



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

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
February 18-21, 2003***

1. How would you rate this course overall?

13 Excellent Very Good Good Fair

2. Did you find the materials relevant and useful?

13 Yes To some degree Not at all

3. Were the goals and objectives clear?

13 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?

13 Yes No Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

13 Yes No Sometimes

8. How did you hear about this course?

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

Constructing

Corporate

Cultural

Change

**CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS
TRAIN THE TRAINER COURSE
FEB 18-21 03, Madigan Army Medical Center
Critique Questions/Answers**

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

Positive – Mike & Sherla

Negative – Too bad the whole Army is not able to attend class

How to learn that you do “it” for you. When you practice this message every day, you’re actually teaching as you go along.

All positive and heartfelt stories. Real life. Thanks for rejuvenating my spirit!!

Look at them! Life is fluid – flow with it. It all starts with just one person – me.

Motivational – Motivational – Motivational

Mike and Sherla were both very energetic and dynamic. Great taking care of class during and after instruction.

Do it for me! Not to get caught in the downward spiral. (Don’t let a negative supervisor change my spirit or motivation to do what’s right.) Remember to look beneath the iceberg and see what’s really going on before “judging” their displayed personality.

No negatives whatsoever – only positive. The energy is great. You get motivated! And then you get the training and tools to do something with it.

I really found everything very positive.

Everything was positive. This was the most beneficial positive, enjoyable TDY I’ve attended.

Positive – Well thought objectives/goal. Convicting teachers, story format.

Negative – Although second day was very interesting, it is a lot of time to dedicate to review and revisit Day 1 material. However, it is also an effective means of reinforcement.

The interaction with the COE staff was extremely positive. The students/class was a group that jelled very well and provided a positive outlook of the class and helped really understand customer service.

Negative – was not around – positive was everywhere.

It was up to me. I have a choice.

5. Do you have any suggestions for improvement?

Make mandatory for all, command should definitely take note of program.

Honestly, overall, accommodating and of course the class, right down to all of the refreshments (popcorn after our tour). I would not change a thing.

Do more and more and more classes. But don't change the class itself. It's great!

Need more attendees.

Everything was excellent.

Have graduates present their 4-hour training back to you – either in person or by video. E-mail or call General Webb to reinforce his personal support of this program and his personal involvement.

Don't really know if I would change anything.

No, it was wonderful!

Consider compressing 3 day agenda to 2 day.

None – please keep this program going.

8. How did you hear about this course?

Boni Hages, our Patient Rep, at Munson Army Health Center.

My supervisor.

Through QM

A previous student

Patient Rep.

John Henry, Jim Hicks, LTC William Grimes, COL Dale Vincent, COL Beaudoin, Margaret Tippy, Susan Pester, Vicky Rogers

From our Managed Care manager

I was asked to attend by C, Clinical Support.

E-mail forwarded by Fellowship Director.

Through our provider relations person.

Have taken the 4 hour course at NEO.

9. Further comments?

Thanks for all that you do!

Thanks for everything!

What a treat! And I feel excited about returning home and implementing what I've learned. Many, many thanks!

Unforgettable! Powerful, life altering for the better.

Excellent program – keep up the good work.

Mike & Sherla – you, this course, and your commitment to excellence are incredible. God Bless you both!

I love you guys!

I want to thank you for the time and lessons.