



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

**CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION**

May 11 - 13, 2004

1. How would you rate this course overall?

27 Excellent Very Good Good Fair

2. Did you find the materials relevant and useful?

27 Yes To some degree Not at all

3. Were the goals and objectives clear?

27 Yes No Some were, some were not

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

SEE ATTACHED

5. Do you have any suggestions for improvement?

SEE ATTACHED

6. Would you recommend this course to others?

27 Yes No Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

27 Yes No Sometimes

8. How did you hear about this course?

SEE ATTACHED

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

SEE ATTACHED

Constructing

Corporate

Cultural

Change

RESPONSES:

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

A better understanding of our customers to also look at our staff as a customer.

Very enlightening. Made you think about what is important in life. Enjoy life.

All the lessons were very positive.

The attitude presentation was most beneficial to me because it really helped me to adjust my attitude towards co-workers and my job.

Positive lesson – I have learned is it is about you. What you choose when you get up, you have control of you. Walk the walk and talk the talk.

Learned a lot about myself and what affect my behavior as well as others.

Very interesting. Very funny but real stories. Creative way to help you realize everyday customer services around. Would love to have heard a story from everyone!

The positive points were having two great instructors with a positive attitude giving this class. Teaching to be confident and competent. I did not get any negativeness from this class. “Its all about you!

I can not think of any negatives.

The course was well prepared. The instructors kept your attention and concerns in mind. I would recommend this course to others.

The amount of ideas I can now take back. I’m very excited! I’ll be using the icebreakers and to motivate our facility to be confident and competent.

I feel good about myself. I have more happiness inside myself. I’m more conscientious of my actions and others. How I feel good just by saying hello to someone. That maybe giving them attention and recognition that they may need at the time.

I received a new lease on people.

The course was full of positive learning experiences. I would like for my counter parts to attend this class.

Entire class is relevant. Everyone assigned should be required to attend, and then annually

thereafter.

I am competent and confident. It's all about me and I want to do good.

The power of each of us to effect change.

All positive lessons. Outstanding, wonderful class. I can see clearly what I need to do. I truly believe in customer service and I share my perspective. Life is too short, have fun, smile and live by treating others with the respect they deserve.

Positive is that it is all about you (me). If I can choose to be pleasant and respectful then I am doing the right thing. Negative, if any, I thought it was a little long, but informative.

Each and every lesson was positive. The instructors were outstanding.

That we are the writers of our story. We determine how our day will start and end. Think positive and always do the right thing for you.

Mike Meines and Sherla Brockway made an excellent team. Mike's stories were funny, inspirational and meaningful. Mike should take his knowledge and expertise to the entire DOD, especially personnel and finance.

Most positive! Showed me how easy to relate past experiences to open eyes to what we should always be doing! Everything I experienced was great! Mr. Meines and Ms. Brockway are great folks and even better trainers for this program. It would be great to get to work with them on the road.

Reinforcement and insight on customer relations.

Re-energizing and re-enforcing what I knew. Always enjoy listening to Mike. Always get something new out of it and get new ideas.

All very positive. If everyone took this class, it would definitely change the climate in any organization. Constructing corporate cultural change is an appropriate title. The customer relations taught in the class are a "culture," a lifestyle. Teaching the class on the first day then having students teach was excellent re-enforcements of concepts taught.

5. Do you have any suggestions for improvement?

None X4

None needed. Great as is!

Don't change a thing. Mr. Meines and Ms. Brockway are great!

Make sure that the quiet folks get a chance to speak. Sometimes the extroverts talk the most, and

introverts never speak. But if asked, I'm sure they would and it would be very interesting to hear.

Emphasize to the students that they are just being reminded that this is nothing more than treating people the way you want to be treated.

Maybe the class members could give (write) the scenario for the videos to take back to their clinic. This offers relevancy.

None – outstanding course.

The course was outstanding, the instructors were great too.

I'd like to go to Seattle!

Allow the students to teach the class or a portion of the class.

No improvements needed for this course. Just continue to provide this course for all of our employers.

None at all. Excellent stories. Instructors were great!

Hard to improve on this power-packed agenda. More cookies! More pens!

None. All encompassing course! Integrated and facilitated students learning throughout entire program!

Don't make us go to work on Friday!

Increase teachings on common personalities.

8. How did you hear about this course?

For our SSD within WAMC.

Customer Service Division X5

Recommended to attend.

Freida Huddleston X4

My supervisor

My bosses email that she sent

From Lindy Earthington

Command interest

Past attendees who told me how much I would enjoy this. They weren't wrong. They under estimated how enjoyable it would be.

Supervisor wanted me to take this class in Washington last year because Mike spoke at a conference she was in.

Recommended to attend by hospital CSM

Via command X2

My organization (WAMC)

From Ft. Irwin (Weed Army Community Hospital)

The hospital – CSM

From CSM – QSD

Customer Service Division asked if I would attend. I said yes, and am very glad I did.

9. Further comments?

Excellent class

Continue to do a great job of reminding people to be nice to each other, with a smile.

Keep it up!

Thank you for taking time out to teach such an outstanding class.

Class should be incorporated with the newcomers briefing.

Mike and Sherla, Every time I hear you I become more inspired. The two of you energize me and everyone else in the class. Thanks for joining us on the East Coast.

Excellent course!

Great course! Effectively delivered.

Outstanding! I enjoyed every moment, every day. Thank you for bringing me back!

Thank you!

Keep on keeping on! It's worth it. You both are gifted teachers. The world needs to hear your message.