



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

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
AUGUST 21-23, 2000***

1. How would you rate this course overall?

46 Excellent 3 Very Good Good Fair

2. Did you find the materials relevant and useful?

52 Yes To some degree Not at all

3. Were the goals and objectives clear?

52 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?

51 Yes No 2 Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

45 Yes No 4 Sometimes

8. How did you hear about this course?

SEE ATTACHED

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

2. Did you find the materials relevant and useful?

Absolutely!!

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

Change starts with just one person-YOU!

I think it's great that we are focusing on ourselves. I am excited because of this course. I'm gonna change the way my clinic runs!

This program gives great ideas of what we can do for our organization.

I have nothing negative to say. Everything was a positive experience. A great course.

+ Choose your attitude--for a long time, I've been unhappy in my career and life. I felt strongly that you cannot just choose to be happy in whatever job you're doing. Thank you for stressing that I choose everyday if I choose to be happy or to have a good day. Thank you for the renewal!

One of the positive things I've learned was to focus harder on myself. This method does help make life's everyday situations easier to handle.

I learned that no matter what kind of person you meet, you can make a difference.

I cannot tell you enough the amount of vitality this group has. Not only have they revitalized my enthusiasm, but they have helped build up my confidence in treating our customers, not patients, in a new light.

1. Wonderful experiences from Mr. Meines (real life).
 2. Outstanding video.
 3. Staff Attitude: believe in the program, it's so beautiful.
 4. I never felt sleepy or tired.
 5. Love that everything can be applied to my work and personal life.
- (Negative) 1. The social activity should improve.
- (Negative) 2. The 2nd day classes should only be ½; the rest of the day we should listen to you.

Always being aware of the way you are interacting with others.

Everything was excellent. Mr. Meines made the class fun and interesting. A lot of good information was put out, information I can really use (and feel comfortable using).

I came here thinking I knew customer relations.... I found out I was mistaken. I gained so much from being here, mostly changing my focus to "ME".

Positive: Mike is a dynamic speaker! He is not only an inspiration, but he is humble enough to give due credit to others. This seminar has made me look at myself, my values, and the kind of person I choose to be.

It helped me put into words the ideas behind resolving problems and providing good customer service. I believe that I can teach this and improve customer service in the ER.

Learning positive selfishness and how to obtain a positive attitude.

After this course, I decided to change my attitude at work and at home.

Positive: The value this course will have on my life
That a change in my thinking must happen
That my organization supports the message.

Highly, highly professional with a warm nurturing environment! This is basic level material for classic or “text book” situations. I’d like to see more instructions to deal with the seasoned-experienced difficult customer who doesn’t “normalize” after only a few good customer techniques. If I’m supposed to train others, then I should be an expert in this area. I don’t feel this course made me an expert.

Very well put together; the thoughtfulness that went into putting the outline together is easy to copy and reproduce. Thank you all, I love this course. GREAT JOB!

Everyone was very enthusiastic! I stayed awake and didn’t have to try! The stories were great! Everyone got so involved and no one was ‘negative’!

Raises awareness of “you” in the customer relations equation--and emphasizes that you have control of how things go. It’s okay to do something nice to make yourself feel good-- I always felt selfish about that; therefore, kind of guilty.

Always be positive, and practice what you preach!

Positive lessons I learned were goals I need in my life. I had a great time learning. It was a great experience.

I have a better outlook on my day-to-day attitude. I am setting goals for my workplace--even in a time of closure. I can’t wait for the refresher class!

Very professional: all materials and presentations were 1st class.

Encouraged the advantage of positively ‘not’ being negative and negativity resulting from being negative. Encouraged thinking ‘outside the box’...way outside sometimes.

(Positive) Was the enthusiasm in which the program was taught!

(Positive) I know what I have been doing is right and you support this!

(Negative) 0.

This is an excellent course!!! Mike Meines is a Guru on this subject and I really did enjoy the course and learned so much!

Very constructive and positive course. I learned to deal with the "little" negativeness still in me. And by the way, I would love to work at Madigan!!

That these lessons are applied to life and will help in any relationship. Positive lessons in that you leave the course feeling confident (and competent) that even you (no matter where you work) can apply this everywhere because it's your choice to do so.

+ More knowledge of how to handle different situations. A lot of training wheels (references, videos, and scenarios). Instructors brought me a positive attitude to develop a better customer service and staff education to perform better.

- Too short.

Lots of energy from presenters! Excellent handouts and visual slides. Registration was easy over e-mail--thanks!

Positive selfishness. I am excited to see how this will (not can) be implemented in my clinic.

No negatives. Great stories- depicting true situations and ones you can relate to. Mike is a dynamic speaker. Fantastic group participation through re-teaching the class. Outstanding program.

The positive lessons from this course are that more people treat patients how they want to be treated themselves. I treat every person as a VIP, because these are individuals.

We all need a cultural change from within.

That customer relations starts with you.

+ Excellent instructions, good training aides.

- But, put a time limit on sections during the second day--went way over necessary time. + Good facilities--I liked having it away from LRMC so the focus was on the course.

Good customer relations can be taught--wonderful tools, ideas, and examples to get through to negative people!

Getting the group/class involved. Mike's stories; comic relief.

Lots of fun--good stories! We were given great tools. I'd work in the Madigan PAO anytime.

This course was absolutely positive for me. I've been in the Army 12 years in Combat Army Units (82nd ABN Division), and the message that I received from this course really has changed the way I will treat people and the way I will expect to be treated. Thanks, Sincerely. All the instructors were equally great!!

Positive: Treat each person as an individual--acknowledge, using name and/or rank, title. Body language and gestures sometime emphasize more than words.

Negative: Mike is a good speaker, has some good stories; however during some of the classes presentations his gestures--heavy sighing, checking the time and generally seemed rather impatient--needs to take a look at self. To overemphasize total credit for others' ideas to an audience or to me was rather arrogant and condescending toward those who had the great ideas and put this program together. Give them credit and lower your ego. Decrease to 2 days--combine material and have Mike talk less--8 hours of stories is too, too time consuming--use better time management.

Positive attitude is the core of good customer service; I discovered that I'm good, but I can be better.

- a. We shouldn't lower our expectations. We should have realistic expectations. Lowering expectations is a negative attitude.
- b. It was nice to see people actually and genuinely care about customer relations and want to improve the organization's relations to customers.
- c. The material was basic and I would like to have learned more about the difficult issues regarding customer relations: how to get others more interested about customer relations, how to deal with extremely difficult situations, etc.

5. Do you have any suggestions for improvement?

I think this program is excellent. Don't change a thing. I hope that I do half as well as you have done when I teach this class.

This class is great! I have learned so much! Would not change a thing!

More guidance on "teaching do's and don'ts" (how to train others). Please don't just read slide content to class-we can read and it seems like a waste of time.

Yea!! Get this out around the world!! It's needed. Get to those TO&E units where they believe being rude is supposed to happen. That's the way I thought. I believed higher rankings are supposed to talk harsh to people. I'm really glad that I attended this course.

This class needs to be given to the senior leadership. To have the overall corporate change, the leadership must buy into it. The positivity needs to be at the top too!!

Class is awesome.... No need for improvement.

Day 2- place stricter time limits on each group and hold groups to those times.

Keep upgrading the program.

Please make a tour through Landstuhl RMC, starting in Family Practice. If possible, go to Orthopedics and visit the OB/GYN clinic also.

Can't think of any!

It is great. I can't think of any improvements.

I know that demands for this course is HUGE, but it seems that smaller groups would be not only easier to teach but more receptive to the message. Keeps people from "hiding in the back". Try and split up groups or cliques when they are seated.

Would be better if we can have more time to be prepared for the presentations by groups.

If there are enough places to eat near the location of the class, you may not need an hour and a half. That may be too long, and nap takers can take advantage and find it hard to return. ☺

Yes, don't let any of the trainer's (especially Mike) go!! They are a great team of professionals.

We need more of this, to include the officers!

Too much picture taking during lessons- distracter.

Can we all go to MAMC for the training- I'd love a tour!

N/A- It was GREAT!!

Perhaps more actual examples of right/wrong, good/bad responses to some common situations, i.e., what to say and what not to say.

It's hard to improve on perfection.

Maybe with such a large class only allow one person from each group to teach a session.

I would like to see just one scenario, skit, etc. that shows how to handle a more realistic example of an angry/hostile customer that doesn't get under control with 1st 7 or 8 attempts of using good customer relations techniques. Your course didn't take me to the next step in dealing with this type of customer- which is more realistic.

Adjust the seating for a clearer view of videos. Include a tour of the MEDDAC, when possible- why not do a tour of Landstuhl? Show us or let us show you the Madigan style of tour guide here at home. A prior COE grad could do it.

Include higher-ranking personnel in the class.

Would like to ask for more information on dealing with our customers.

*Would love you to come to Wuerzburg!

*Would like to make this mandatory for all secretaries, appointment clerks, volunteers, and 1st line personnel.

*In Mike's spare time (haha), he could be a very effective communication counselor for couples!

None.

There may be nothing he can do, but the rooms were really cold. Had he not been such a great instructor that would have really hindered the course.

No.

Mr. Meines should talk more, with more of these wonderful video tapes. Bring the supervisors, CRD/ Co. CRD/ 1st SGT/ SGM/ and doctors.

Would have liked a tour of Madigan.

Keep having this positive class for us.

No improvements necessary.

Add a focus on e-mail etiquette with communication techniques.

None.

- a. The TV was too small for the size of the class and the rooms were too cold.
- b. Start on time and end on time.
- c. Course could have been condensed/shortened to two days.
- d. Shorten stories.
- e. Have mentoring techniques to deal with staff who practices negative/bad customer relations.

6. Would you recommend this course to others?

[Yes] No doubt!

[Yes] Everyone!

[Yes] Absolutely.

[Yes] Highly.

[Yes] Highly.

[Yes, with changes] With positive and improved changes.

7. Did the instructors keep your interest and enthusiasm?

[Yes] O, yes!!!

[Yes] Great stories!

[Yes] No sleepy time at all--even after lunch!

[Sometimes] Some of the speaker voices were too soft; it almost put me to sleep.

8. How did you hear about this course?

From a co-worker.

Mike Paine.

Online, e-mail.

Outlook, Commander's Call, word of mouth.

Ursula Smith, LRMC, at one of the secretary meetings.

We were having a clerk meeting at LRMC.

Through work training.

By the Dept. Of Nursing Education.

Outlook, Mike Paine.

People, through our HQ training.

Through my unit.

Education at Wuerzburg was looking for volunteers.

E-mail.

Previous attendees.

Outlook.

From others course participants.

Education Division Advertisement via Outlook.

Supervisor.

SSG Leonard.

Mike Paine through e-mail, my husband forwarded it to me and said I should attend to help my career.

I was told I was going by my head nurse.

Co- worker.

Secretary meeting.

LRMC.

MTF Education Dept.

I didn't. This is a first..... but other people will hear about it.

Mike Paine education department.

From a peer—and it's one of the best classes I've ever been to!

Receptionists meeting.

I heard about this from my unit NCOIC but, to be honest, I didn't know what exactly this was about and how important this course is.

Knew about it from Madigan and jumped at the chance to attend when our Education Department said there were openings for the course in Germany.

E-mail--nice & easy to find out about program.

My NCOIC.

Advertised through Outlook and Mike Paine.

I heard it form Ursula Smith, COD, LRMC.

Outlook.

Through a staff member.

Mike Paine commented about it to me.

Was asked to attend by my chief.

Outlook.

My operations and staff development department.

Mike Paine.

My boss.

Outlook and a co-worker who was in the Nov. 99 class.

I was asked to attend by my NCOIC.

Education Center.

9. Further comments?

I find it hard to believe that the Army is paying for this course and me. Do they know we're having fun?

The program is excellent. Mike, what are you doing to insure this is not a "cult of personality" that might fall apart without you? Are you training replacements (a long-term process)?

This course has been awesome! I love people and I love serving people. I love being an Army Nurse and I love my positive attitude. This program gives me the tools and ideas to assist and enable (notice I didn't say teach) others to have the same outlook I do. Nobody in our line of work has any reason to not make each person they come in contact with feel better than five minutes before. Our commander at Wuerzburg has a command philosophy with 4 tenets. One of them is Hospitality. It is, in fact, number 2 on his list right behind Medical Readiness. This program has empowered me to plan to speak with him so maybe he will change from Hospitality to Customer Relations. I don't know if other graduates have spoken to our commander about this course, but if not, I will. I also ask that somehow you make the Wuerzburg MEDDAC one of your MTFs for a day. We are the only MTF in the entire inventory with a dual mission. The CSH is imbedded in the MEDDAC. We are not PROFIS personnel; rather, we are CSH people who get to work in a hospital between deployments. We are very proud of our mission, as is our commander. I know that we would love to tell our story to everyone we can reach. Finally, what about MTFs in Bosnia, Kosovo, Macedonia, etc.? They deal with a whole different public. I want your job! How much fun and how rewarding it must be taking this message to so many. You all are but the pebble that starts a beautiful and wonderful ripple through the organization. Thank you.

*Thanks to Mr. Meines for bringing back to me my confidence that I am competent to have the best customer service in the whole world.

*Mrs. Brockway, thanks for being an inspiration on my life as well as my own career. *Thanks to the rest of your staff for bringing to us such joy, unity, and teamwork.

Positive Attitude to Provide and Promote the Best Customer Service:

- 1) Always be yourself.
- 2) Be equal.
- 3) Respect to be respected.

We believe in your program whole- heartily.

This is the best training program I've been to. Very attractive, well-organized, well structured, and most of all... funny and fun.

Thank you for coming to Germany, I needed to hear your message! Customer service is a way of life and mine. My issue is we need more of it. Now I have the tools and fellow classmates to help. God Bless.

This has been an outstanding experience for me, both personally and professionally. I've gained insight to myself and my communication skills. I've been examining my professional demeanor and my relationship with my immediate family members. Thanks for putting together such a wonderful program of the AMEDD!

Participating in this course was an absolute pleasure.

Thanks, Mike you're warm & funny & kind. Keep spreading that around.

This has made me want to do my job with more enthusiasm! And being a military spouse, I'm looking forward to finding another job when we move and apply these skills and maybe use it further in the private sector!

Thank you for being real!

Mike Meines was very dynamic and kept my attention from the beginning to the end. Sherla is a superstar... a real professional; what a great team!!

None.

+ The enthusiasm and genuine caring is contagious!

+ I appreciate the choice of locations. I went back to work the first afternoon and then dreaded returning on Thursday--I know I can face the "day after" knowing that I have already taken part in a life-changing course that truly will benefit me and others in the long haul versus the counseling from my boss and the stack of paperwork waiting; I will face the challenge with a positive attitude! Thank you for a wonderful opportunity for positive selfishness!

Negative & Suggestions: Mike talk less about what you do. My perception or reality throughout the 3-day course was about you volunteering yourself for all visible issues. Again, however, your staff, the brains behind all the glory, are being demeaned and put yourself on a pedestal. The third day of egotism, condescending remarks of staff, and absolute total self indulgence has begun to make a rather negative impression. Have Dennis video this class and watch it several times; analyze, internalize, and make serious changes with yourself. Re-look at the time involved--this class could definitely be decreased, at least by two days. Best of luck! This program could have more impact-- with some work.