



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

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

March 14-15, 2000

1. Do you think this is a worthwhile endeavor that should be continued?

Most definitely – The first course was excellent and the refresher got us pumped up again. Gathered a lot of ideas from the others on what they are doing which can only make our program better.

Definitely yes! This refresher course gave me the chance to refuel.

Yes – definitely! We need to be re-energized – too much time alone in the trenches can be detrimental – need to reconnect with kindred spirits.

Oh yes – if nothing else mutual encouragement and support is a morale builder.

Absolutely. I was burning out but the past two days provided new ideas, emphasized old concepts and gave me a new sense of purpose.

Absolutely, it gives us a good idea of where we are at in relation to other organizations. It is a time to share and receive input from others.

Yes. It is of the utmost that we bring COE Train-the-Trainers back to give them new ideas and give them support. I feel revived and motivated to continue on. We have been able to hear of each other difficulties and successes for us to build on.

Yes.

Trainers need to be reenergized! It is unfortunate, however, that only nine of us were able to attend our “reunion”. I suggest only having 2 refreshers for the year and split the classes up. More people, more ideas, more sharing.

2. In your opinion, where does the Center of Excellence for Customer Relations go from here?

Only up. Hopefully they (we) can obtain more command level support which will provide more opportunities for an excellent program.

Only up! With Mike, Sherla and Jody as the “drivers” – they have turned out a crop of the best. We have to strive now to keep it alive.

Good question – onward and upward!?! We’ve got to keep spreading the word and training as many as we can.

How about combining classes for refreshers, i.e. cross-fertilization. Also, this would add to the numbers.

Most definitely not backwards. I feel the COE is a good, viable organization. You all are doing a great service to my organization by teaching me what I really need to know about Customer Service. I think the COE Team needs to go to the major MTF’s on a regular basis once a year and do an assessment. Sit in on some training...

Possibly looking at mentoring program at MTF’s if funding decreases. Continue networking. Combine the Refresher Courses, which would increase the experiences.

It should continue just like this. Message is getting through not only in the AMEDD but also in other services.

I think the AMEDD definitely needs to support this program from the top. Without command support, from sending the right people to the training to allowing the training time in their organizations, it will not be successful. The information is important and it is a concept that is NOT going away. Hopefully the new SG will be supportive. And if so, then I think we need more training for the Commanders.

3. How would you like to expand your role in the Center of Excellence for Customer Relations?

4 Guest Speaker **2** MTF For a Day Writer **2** Produce Training Aids

2 (Your Suggestion)

PCS me to Madigan to work with Mike, Sherla, and Jody (I promise to be on time, though ! ☺)

Teach one of the groups.

4. Further Comments?

Fight to the teeth to keep this program alive – we will help from our end. If possible, keep the refresher courses going. We need recharging.

An occasional refresher course to rejuvenate would be wonderful.

Please issue the fund cites earlier! Maybe combine a few classes into the “reunion” – can catch up with old friends and meet new ones! Get feedback from commanders on how the trainers are doing – i.e., a good return on their investment. What to do with me after the Refresher: Definitely bring me back within 1-½ years for another refresher. Visit me at my facility and let me know how my facility is (doing). Bring in all XO’s and Company Commander’s to the Train-the-Trainer.

Need to look at networking the videos to facilitate decreased cost.

This is an excellent program. It makes a difference in all types of customers.

Compromise...maybe the 1 hour REQUIRED annual training in customer relations wouldn't be necessary if Commanders “walked the walk” and trainers (still COE graduates!) concentrated on promoting good customer relations year round, through newsletters, flyers, bulletin boards, commanders Calls, job for a day, etc. I would also say take away the 4-hour requirement for initial training and leave the amount of time up to the Commanders/trainers based on their organization. I think the basic core of the course will always be there and if more of it is being lived everyday, new personnel will get the concept as they work in the organization. I probably have a rosy view of how this could be, but people get caught up in requirements and then it becomes a check-the-block class. We didn't really get a chance to go into this, but how does the Doubletree keep its employees energized for customer service? Do they have training? Or is it based on wages/rewards?