpful training and for being so real
- Thankyou Heather for all your hard work in making these concepts work for us
- Keep up the great work, very inspiring-you are passionate
- Wish I had time to do the 2-day course!
- More please