



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

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
JULY 24-26, 2000***

1. How would you rate this course overall?

29 Excellent 2 Very Good Good Fair

2. Did you find the materials relevant and useful?

31 Yes To some degree Not at all

3. Were the goals and objectives clear?

31 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?

31 Yes No Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

31 Yes No Sometimes

8. How did you hear about this course?

SEE ATTACHED

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

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

“+” everything. Mr. Meines, Ms. Sherla, & Ms. Jody are a great team!!! Well and the best investment in Army history. An exceptional program. “World Class”

1. Impressions or perceptions matter.
2. A change in attitude is a simple choice
3. Our customers come first
4. Use proper phone courtesy
5. Smile! ☺, it's contagious.

The only thing that I can say is thank you. This course gave me a “kick” in a manner that I needed most. Thank you.

Good points, new approach to customer services class. Been going to classes for 10 years, and by far, this is the most interesting.

Great role playing. Getting the group involved; good interactions. Fun: everyone had a great time; we laughed the entire time. Gave us an opportunity to put ourselves in the “instructor's” position. Many ideas from other sites that will enable me to help my department.

All was positive - especially the humor. Have fun every day!

Mr. Meines made the course great. Got people interested, involved, and to open up their pasts. This comfort level with relating personal experiences greatly supported and expanded the learning. Overall concepts excellent and fully in line with my beliefs.

Being in this course has taught me how to use negative energy and turn it into positive energy. I've learned how to look at people as a whole. It has changed me as a person.

1. Mike is a teacher-friendly person.
2. Information presented a fun, open-ended way.

There were no negative lessons learned. This course helped me know that it is still okay to kill people with kindness. I was able to “neutralize the variables” while being here, i.e., job stress, poor morale that has spread through our company....

I learned so much from this course. Mr. Meines and Mrs. Brockway, including other staff, are an energetic, informative, experienced, entertaining, and most of all, a professional team. I cannot think of one negative aspect of the course.

Everyone was so “infectiously positive” that even those that didn't want to be there loved it. Can't wait to spread the disease - I must be terminal! We love you for it.

To learn how to handle customers, confidence, to think positive, and attitudes.

Positive - the staff *****; the icebreakers; interaction between classmembers. IT WAS FUN AND GOD IS USING THIS PROGRAM TO SPREAD HIS GOODNESS. NO NEGATIVE.

Positivity is infectious. You can always work through a situation. Do what you can to satisfy customers.

Learn to feel good about myself. It may change my life, and being happy is not a problem. It is rewarding.

No negative at all.

Positive attitude building, fresh, honest perspective on customer relations! It's about people caring about people. If we could all take the attitude and caring from this course, we would not worry about JCAHO!

This course re-motivated me, and I would definitely recommend any person dealing directly with patients attend this class.

Mr. Meines' stories and all that happened to him as examples to help us understand better.

The positive lesson I learned was to be positive despite the cost; a smile can take a long way. Also, the benefit of being able to see and try to implement relations/service in my institution. I enjoyed seeing how everyone received something positive from the course and hoped to apply course goals or their goals to their institution.

The most positive aspect of the course is the provision of tools to implement the program - and the demonstration of those who have implemented the program. Demonstration of what Ritsuko did was particularly meaningful for those of us in Korea.

Presenters made informative, interesting, and relevant to everyday situations. Reinforced my role as a supervisor and gave me positive ways to interact with patients and staff alike. Also, that I play an important part in my daily life by my attitude.

All were positive. Learn how to separate the person from the situation and deal/work/listen to the patient/person. How to present a class with less. Make things fun!! Have fun.

“Positive Selfishness” and anger; customer relations goals.

I found the course extremely useful. I have always been focused on being an advocate for the patient while maintaining quality care. I think sometimes healthcare workers lose sight of the patient being a person. This course will help to implement great customer service programs wherever I may be stationed.

Mike Meines, Sherla Brockway, Mr. Brockway, Ritsuko Moritani, Jody Nelson: definite +

The positive of this class was it helped me through a difficult time. This class helped me to remember what I always knew and just did sometimes.

Take care of people, have a positive attitude and icebreakers, compassion for individuals. Perhaps ought to focus on character development. It was good to talk and learn about diving in and learning about different jobs.

We have a better version of Anthony Robbins - Mr. Meines, Ms. Brockway, and Ms. Nelson.

5. Do you have any suggestions for improvement?

Would you consider coming to Korea and visit the outlying clinics? Many people don't know what we are doing.

Pretty good class. Anything that doesn't make me go to sleep is a great class. No change needed.
☺

1. Please video tape the skits done by the different sections. Use these also as teaching tools - they were great!!!!
2. How do I get a job as a Nurse Customer Relations Representative?
3. I love this!!!
4. Why not do a customer relations book in the format of "Chicken Soup for the Soul"?
 - Request write-in customer relations stories from Army medical community recipients.
 - Title: Military Customer Relations
 - Bi-annual publication.
 - (I will submit to you my story/customer relations experience at the Indianapolis, Indiana, Fort Benjamin Harrison, Finance Center - this is a soldier/parent story.)
5. I must be a part of this.

I can't think of a thing. This is/was the best three-day class I've attended, including my Bachelor's Masters, and military educational history. Thanks!!!

You guys are doing an outstanding job!!! Don't change a thing.

This should be a mandatory program for all staff from the trenches on up. More participation (meaning support from supervisors) from upper level staff. More intercultural/transcultural programs. More awareness, more trainers, MORE MONEY! for this program. Soldiers and dependents want to know the military does care for them. We are family. More patient/family outreach.

No comparable tool. Excellent. I'll be like you all.

Reach more members of the Army Medical Department at all levels!

It might help to send a group of people that all do the same job to the class together.

No, not really. Mr. Meines and his staff were, no, are the best. Continue on.

Continue to do wonderful and positive things. ☺

Can't be improved in my opinion. How do you improve on greatness?

Could be longer.

We need this class annually in Korea.

Let me teach with you when I arrive at Madigan next year! ☺

When I PCS to Madigan, I want to volunteer there. Website? Can't improve on perfection, just add to it!!!

Could condense some things and speak less kudos about your own ideas. Include "Most of the Time" on your survey (on item 7).

6. Would you recommend this course to others?

Are you planning another course in Korea? I want to send our division secretary.

Yes, yes, yes.

7. Did the instructors keep your interest and enthusiasm?

The entire time.

The combination of didactic teaching with examples and anecdotes held everyone's attention.

95% of time.

8. How did you hear about this course?

Advertisement. COL Siepp required for CN.

Command.

Outlook.

Mrs. Leola Hill.

Outlook via Mrs. L. Hill (18 MC)

I heard about this course from Mrs. Hill, 18 MC Customer Relations Representative.

Outlook mail and 121st Department of Nursing, Korea.

My chief nurse.

Chief Nurse of my unit.

My chief nurse told me I was the one who was selected by the Battalion.

Supervisor.

Mrs. Hill.

From staff of Medical Command.

I was told I was scheduled for a class on Friday, not what, where, or anything.

Patient Representative (Mrs. Hill).

My boss told, "it was a very good course. You will be interested in it."

Voluntarily, from Patient Representative (Mrs. Hill).

Patient Representative, 18th MEDCOM.

Chief nurse.

I was told by my NCOIC about the course.

Through Ms. Hill on Outlook.

From MS Outlook.

Section.

The boss made me come to this course. I am glad I did.

Outlook.

Leola Hill.

Through Outlook and the 121 Gen Hosp.

Through the hospital.

9. Further comments?

“Great course”.

I'll also be in Germany in November (Landstuhl).

Good Time! Good People!

This program need more people, more funding, more support. Coming from Fort Gordon, this program is desperately needed. The most in contact with patients, i.e., nurses, docs, social workers need this class as a priority, not supervisors. As NCOs, plus junior officers, part of our job is to brief our commanders.

Recommend to other soldiers of my hospital.

- Excellent program with highly motivated personnel!!
- Keep up the great work!!

Mr. Michael G. Meines may be the one and only person that can save ^{DOD}~~Army~~ medicine.

I would like to participate in the program in the future.

Awesome!!!

I feel privileged to have been a part of your seminar. Thank you for coming and sharing a part of you with us.

I especially thought the video clips and real life stories made the ideas much more meaningful. Thank you very much.