

## **2 Day Training Participant Feedback Analysis**

### Introduction

A two day introductory training took place on the 29<sup>th</sup> and 30<sup>th</sup> of July 2013, there were eight participants and this is the analysis of their responses to the feedback form (see Appendix A for a copy of the form and Appendix B for a copy of their responses).

### Multiple Choice Questions

All participants thought that the training altered their attitude towards conflict. 50% would say it has quite a lot, 37.5% would say it has greatly and 12.5% would say it has somewhat.

All the participants also think the training is an effective tool for helping people handle conflict, 75% chose 'greatly' and 25% chose 'quite a lot' when asked if it is.

On top of that, the participants can imagine themselves using the training during their day to day interactions; 37.5% said they could greatly, 25% said they could quite a lot and 37.5% said they could somewhat.

Lastly, they all think the Dialogue Road Map can contribute to social change. 62.5% think it can greatly, 12.5% think it can quite a lot, and 25% think it can somewhat.

### Open Ended Questions

(See Appendix B for all responses)

The first open ended question asked was what is, as a result of the training, the participant's attitude towards conflict situations that involve themselves.

Four (50%) wrote about an improved way of handling the situation, that they learned from the training, and the other four wrote that they will be able to handle the situation better or easily. Answers included “I think I will be able to handle [it] more positively,” and “I have realised that conflicts do not occur simply because someone is bad or evil but because our needs are not met.”

The participants also wrote about what their actions towards a hostile, aggressive, silent or resistant person as a result of the training would be, their answers to this second questions either explicitly said they would use the tools they have learnt or they described the tools. One (12.5%) directly said to “apply the road map,” whereas three (37.5%) wrote about interaction or asking questions, key parts of the Dialogue Road Map. The other four wrote about more understanding/empathy which is also significant part of the DRM.

Everyone answered the third question which was about what they enjoyed most in the training. Two (25%) said they enjoyed everything and the others answers all highlighted a different part of the training indicating a diverse appreciation of the training. The answers included; “alternative thinking,” “the way it worked and the fact it made sense,” “learning dialogue road map and discussions.”

When asked if there was anything they would have liked to have been done differently, four replied no and four left it blank.

Finally, when asked how they felt when recalling the day’s events, six (75%) gave a very positive response and 2 (25%) left it blank. Two people said they felt inspired, and other answers included; “wiser, more knowledged, mentally stronger,” “positively educated,” “impressed.”

## Yes/No Questions

The participants were also asked three yes or no questions, whether or not they would be interested in attending more training by CPS, if they would like to be connected to CPS' work in the future, and if they would like to assist CPS' work by telling others about them. 100% said yes to the first and third question, and just one person (12.5%) said no to the second question.





## Appendix B - Open Ended Question Responses – PLACE ALL RESPONSES HERE

### **As a result of the training what is your attitude towards conflict situations which involve you?**

1. Easy to handle, more so if practised
2. Learning the ability to step back away from the situations and reflect without making judgements and use of clarification questions would be helpful
3. I am now going to try and be more aware of the other feelings and clarify what they are saying before responding
4. Try and find a solution
5. I have realised that conflict do not occur simply because someone is bad or evil but because our needs are not met
6. More calm and smartly approached
7. I think I will be able to handle more positively
8. That I may now be better prepared to diffuse (or at least not escalate them!)

### **As a result of the training what is your likely reaction to a hostile, aggressive, silent or resistant person?**

1. Be calm, don't panic, don't take control, ask questions
2. To think about why they may be like that, rather than labelling also would be comfortable attempting to converse with them
3. To try and apply the road map. Listening is key
4. Interaction
5. It showed me to be more compassionate, and prevent myself from judging
6. To calm them, fulfil the needs, slowly bring up the feelings
7. More understanding, less defensive
8. Try to empathise/listen/locate problem (wrong order)

### **What did you enjoy most about the training?**

1. Everything
2. Learning dialogue road map and discussions
3. Everything, definitions that were presented made more sense than what I thought before
4. Examples of charity/Maria's work used to explain
5. I enjoyed the fact that all we did or said always came from us and not directed by anyone else
6. The way it worked and the fact that it made sense

7. Alternative thinking
8. The realisation that there is far to go in learning to communicate and express ourselves properly and the hope that these skills can't contribute to a better environment for everyone

**Is there anything you would like us to have done differently?**

1. No
- 2.
- 3.
- 4.
- 5.
6. Not really, it was a win/win for me
7. No
8. Not that I can think of

**Finally, when you recall today's events, how do you feel?**

1. Wiser, more knowledgeable, mentally stronger
2. Happy and inspired
3. Looking forward to learning more and volunteering
- 4.
- 5.
6. Impressed
7. Positively educated
8. Hopeful, inspired, enlightened

# 3 Day Introductory Training Participant Feedback Analysis

## Introduction

After a 3 day introductory training, 18 participants completed a feedback form (see appendix A for a copy). This is the analysis of their responses on the feedback forms.

## Multiple Choice Questions

All participants believe the training altered their attitude towards conflict. 61% think it was altered quite a lot, 34% think it was greatly, and only 5.6% would say it was somewhat.

All the participants also think the training is an effective tool for helping people handle conflict, 56% chose 'quite a lot' and 44% chose 'greatly' when asked if it is.

The majority of people (67%) can imagine using the training quite a lot in their day to day interactions and the rest can imagine using it greatly in their day to day interactions.

72% of the participants think the Dialogue Road Map can greatly contribute to social change, with the rest thinking it could quite a lot.

## Open Ended Questions

(See Appendix B for all responses)

The first open ended question asked was what is, as a result of the training, the participant's attitude towards conflict situations that involve themselves. Every participant expressed an improvement towards such situations. Eight participants expressed how it has changed how they would react noting that; they feel better prepared to handle it, empowered, or have gained new skills. Six other participants wrote about how it has improved their understanding of others involved in conflicts, writing about understanding other's needs, listening fully or learning from others. Other responses were generally optimistic about resolving conflicts.

All the participants also wrote about what their actions towards a hostile, aggressive, silent or resistant person as a result of the training would be, their answers to this second question either explicitly said they would use the tools involved or pointed towards it. Three directly said they would use the dialogue road map/the tools learnt with one writing that they "can't wait to use it". Eight (44%) said they would listen more, four people suggested an increased understanding of the other person's position, and other answers included; through dialogue, learning more and being compassionate, all of which are key parts of the Dialogue Road Map.

15 (83%) answered the third question which was about what they enjoyed most in the training and their answers were quite diverse demonstrating a wide appreciation of different aspects in the training. The most popular responses were; the trainers (three), the role plays (three) and the Dialogue Road Map itself (two) but other responses included; "the stories and examples," "learning how [to] solve conflict changes lives," and "the listening skill exercise." One highlight from what was enjoyed most in the training;

"the clarity and excellence of the trainers – marvellous human beings and committed passionate teachers"

An incredible 67% (12) either directly said they would not change anything about the training or left the section blank. The things that participants suggested could be changed were; "reprints of the flip chart pages," "more time to practise the training," "more activities to keep participants engaged", "follow up session," "don't use other colour markers on board," and "time management."

The very last question was about how they felt after the day's training, and there was an overwhelming positive response. Everyone was pleased with it. Three people said they felt empowered, another three were grateful and the rest all put positive responses including; expressing gratitude, 'enriched', 'fulfilled', 'amazing', 'I loved it', and 'inspired'.

### Yes/No Questions

The participants were also asked three yes or no questions, whether or not they would be interested in attending more training by CPS, if they would like to be connected to CPS' work in the future, and if they would like to assist CPS' work by telling others about them, to which 100% of the participants said yes to everyone.





## Appendix B - Open Ended Question Responses

### **As a result of the training what is your attitude towards conflict situations which involve you?**

1. I have a lot to learn from others
2. This training has changed my perspective on conflict resolution
3. They are not deep. Easy to understand and solve
4. I feel empowered and anticipate implementation
5. Conflict evolves from a need not being met, understand what that need is, and the need of others
6. More understanding
7. Recognising that I need to maintain expectation
8. By talk it out with someone
9. I need to learn more
10. An attitude of objectiveness with the mindset a positive resolution can exist
11. Let them completely finish speaking before adding response
12. I believe I have gained new skills on how to handle conflict situations and am looking forward to using them effectively
13. I feel less stressed and more confident that I could handle the situation
14. Greatly engery
15. Most conflicts can be resolved if individuals have the will and the tools to resolve conflicts
16. I can better handle conflict in a more non-aggressive way
17. To resolve them effectively
18. That they are opportunities to learn, grow, share, and challenge prior ways of thinking

### **As a result of the training what is your likely reaction to a hostile, aggressive, silent or resistant person?**

1. Slow down and listen fully before I speak
2. Kind and compassionate person
3. Understanding, ask what needs are not being met
4. Mediation – road map
5. It is the symptom of a need not being met, I would pity the individual rather than retaliate with anger
6. Patience, listening
7. The reflective process will help to facilitate a dialogue

8. By talking to them and come up with a situation
9. I need to learn more
10. Silence with calm-minded approach
11. Let them completely finish speaking before adding response
12. The dialogue road map!! Can't wait to use it!
13. Be open and be prepared to listen
14. Be able to handle them with positive results
15. Some of their needs are unmet and possibly the behaviour that appears to be hostile is really a protective facade
16. Stay calm and use the tools we've learned
17. To listen
18. Approach them with respect, understanding, and a willingness to listen

### **What did you enjoy most about the training?**

1. The clarity and excellence of the trainers – marvellous human beings and committed passionate teachers
2. The fellowship and networking of agency's
3. The stories and examples
4. The seamless teaching process is effective
5. The listening skill exercise
6. Lectures, role plays
7. I enjoyed the interplay/role play as a (voyer) observer I was able to identify and empathise
- 8.
- 9.
10. Its tools are realistic
11. That learning how [to] solve conflict changes lives
12. Learning about my ineffectiveness as a listener. It's something I need to work on
13. The universality of the application
14. Role play, speakers
15. The level of respect that the facilitators consistently demonstrated
16. I am not an expert in anyone else's life
- 17.
18. The clear, cohesive, and useful way the dialogue road map was presented

### **Is there anything you would like us to have done differently?**

1. Reprints of the flip chart pages
2. Yes, more time to practise this training
- 3.
- 4.
5. More activities to keep participants engaged
- 6.
- 7.
8. No
9. Follow up session
10. I cannot say that there is anything; I'm impressed
11. Not use other colour markers on board
12. Not a bit! Perfect!
13. Can't think of one thing I would change!
14. None
15. No this was an enriching experience
16. No!
17. No
18. In the spirit of honesty: time management, please start the trainings and end lunch breaks closer to schedule

**Finally, when you recall today's events, how do you feel?**

1. Energised – excited and optimistic. Grateful to be part of this training
2. Positive and optimistic
3. Lighter
4. Empowered; blessed; equipped
5. Empowered and better prepared to serve my community
6. Grateful
7. I feel inspired
8. Great thank you?
9. Very good
10. Fulfilled about achievement readily useable
11. On track
12. Empowered!
13. Enriched, hopeful and prepared!
14. Great!
15. Amazing
16. Great
17. I loved it!

18. Positive, and grateful for the reminder that I can always learn more

**We would love to answer your questions, hear your experiences, talk more about our work and explore opportunities**

**Please [email us](#) or call Maria and David on 020 8453 0086**