



# Collaborative Resolution Services, Inc.

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## North Carolina Department of Prisons

In 2018 North Carolina Department of Prisons experienced sixteen Teambuilding Attitude Conflict Transformation Trainings at #3 Correctional Institution, 198 employees at all levels. Below is a summary of the participants' evaluations:

### Staff rated the training as:

Excellent	79%
Very Good	17%
Good	4%
Fair	0%
Poor	0%

### Staff rated the instructor as:

Excellent	93%
Very Good	6%
Good	1%
Fair	0%
Poor	0%

### Some typical comments about the training were:

"I enjoyed seeing the group of staff from different sections, shifts, and units transformed into a team."

"Making my job less stressful. I now have extra tools I can use every day I live."

"I will rededicate my efforts to be an effective manager."

"Everything was perfect. It has been eye opening. This should help the morale at PCI."

"It has taught me different ways to handle anger and relieve stress."

"It will help me with my anger from 10/12/17. Thanks."

"This training has made me take a new look at myself as a supervisor."

"Be more of a person to my co-workers instead of seeing them as an officer."

"To see things in a whole new perspective; in the community, my family and inside the prison."

"Think this course will not only effect my job performance but my life as a whole."

"I've shared more in the past 2 days with co-workers than I have in the past 16 years."

"This type of training needs to be included in basic training and all annual refresher training."

"It has had a great impact on how I view myself and co-workers."

"Everything was perfect. Best class I ever been to."

"Excellent course. Especially valuable to supervisors and managers."

"This is what we need. A step in the right direction. I absolutely loved this training."

"Thank you!!! For the life lesson. It has made me a better team player."

"Opened my mind up to be more professional. It will make everyday situations better."

"This is the best training I have ever been to out of my 20 years."

"This training has shown me more about myself that I will carry with me forever."

"This training has taught me how to be a better person. It has changed my way of thinking."

"I feel transformed and inspired!"

"Suggest yearly training to be mandatory in each section."

"This training helped me define my issues that I didn't realize I had."

"I will carry this training for the rest of my career."

"Being a new officer, I feel like this has shaped how I will act as an officer."

*Transformational Trainings in Interpersonal Skills and Attitude Development*