



Collaborative Resolution Services, Inc.

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Philadelphia Prison System Inservice Training Anger and Conflict Management

Training Evaluations

1. How would you rate the training?

Excellent 64% Very Good 36% Good 0 Fair 0 Poor 0

How would you rate the instructor(s)?

Excellent 91% Very Good 9% Good 0 Fair 0 Poor 0

2. What did you like most?

"Very rewarding in teaching you to work with different personalities on different situations." "I was impressed mostly with how each activity required interaction from all. Also, how Concentric Circles exercise impacted my life, it was thought provoking." "All aspects of the course were very well presented and the delivery of the course was very smooth." "Everything. I enjoyed the whole course." "Openness." "Everything." "The impact the material had on my life." "Community Commitments." "How the CO's have the same problems and can talk about it, and the instructor's honesty from the start." "The instructor's honesty."

3. What did you like least?

"The training was only three days." "N/A" "The fact that we had so little time." "I enjoyed the whole course." "N/A" "It was only three days." "The course should be longer." "Nothing." "N/A" "The fact that this class is not consistently given in the prison system."

4. What impact has/will this training have on you?

"I can and will use this training at work and in my personal life. I have noticed a change in my attitude and demeanor." "This training will allow me to focus, concentrate and evaluate situations with a positive attitude. Also, with the knowledge of self control and superiority over anger." "A very deep impact. I feel that I will use many aspects of this course in my life." "I can use what I learned in my everyday life." "A more positive outlook, compassion." "It will help me with my day to day life." "On my everyday life." "To seriously look at the approach I take when handling negative things in my life." "Lot." "None in the prison system, however, things learned could be applied in life."

5. Additional Comments

"This course was very important and necessary. It has allowed me to evaluate myself and realize my problem areas. This course will benefit not only my professional life, but my

Transformational Trainings in Interpersonal Skills and Attitude Development

home life as well. This course should be implemented in the training schedule of the academy, also as needed." "These last three days will without a doubt change my life for the better, at work and at home in my everyday life. Thank you!!!" "The PPS should have a place for groups of CO's to be able to sit and talk, like 12 step programs do. But this makes sense so the prison will not do this." "We CO's should have at least a full week of this class." "The instructor needs recognition and praise." "More training for CO's." "Instructor, Good Work." "To have the instructor go to each jail for continued therapy on each shift even if it means the jail is locked down." "Good Class."