

BUREAU EMPLOYEE SERVICE TRAINING

Communication Tools For Dealing With Difficulty

Course Evaluation Form

ⓐ Please check the DATE/LOCATION of the Training you are attending

- | | | | | | |
|--------------------------------|-----------|---|-------------------------------|-----------|--------------------------|
| 1. September 30 / Southwest CC | <u>14</u> | • | 2. October 8 / Faubion SUN CS | <u>10</u> | <input type="checkbox"/> |
| 3. October 12 / Mt Scott CC | <u>21</u> | * | | | |

ⓑ Please check the Parks Team you are currently working for

- | | |
|--|-----------|
| 1. Directors Office (including Planning, Finance & Community Outreach) | <u>0</u> |
| 2. City Nature | <u>0</u> |
| 3. Services | <u>29</u> |
| 4. Workforce and Community Alliances | <u>16</u> |

Total Attendance for 3 regular sessions plus 1 test session: 73 total participants (note not all submitted evals)

A. Please share two things highlighted in this training that could be helpful to you in dealing with difficult situations or people. (use the reverse side of this form if you need additional space)

- Writing down customer complaints to let them know you are listening
- Don't take it personally
- Loved the "Triggers" / jello stapler talk (7 total responses)
- Active listening is a good reminder (2 total response)
- The scenario role playing with situation/listener/observer
- LOVE / HEAT (4 total responses)
- Professional opportunities – approach to situations
- Being empowered to act
- Amplifiers of stress
- Emotional responses
- Role Playing the swimming Issues.
- Offer to check to see if there is any way it can be worked out then and there
- Watch their body language
- Give them the discount to keep 'em coming
- Responses to frustration (2 total responses)
- Review of communication (verbal, non-verbal, etc)
- Recognizing Triggers (3 total responses)
- Completely understanding concerns
- Active Listening (2 total responses)
- Don't Take it Personally
- Ways to Smooth Things
- Fantastic information and tools that are very applicable to our day to day jobs
- Lost customer value worksheet costs
- How to make a jello-stapler
- SOFTEN and LOVE techniques (3 total responses)
- Love the concept of "TAKING THE HEAT" (3 total responses)
- "Talkers" are the most valuable customers
- Refreshing stuff to know
- * Active Listening Skills (6 total responses)
- * LOVE Theory/Approach/Formula (12 total responses)
- * Terri's section on what is communication (2 total responses)
- * Not taking it personally (3 total responses)
- * Looking at your own triggers to better understand others
- * Communication skills – it is always good to hear ways to refine these
- * Ways to deal with difficult/angry people

- * HEAT (9 total responses)
- * The importance of empathy
- * Positive attitudes
- * Body Language says a lot
- * Knowing your triggers (4 total responses)
- * Emphasis on nonverbal communication and how much of an effect this has on the experience of the customer
- * The importance of the SMILE
- * Reminders about matching your words, tone & body language

B. Please list any items shared today that you would like to hear more about or receive additional information on. (note, if you would like specific information, please include your name and email)

- At what point do you get supervisors involved?
- Diffusing an angry situation
- Statistics on how you deal with difficult situations and the outcome by handling it a certain way
- Practical, real-life application of active-listening skills
- More scenarios and how to handle them
- Handling tough customers
- More Role Playing
- Would be great to see this presentation available to various front line workgroups. Maybe at a center all-staff inservice? Unfortunately, this format is not always most convenient for our front line staff.
- Email out the handouts
- Good
- * This training was very complete. Good job!
- * The "Don't take it personally" is easier said than done. Maybe add some examples or discussions on how to deal with that. (we actually did discuss this at the end, helpful) I
- * Not exactly
- * More practice of active listening in small groups
- * It would be helpful to focus more on the point of view of PPR staff (for instance, MY triggers vs triggers of the customers)
- * I look forward to reviewing all of this information online
- * Possibly more around "jello triggers" Being aware of what other people's triggers are – not just your own

C. Are there items that were NOT covered that should have been included in this training?

- At what point do you get supervisors involved?
- Very thorough
- Talk about removing physical barriers, such as a front desk counter to talk to people. It also removes the upset person from the area where you're serving others
- Nope
- Dealing with chronic complainers, people who return and complain daily/weekly about something or a new thing each time
- Great Coverage
- N/A
- I always need reminding that even if it's the 50th time I've heard a complaint it's the person's FIRST time making it. Talk about being more understanding of this.
- No
- Will let you know
- * N/A
- * N/A
- * No, seemed very thorough
- * Possibly discussing mental illness and how PP&R deals with this at our parks
- * No
- * How to manage waitlists
- * Pointing out that customers are not just people who come through the door for programs, but that coworkers and people you supervise are also customers with whom you should focus on positive communication.
- * Nope – good job guys!

- D. What improvements could be made in the presentation of this training for future? (examples: more interaction, more or less time overall, presentation styles, etc)**
- Equal time given to each main topic
 - Ask for suggestions from the group
 - Hand out the survey at the beginning of after the last presenter
 - Perhaps add more scenarios – examples of difficult customers
 - Re-use booklets
 - Great Job, very little room for improvement
 - Great Handbook
 - A chance for the audience to give more stories or comments on topic
 - This was GREAT! Would love more "scenario" type training
 - More Role Plays
 - GREAT CLASS!!!
 - This was a good session
 - * Very good training – no improvements
 - * Bigger space for this many people
 - * Presenters were great. Knowledgeable
 - * A short break during the presentation, but overall well done
 - * Activities are great, but I feel that there were too many in this presentation
 - * Thought it went smoothly, good length, mixed it up with different speakers, all good.
 - * They did a fantastic job, really!
 - * Presentation style... humor always helps
 - * More customer service scenarios
 - * None
 - * The TEAM concept is worth while
 - * At times I was confused as to which point of view I was seeing from in some of the exercises...MY point of view or the customers? BOTH are helpful
 - * Presenters were excellent – knew and understood the topic
 - * None
 - * Clarify presenter questions. There were 6 – 7 questions that were worded unclearly
 - * Possibly real life issues and solutions with a handout
 - * Provide more handouts for those of us to give to our staff.
 - * Take the show on the road! Come train our staff at our sites

E. Any additional Comments or suggestions?

- Good humor, kept moving, good interaction – nice work, Thanks!
- Good mix of presenters, activities, pairs in 3's and in groups. Good candy
- Less words on slides and do not read from the slides
- It was a good time and it went quick
- Everyone did a great job with their roles they presented today
- Good job! Thank you. Kept it fun!
- Wonderful teamwork of trainers
- Some helpful points/tips. Thank you.
- This was my favorite of the series so far
- The team of presenters was great!
- Everyone did a great job presenting
- This is an extremely valuable training. Please make available for new hires / or as a refresher
- Nicely presented. Best of the series so far. Nice balance between speakers and hands-on activities/scenarios. Consider taking this presentation to individual staff inservices.
- Best of all four customer service workshops so far
- FANTASTIC JOB!
- Great flow for this presentation! All information was well presented and relevant to our work.
- * Some of the screens are not in our handouts and I would like to use them
- * Great training, interactive and informative
- * Thank you, that was enjoyable
- * Good presentation, enjoyed the interaction – it didn't seem like a lecture
- * Good mixture of listening vs active exercises
- * Good training, (and I have a cold!)

- * The time was used well, and was paced well
- * Generally, the presenters could talk slower!
- * None – great training series!
- * Thank you!
- * Thanks for mixing it up – kept it from being boring
- * It was happy / peppy / fast paced /catchy... thank you!
- * Fabulous job – great balance of information and interaction

Thank you for participating in today's training! Please return your completed evaluation form before you leave, or interoffice mail it to: B289/Carnegie Annex/Terri Davis



PORTLAND PARKS & RECREATION

Healthy Parks, Healthy Portland

www.PortlandParks.org
Nick Fish, Commissioner
Zari Santner, Director



Sustaining a healthy park and recreation system to make Portland a great place to live, work and play.