



**U.S. ARMY MEDICAL DEPARTMENT
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS**

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
August 11 –13,2003***

1. How would you rate this course overall?

35 Excellent 2 Very Good 1 Good Fair

2. Did you find the materials relevant and useful?

37 Yes 1 To some degree Not at all

3. Were the goals and objectives clear?

37 Yes No 1 Some were, some were not

4. What were the positive or negative lessons from the course?

5. Do you have any suggestions for improvement?

6. Would you recommend this course to others?

37 Yes No 1 Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

38 Yes No Sometimes

8. How did you hear about this course?

9. Further comments? (Please continue on reverse).

4. What were the positive or negative lessons from the course?

A lot of information provided is good. I picked up a couple of lessons from the course.

Good stories to illustrate points. Good instruction on using training aids and video productions.

Positive—very entertaining. The stories I could relate to. Original and innovative. I can honestly say I am pumped up to perform better with customers and always strive to be positive.

The positive lesson(s) that I have learned is to be self-confident and to be true to myself. I am a nice person but before this course felt like I was missing the confidence to go the extra mile for the patients.

Icebreakers (positive). Mr. Meines has a wonderful sense of humor. He is warm, caring and very entertaining. I will definitely bring back all the information I learned in the class to my soldiers, coworkers and civilians.

Positive—well organized, easy to understand due to many examples and stories to get the point across, the course was great, found out many improvements. Negative—(they need to lower the FISH video prices!!)✗. I need to make one myself. *I like all of what was provided for tools to use in our class.

I really enjoyed the whole agenda. I think the best thing that was touched on was how we need to consider that everyone has a story or a good reason why they act in a certain manner and we need to really take time and find the root cause.

The instructors were very, very good.

All lessons were positive and relevant.

I learned how important “Customer Service” can be.

All positive lessons. This will help me out to teach for my unit.

Well, Mike and Sherla of course! Reinforces what we already know. Class is even better and constantly improving.

You have the best instructor for the course. Excellent location. Don't talk about Madigan. It makes workers depressed. Outlying clinics can barely get copy paper!! It's all about politics and money. I would be happy also if I were in Madigan. Full svc, staff, and plenty of money!! Come visit the ghetto clinics.

The AC is too low, too cold in classroom.

The enthusiastic character of the instructors were very effective for this course.

It's all about me. Do no harm. Smiles are contagious and it's all good.

There were only positive aspects with the course. The people involved in putting this program are what is positive.

1. The compassion shown for the course made it really tangible to me. 2. It brought back the reason why we are at the hospital. It also made me re-think the value of our veterans, and to see the importance of what is underneath each person that is waiting to be seen at the facility.

I think this will help me with the way I deal with others and how I deal with myself. Great course. One of the best classes I have attended in and outside of the Army.

Positive dynamic instructors.

Positive—knowing now that my positive outlook at work is the only attitude I can control and it influences those around me. I am the only one I can control.

I learn that at some point I stopped thinking positive, but plan to work at thinking and speaking positive again.

There were many positive lessons—the most important one was that I am not an enforcer of policies or rules, that instead these rules should help to guide me to provide excellent care and that I need to have fun! As far as negative—there are no negatives because something negative provides the opportunity for me to learn how to do something better.

Brought some things into focus as far as bad habits are concerned. What is considered the “norm.”

The stories of experiences that were shared were very positive. It really made you rethink the way you are doing things.

Positive: Everyone has a story. Be it happy or sad, good or bad, you have to get “under the water line” to find out about that person.

This course re-ignited my desire to help people. On a day to day basis, I always try my best to do whatever it takes to help other people. The class empowered me to help others feel the same way that I do about patient care. When I return to my clinic, I want to initiate a Customer Service program in order to improve the care that retirees, DOD civilians, dependants, and active duty receive.

Can't treat everybody the same. Assumption that not everybody is out to get you. Everyone is out there to do their best.

I liked the fact that they don't try to teach you manners--they must remind you of how important they are and how you can change lives, and Mike's stories and sense of humor were great, too.

I learned that morale and attitude are choices. I also learned about recruitment in the downward spiral and to avoid it.

Positive—very good class and taught by very professional people. The instructors got me in touch with my inside to really want to help people.

The course was very helpful and worthwhile. I feel prepared to each customer service.

Good course, especially the interest on the part of the instructor.

Presenter made of 95% of course. Material 5%.

+ I learned to not focus on the negative so much.

- I personally think that you say too many negative comments about Sherla, meaningless as they are. For instance when you began the command brief, she wasn't here. Your words were “typical.” I personally don't think that you meant anything by the remark however it sounded derogative!

5. Do you have any suggestions for improvement?

More platform experience. More lesson planning and prep experience incl unit training calendar and unit training mgt to get customer service in each unit's training cycle.

Don't made education division POC. Give it to Pt reps who will take ownership for trainer selection.

It was already mentioned: to have the videos more military oriented. Videos for any organization that deals w/ customers.

I do not have any suggestions.

As I told Mike, this is by far the best class I've ever been to and will definitely recommend it to others.

Probably need to elaborate on some of the slides (explanations).

NO! Good as is!!!

No.

Some senior leadership should attend or at least observe. We need command support. Our PAO should attend. Clone Mike, upgrade Sherla and get me a job at Madigan.

Larger tables, more comfortable chairs. Have the course end on a Friday. Have the social event at the pub. Have the class end by noon on Friday in order to beat the traffic jams! Have refresher course at Aviano Italy!!

Make classroom a little warmer.

More often to give classes so more people can be involved in this program.

In the Army, it is very difficult to change the mindset that we are a business and that we have customers. I see very few people in high leadership positions here. My commander needs to be here and on board with this program.

Sorry, I am not very creative, but this is my chance to work @it.

Expand to the 4th day!

No—maybe have the “Social time” on the first day to introduce everyone. Pair people up in the mornings. That by evening they have to introduce someone other than themselves.

Request to LTC Keen that he should send SPC Adams to Seattle for this course!

No, this is the most interesting class that I have attended.

None—very good class.

Please don't allow one unhappy woman to trash the valiant efforts of Lettermann's ER staff. Unless you have worked in ER you can't understand what hell it can be. I believe that at this time of disaster they were doing the best they could with what they had and that they had several critical patients.

Break into teams for 1 hour each day and go out into community and look for good/bad customer relation activity. Find a way for the AMEDD to track and report status of instructor's last class.

Consider introducing Culture Diversity info in the training.

Keep up the good work. Keep negatives to a minimum about your assistant. The class doesn't need to know all of her downfalls. Overall this class was excellent given in a very positive light. Mike is an outstanding speaker. Sherla is a dear lady obviously committed to the cause. I hope to share what I have learned with my soldiers and command to include the civilian staff.

8. How did you hear about this course?

From supervisor.

Internet plus Clinic command Group. Course required by higher HQ (LRMC) for Army Health Clinics.

I was told I had to go to this.

My commander chose for me to go.

Email from LRMC.

Thru my chain of command. I believe I was selected from my section.

The head of the dorm at Landstuhl recommended that I go, not because I need it, but because others around me need to be taught it. I highly recommend this course for the AF Medical Service!

Work told me I was going.

My Plt. Sgt told me I was attending.

Through Todd Newkirk, Patient Rep. In Landstuhl.

Thru Chief of PAD.

High up want to have a trainer for our unit.

By accident.

From the unit XO.

From my job.

I was assigned to take this course because my supervisor was busy. They missed out!

From the Managed Care Division.

E-mail to my OIC of the Orthopedic Dept in Wurzburg.

E-mail/NCOIC.

I heard about it through my Chief Nurse who told me I was going.

Identified to attend by training office, WMEDDAC.

Col Harris—the former chief nurse at LRMC.

I was told to come by my supervisor. I love it.

From my e-mail (it was distributed though the

E-mail.

From my commander.

First Sergeant.

My NCO asked me if I would like the opportunity to teach Customer Service classes.

Outlook.

Chain of command.

I was selected to attend.

My boss told me to come here.

The XO of my clinic signed me up.

Department of Health Clinic class.

Mr. Sandoval/Wurzburg.

Command.

9. Further Comments?

Let's plan a course for Italy incl Aviano (AF) and Naples (Navy) at Vicenza.

Need to attend refresher this summer. Yes. One of the positive comments was flashed across the screen on one of your videos that said, "You are irreplaceable!" something like doesn't apply to military personnel. Col Keen was very inspiring! Great job, I ? the class.

See you around Dave!!

N/A.

Refresher course in one year with other members of other classes (mixed) to see what's going on with other facilities, not just Europe (at least one year).

Outstanding. I'm glad I'm part of the TEAM!!

This course was a wonderful and constructive way to spend my time ☺

It should be offered to everyone, not just the Army medicine people.

Thank you for this class. I have always thought that the most important thing a person can do is to be nice without expecting anything in return. With this course I really hope that I am given the chance to help others change the way he/she views patient care. I called my wife last night and tried to explain to her just how much of an impact this class had on me. My clinic had a very bad reputation dealing with patients before I arrived in February; since arriving the customer service level has risen. In six months I have received numerous letters and comment cards from patients saying that they appreciated the way I went the "extra mile" for them. The letters and comment cards are nice, but that's not why I do it. I genuinely enjoy people and working in healthcare gives me the chance to do what I love. Thank you for giving me the chance to help people in a different way.

Great, super class.

Mike and Sherla are fabulous. They actually mean what they say. They are genuine.

When you need another teacher, let me know. I will work with these guys any day!!