



Collaborative Resolution Services, Inc.

Phone: 302-222-1996
Email: info@TeamCRS.org

SUMMARY OF EVALUATIONS

Teambuilding Attitude Conflict Transformation Training

September 27-28, 1995, Delaware DOC

Overall, what did you think of this training? **Excellent 12 Very Good 3**
Overall, what did you think of the trainer? **Excellent 12 Very Good 2 Good 1**

What did you like most?

The trust you build quickly without realizing that you have lowered your "fences". Adjective names allowed you to reach everyone quickly. Active Listening. All the interfacing, verbal interactions and the stimulating exercises for the left and right side of the brain. Additionally, the relaxing form of exercise. Training format, class size and participation. I especially like the quickness this group came together and trusted each other. The communication that opened-up and the flow between the class members was surprising. I felt very comfortable after the first half-hour. It helps show that you have to rely on others sometimes. When you work TOGETHER, good things will happen. Light & Livelies, togetherness of group and team building. I liked all areas of training. Transforming power. The open forum and interactive training. The way the group evolved into a unit thinking and working together. The group presentation and participation. I felt very comfortable.

What did you like least?

The first two minutes were the only unprofitable moments, as we were uptight. I can't think of anything I didn't like. I enjoyed and liked all! Time spent in problem solving. It was not long enough. Need more time to practice. The role playing [only because I am somewhat shy]. Talking about myself. Breaks. Re-entries; felt obligated to say something so in order not to repeat said things that were not of as great a value. Problem solving. The course was too short.

In what areas would you like to see more time spent?

It was a shame it had to end at all. Need to have a refresher planned in six months. Use of listening tools, thinking positive and role playing. The class could be a little longer and more time spent on personal maintenance through this class. Problem solving. Team building. Problem solving. The time spent on each topic seemed appropriate to me. Everything was well planned. Transforming power; more "how-to's." Team building. Open discussion on problem solving. Power training. Problem solving and evaluations. Transforming power.

What would you like included that was not?

Nothing I can think of. Continental breakfast, free coffee. More time! I would also like to have a refresher course or #2, #3 workshop. Time management and communication skills. Bring in supervisors at this time to observe the teamwork they don't practice. More definite answers to questions pertaining to DOC problems and not just individual problems. Team concept very good. More on personal conflict resolution and also resolution of conflict when

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time is a factor; "instant conflict resolution." Management. If more time permitted, I would like to see more positive critiquing of the skills that we learned while we are role playing.

What impact has/will this training have on you?

I hope to be able to improve my communications effectively with my co-workers. Great impact, at home and at work. I can now communicate better with my wife. I saw a big difference after the first day. A lot of ideas which I have believed and they were brought out in a less stressful mode and style. I have a changed attitude in what people can do when they work together. It will help my ability to communicate and listen. That there is hope and light at the end of the tunnel and that if I try, I can make a change. I hope I will remember when and how to use this in the future. A lot, I will view and value other people, inmates and their ideas with this information. Had a profound impact on me. I will try and use some of this training. Only time will tell, but I hope a good impact on conflict resolution. I hope to take back and use the listening and problem solving techniques that I learned. It opened my mind to solve and identify conflict and problems; gave me ideas to use in problem solving. It already has by my attitude changing. Whenever conflicts arise, they are different by the fact that my attitude has changed. At this time, the impact will benefit me for personal and family growth.

Additional comments:

If possible, let existing work groups and units take the training together. Judge the reaction/progress to see if more is accomplished by being strangers or close co-workers. [Will you actual supervisor's presence retard your participation and learning?] Absolutely the best training class I've ever attended through DOC. A shame the department cannot function at a fraction of the level we learned to reach. This course should be mandatory for all DOC personnel. Thank you all who made it possible for this training. I will come back with more understanding and growth. Thanks again !! Excellent - more people should have the opportunity to experience this class. This class has helped to show a definite direction for me. Thanks a lot! It's not only been informative, but lots of fun. Need to take it a further step if possible. Thanks for a very good class. The class was very good and the format made it easy to understand. Less time, closer to 1 1/2 days. Great course. Keep up the good work. Need more professionals like you.