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CONFLICT TRANSFORMATION/TEAM BUILDING INSERVICE **WORKSHOP EVALUATION SUMMARY** **PHILADELPHIA PRISON SYSTEM**

1. How would you rate the quality of the material presented in this workshop?

Excellent 16 Good 5 Fair 0 Poor 0

2. How would you rate the quality of the presentation itself?

Excellent 18 Good 3 Fair 0 Poor 0

3. I expect to use what I have learned in this workshop in dealing with inmates.

Strong Agree 6 Agree 11 Not Sure 4 Disagree 0 Strong Disagree 0

4. I expect to use what I have learned in this workshop with coworkers.

Strong Agree 11 Agree 9 Not Sure 1 Disagree 0 Strong Disagree 0

5. I expect to use what I have learned in this workshop with superiors.

Strong Agree 8 Agree 11 Not Sure 2 Disagree 0 Strong Disagree 0

6. I expect to use what I have learned in this workshop with family and friends.

Strong Agree 13 Agree 7 Not Sure 1 Disagree 0 Strong Disagree 0

What specifically did you like about the workshop?

No matter what a person does in life, all can learn from this workshop. It brings you to terms with your humanity. The instructor was filled with energy. He projected this energy on all of us. With this energy, we became alive, we opened up and became more understanding about each other. In the beginning I thought that most of this material should have been learned by any experienced CO over 16 years, however, I was surprised to have learned quite a bit more than expected. I believe this workshop has taught me a better way to deal with problems. I pledge to use all the skills that I have learned in my everyday life. I feel as though it will make things better. We were allowed to express our opinions and ideas and we worked together as a team. And I loved the diversity. We didn't just have someone going over information, we were allowed to participate. The unity and the way we interacted as a group. Made me think more as I relate it to on-going problems I deal with daily. The way that it was organized, the material and presentation, the ways and means of disarming a potential situation without violence. I liked the way all of us participated in a positive manner. I also liked the way each participant had no rank, title, etc. The instructor, classmates, all subjects. I enjoyed the whole workshop [period]. Devotion and the sincerity of the instructor. This is a class about me as a "person" first, not an employee. Togetherness, respect for one another, maturity, communication and trust. 6 point problem solving. I liked the way the class was presented. It was not boring and was very fun. I feel I learned a lot because of this. The instructor was very informative. The overall thorough coverage of topics. I didn't feel like we rushed through or skipped over a subject. The way it was conducted and presented to the class. Also the exercises were appropriate for identifying

Transformational Trainings in Interpersonal Skills and Attitude Development

problems. The class problem solving. The positive attitude of the class. Interaction of the group, sharing techniques used for remembering names and the physical games.

What changes would you suggest for improving the workshop?

Continue mini workshops in the future so people do not once again lose perspective with their fellow workers. None. No changes, keep same format. I would not change anything about the workshop, it was next to perfect. But I would suggest that supervisors, all the way up to the Wardens be required to attend the workshop. Also, I think that the workshop should be continuous, maybe quarterly for about a week. Workshop was excellent, no changes. To add more days. I can suggest no changes for improving because everything was extremely well rounded. None that I can think of at present. This class should be taught to all new employees. I believe it will be more effective with performance at work. None. If my partner and I were here at the same time. No changes, just refreshments and follow-ups. Make it a yearly requirement. None. Yearly inservice training on conflict resolution. None. Bigger classroom. It would be nice if more inmates could actually take these workshops. It may serve as a catalyst for rehabilitation. None. Introduce some specific techniques for dissipating anger.

Other comments:

It was by far the best learning experience I have ever had. Thanks. This class was a good experience for me. I would like to commend the instructor for the way he presented the class. I think he made the difference. I was eager to come to class every day, to see what skills I would learn today. Thanks. I would like to say that I truly enjoyed this training session and that you were a very good instructor and I wish you continued success in your career. The instructor was an excellent teacher - 100% attention was given from all who attended. It made us feel good to act out problems. I feel he really loves his work. I'll use these skills a lot. Thanks. I would like to thank the instructor for his being prepared to deliver this course in such a professional manner. A good instructor does make a difference [the instructor was excellent] Keep up the good work. The instructor is an excellent teacher. His belief in what he teaches is apparent. This class has changed me for the better. We need more instructors like this, because he shows a tremendous consideration, respect, and he really and truly cares about everyone's feelings. The instructor, was great. It was a pleasure attending this class and the instructor made it. I would like to get this training more often. This has been very informative and enlightening. I was able to gain more insight and expand on subjects I had in college. This was definitely a break from work and a stress reliever. Thank you. I like the class, thank you. Workshop as a whole has been fun, interesting, useful and another spiritual experience along the way.