

*We Care*

## Customer Service Program Evaluation Summary

*Participants were asked to complete a program evaluation at the end of the eight-hour session.*

**Organization:** [Company name withheld]

**Session Dates:** February 28, 2008

**Facilitator:** Bob Davis-Mayo

**Number of participants responding to evaluation:** 15 in this session

**Participants were asked to “rate the program’s significance for you personally.”**

	“NOT HELPFUL”		“HELPFUL”		“VERY HELPFUL”
Rating	1	2	3	4	5
# Responding	0	0	0	2	13

**Average Rating (range from 1-5 possible): 4.9**

*In an effort to determine what is helpful and what is less helpful for participants, the following questions were asked. Participant responses follow each question. They are verbatim.*

**“How do you describe the material covered today?”**

- Very interesting, and applicable (2 respondents indicated this)
- Very informative and helpful (4 respondents indicated this)
- Innovative, thought provoking
- I actually look at my job in a whole new light. Very, very informative.
- Will be easy to put into use. Very useful information.
- Informative, relevant, easily applied at work and outside the office
- It covered how to promote positive self-talk and how valuable that can be professionally
- A strengthening session to improve our relationships (w/co-workers and customers)
- Very helpful in dealing with customers and co-workers
- Very interesting—learned a lot about myself as well as how others think
- Helpful in dealing not only with myself, but others

**“How will this material make a difference in your relating to others?”**

- Understanding where others are coming from—“the colors”—and how to handle them (5 respondents indicated this)
- It will make a huge difference in how I relate to customers on the phone
- It will help me in dealing with others—more importantly in being aware of what I can do to change my “colors” so others can better relate to me
- I know how to detect what a person is feeling. Therefore I can help them, or at least do my best to make them feel better
- Objectives will be met more smoothly and easily; interactions with difficult people will be less confrontational
- I will be able to handle difficult situations more clearly by understanding how to read that person
- Becoming self-aware can motivate a person to change their negative behaviors
- I think this will make a positive difference
- I will use more consideration in the type of person I am dealing with on the phone and respond appropriately
- Gives me was to work toward more harmonious relationships with others
- More tolerant—more giving

*continued*

**“What part of the information was most helpful?”**

- The colors and learning how different everyone is—professionally and personally (8 respondents indicated this)
- Handling “The controller”
- Learning about myself through doing the inventory
- All of it!
- The “self-talk” (2 respondents indicated this)
- The “5 Buckets”
- Knowing we need to change our own self-image to be more professional and balanced
- How To’s

**“What suggestions do you have for making this program more helpful and meaningful?”**

- Having everyone in the company take the course (3 respondents indicated this)
- Have the managers take the course
- The facilitator was a great speaker and easy to listen to
- None. I thought it was a flawless presentation
- It was all good 😊
- None—it was great and enjoyable!
- None-it was all fantastic. The instructor is very good at what he does!
- (7 left this question blank)