



Collaborative Resolution Services, Inc.

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North Carolina Department of Prisons

In 2017 North Carolina Department of Prisons experienced nine Teambuilding Attitude Conflict Transformation Trainings, 140 employees at all levels. Below is a summary of the participants' evaluations:

Staff rated the training as:		Staff rated the instructor as:	
Excellent	80%	Excellent	90%
Very Good	18%	Very Good	10%
Good	2%	Good	0%
Fair	0%	Fair	0%
Poor	0%	Poor	0%

Some typical comments about the training were:

- "This training was life altering. Best I have ever had with the state."
- "Not only equipped me to be a better manager, but also a better person."
- "It will impact me by being more open to change."
- "I now have a whole new set of tools and it made me think how I can change the prison."
- "I liked the entire training – the ability to take the training back to my day-to-day activity."
- "I now look at my dealing with life and inmates differently."
- "I now know how to deal with problems in a different way than I learned in the past."
- "It will make my journey as an officer safer. Outstanding class."
- "This training will help guide me through my career."
- "Opens your eyes up. This amazing class should be taught on a much larger scale."
- "I never really ever addressed these issues before."
- "A whole new outlook on things on the job as well as at home."
- "I liked how it helped us learn to work together for one cause."
- "It has motivated me and taught me how to deal with my kids better."
- "It made me more introspective. I am more honest with myself about my faults."
- "I learned to trust when I didn't think I could."
- "Allowed me to look at my personal and professional self from a different perspective."
- "It really gave me a different outlook on life. This training needs to be part of basic training."
- "This class was one of the most enjoyable, most beneficial classes I have ever attended."
- "It made us come together as one, even though we were practically strangers."
- "Best state training – ever."

Transformational Trainings in Interpersonal Skills and Attitude Development