



# Collaborative Resolution Services, Inc.

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## #1 Correctional Institution

### Teambuilding Attitude Conflict Transformation [TACT]

October 18-19, 2017

#### 1. How would you rate the training?

**Excellent 12    Very Good 6    Good 0    Fair 0    Poor 0**

#### How would you rate the instructor?

**Excellent 15    Very Good 3    Good 0    Fair 0    Poor 0**

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

“It’s made me realize that even though people are mad, it could be that they are hurting.”  
“Trying to better understand my co-workers.” “To look deeper into a situation.” “Try to use it. I think it will help on institution with staff and inmates.” “It will cause me to examine myself and make the necessary changes to be a more productive supervisor and staff.” “Make me stop and process what’s going on.” “Able to use this in everyday life style not only at work.”  
“Listening” “Improve my overall interactions with staff and inmates to help defuse situations.”  
“Use skills at work.” “A great impact as I move forward in my career. Being able to see how I can better manage myself with stress.” “Positive impact, I will no longer approach situations the same.” “Knowing how to manage my emotions and my thinking in order not to let life stress me out.” “Will use skills to hopefully change the way I process information, thinking before I act, at work and at home. Learning how to use critical thinking for more effective conflict resolution.” “I will use it at home and work. Help my daughter and show her somethings.” “I have learned a lot of information that will better me in my job performance that I can pass on to coworkers.” “It will make me a better listener.”

#### 3. Additional Comments

“I liked the games and some were powerful and opened my mind up to how important teamwork is.” “I think that the instructor was very good at this training, and did a great job.”  
“Teach the inmates and make a program for them to do this training. This training was very different, very engaging and did not get bored.” “Good training!!” “This training was awesome!” “How can we be short staffed and be able to send people to training; have Mr. Shuford teach this class to supervisors, they need it! Interesting; kept you involved in what was going on; liked the teambuilding training – they were fun.” “Mr. Shuford did an excellent job conveying his points and giving us time for feedback.” “This is by far the BEST most useful training I have ever had, DPS or otherwise, work related or personal.” “I enjoyed it and it was interesting and helpful.”