

COURSE EVALUATION FORM

In order to ensure that Conflict Dynamics training is of the highest quality we would appreciate your feedback on the course. We ask you to be as honest and as frank as possible, as we are always striving to improve our service offering. Forms can be filled out confidentially, although we would be grateful if you could provide us with your name, as it will help to explore any issues in more detail.

Name (Optional): _____

Occasionally we like to use quotes from course delegates in marketing. If you are prepared to provide an attributable quote, please do so in the space provided.

Please stipulate how you wish your comment to be attributed (tick):

Name, position and organisation

Position and organisation only

Organisation only.

Attributable quote about the course:

1. When you chose this course, were you influenced by price, location, duration, reputation, or anything else? (tick)

Need for skills

Location

Reputation of Conflict Dynamics

Price

Other, explain

2. **ABOUT THE TRAINER/S** - Please complete by ticking the appropriate boxes

How do you rate the following?	Excellent	Very good	Good	Fair	Poor
How well were the course objectives put across to you?					
To what extent was the session alive and interesting?					
How do you rate the trainer/s ability to use aids, e.g. flipcharts, videos, etc.?					
How well were the key learning points reinforced and summarised during the session?					
To what extent was the trainer/s helpful and friendly throughout the course?					
What was your overall rating of the trainer/s?					

Put yourself in the shoes of the trainer/s. What would you have done to make the course more effective?

3. **ABOUT THE COURSE CONTENT AND LEARNING** – Please complete by ticking the appropriate boxes

How do you rate the following?	Excellent	Very good	Good	Fair	Poor
The level of the programme in relation to those for whom it is intended.					
The materials provided.					
The content in relation to your expectations.					
The organisation of the content.					
The exercises used to teach the content.					
The use of practical examples and experience to illustrate teaching.					
Your overall rating of the course content and learning.					

If you were to redesign the course, what changes would you make?

4. **ABOUT THE ADMINISTRATIVE ARRANGEMENTS** – Please complete by ticking the appropriate boxes

How do you rate the following?	Excellent	Very good	Good	Fair	Poor
The ease of booking and paying to attend the course.					
The room layout and seating arrangements.					
Temperature control and air-conditioning.					
Refreshments and lunch.					
Your overall rating of the administrative arrangements.					

If you were to change the administrative arrangements, what changes would you make?

Thank you for your feedback.