



# Collaborative Resolution Services, Inc.

Cell Phone: 302-222-1996

Email: [info@TeamCRS.org](mailto:info@TeamCRS.org) Website: [www.TeamCRS.org](http://www.TeamCRS.org)

## #1 Correctional Institution

### Teambuilding Attitude Conflict Transformation [TACT]

November 28-30, 2017

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

Excellent 15 Very Good 1 Good 0 Fair 0 Poor 0

#### How would you rate the instructor?

Excellent 15 Very Good 1 Good 0 Fair 0 Poor 0

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

"It opens the mind and gives different ways to handle problems." "A fresher, more progressive, realistic approach to addressing decades-long issues. It was encouraging, uplifting, and helped open my eyes to the potential and histories of others, as well as myself. I'll never forget it. I only hope to have this training more often so I don't risk losing what I've gained." "Class encouraged and relied on participation. Unique training curriculum, instructor." "Learn to listen and not just hear, learn how to deal with stress in more ways than one. Communication!" "This training has given me more tools to use in my day to day experiences at work. Need longer classes." "I felt the training will help me at my work place and also at home." "The overall way in which I approach staff and situations." "How important it is to work and depend on your coworkers." "Be more understanding and really listen to what others have to say. Also, deal with anger and stress issues in a better way." "Be more respectful of myself and my fellow officers ... More caring, patient and understanding and also with my private life as well." "This impact has trained me to be a good listener and have more understanding when it comes to other people." "To look at things in a better way." "Made me more aware of the other people or persons you are dealing/in conflict with." "A major impact because it has helped me realize that there are different ways to solve problems before they get out of hand and it starts with myself." "Have me communicate more with staff and inmates." "I will attempt to use some of these tactics in my day to day work environment."

#### 3. Additional Comments

"Great teacher, had all the answers we asked for and helped change the way we looked at things." "A staff-offender class would be nice. Or, at least an offender version." "Curriculum was poignant, timely. Should be experienced throughout the organization." "I'd prefer more time for the overall class, i.e., 3 days." "The class was very interesting, learning to trust others, better relationship with co-workers, understanding how to deal with real situations." "This class was excellent, best training ever, fun, educational. TACT should be taught monthly. Love it." "I truly believe this training is well worth the time spent. In fact, I believe it should be a 5-day training to go deeper into the subject matter. Unlike ORT, it is very informative and it deals with real-life situations that all levels of custody will use on a daily basis. The instructor was awesome!" "The think I liked most was the exercises that brought the class together and showed teamwork." "Please strongly consider incorporating this training throughout NCDPS on an annual BASIS FOR ALL STAFF!!" "Relaxed atmosphere. Participants were allowed to give non-judgmental responses." "Yearly classes and at least a week long." "This was a great class. I think that all new employees need to go through this, and also possibly have refresher courses for those who have been through it. Potentially use this as a solution for someone who has a disciplinary for issues discussed during this class."

*Transformational Trainings in Interpersonal Skills and Attitude Development*

“The way the training brought the class together. You get to know people on a personal level and that helps build the comradery.” “I believe this should go state wide at every prison and be at least 3 days instead of 2 so more time can be spent on each area.” “Thank you for this training. This has really helped me. Not only work but for everyday life. Thanks again.” “Need more of this training.” “This class needs to be more than 2 days because it is so helpful. I think with this class we (I) can show improvement. It helps solve problems that are inner self and with others.” “I hope John gets to continue this class after the 15<sup>th</sup> of this month.”