

# PROGRAM EVALUATION

## Program Evaluation Summary HUC/Support Staff Conference "Warm Up the Workplace" September 21, 2004

Numerical Rating: 1 = poor; 5 = excellent

TOPIC/SPEAKER	LEADER WAS EFFECTIVE			PRESENTATION CONTENT WAS APPROPRIATE			INFORMATION WAS PRACTICAL & VALUABLE			METHOD OF PRESENTATION WAS EFFECTIVE		
		1 <sup>st</sup>	2 <sup>nd</sup>		1 <sup>st</sup>	2 <sup>nd</sup>		1 <sup>st</sup>	2 <sup>nd</sup>		1 <sup>st</sup>	2 <sup>nd</sup>
<b>Frank Pastizzo</b>	<b>AVG</b>	<b>5.0</b>	<b>5.0</b>	<b>AVG</b>	<b>5.0</b>	<b>4.9</b>	<b>AVG</b>	<b>5.0</b>	<b>4.9</b>	<b>AVG</b>	<b>5.0</b>	<b>5.0</b>
	<b>1</b>	0	0	<b>1</b>	0	0	<b>1</b>	0	0	<b>1</b>	0	0
	<b>2</b>	0	0	<b>2</b>	0	0	<b>2</b>	0	0	<b>2</b>	0	0
	<b>3</b>	0	0	<b>3</b>	0	1	<b>3</b>	0	0	<b>3</b>	0	0
	<b>4</b>	0	2	<b>4</b>	1	3	<b>4</b>	0	4	<b>4</b>	1	2
	<b>5</b>	46	56	<b>5</b>	45	54	<b>5</b>	46	54	<b>5</b>	45	56
<b>1<sup>st</sup> Session Comments:</b> * Excellent!! * Speaker was excellent. I like the way he involves the audience! * Storytelling is easy to remember, entertaining, gets the point across. * Great music! Easy to listen to his topics and his presentation was excellent. * His music was great for getting people attention. Something each and everyone goes through. Kept us interested. * Loved the singing. Made it memorable. * Presented info in a manner that will make it easy to remember and apply to my workday. * Very thought provoking and entertaining. I love the music.						<b>2<sup>nd</sup> Session Comments:</b> * Thanks * Frank was awesome, I enjoyed the humor. * Excellent. (4) * AWESOME!!! * Great speaker. * Method was very effective! * Very good.						

### 1. How will you use the information you learned today?

<b>1<sup>st</sup> Session Comments:</b> * Stop, think, make eye contact. * Promote better interaction at the workplace. Connect with people in a better way. New way to learn new tasks with kindness. * To incorporate interaction & personalization with pts/coworkers. (10) * In the workplace with difficult peers. Try to have a more positive attitude with others. (2) * How to lighten up! Finding humor in the ordinary. * Try to spread the word/knowledge. * To listen to what people say & try to get to their level better. * To treat others nicely to be upbeat and have fun. * Keep work positive and light. (2) * Try a little too make a big impact. * See the person. Connect first. * Look at people as people. Try to change my attitude before taking it out on others. * I will try to share the message with staff & improve myself as well.	<b>2<sup>nd</sup> Session Comments:</b> * It's something I will spend time thinking about and looking for a way to use this at work. * Remember to listen with my heart. Value our coworkers. * To "be". * Listening skills. (2) * Keep a light attitude. (2) * AWESOME * Continue to be positive around others. (2) * Hopefully, daily. * Stop, think, then act. * Enjoy work more. * In managing staff. * Laugh, love to the highest level. * Being open minded, caring to coworkers. * Live life with luster. * Treat others how they want to be treated. * In every aspect of life. (4) * Do your best. * When working with others. (2) * Double think my actions. * Remember why we are here, you can forget.
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- \* All over, not just work!
- \* I will try to be a better listener. (2)
- \* Treat our customers better. (2)
- \* I work with employees on a daily basis so this information will be helpful.
- \* Treat my coworkers as people, not as "it".
- \* I'm going to learn to juggle!
- \* Be more aware of how I may affect someone else. I am going to practice juggling.

- \* To see humor in life.

**2. What topics and/or speakers would you like to see in future programs?**

**1<sup>st</sup> Session Comments:**

- \* Any & All
- \* Continue to have humorous, light topics. (2)
- \* Lightness with a message.
- \* Stress/time management. (2)
- \* Frank Pastizzo again.
- \* Motivational and health topics. This was very beneficial.
- \* How to deal w/ tough, hard people. "All business" people.
- \* Tips for getting more organized.

**2<sup>nd</sup> Session Comments:**

- \* More of the same. (4)
- \* Humor (3)
- \* Frank!! (5)
- \* I am an EMT. Bring him back for an EMS Conference!!
- \* Motivational.
- \* Communication in the workplace / humor.

**3. Was the Conference Staff friendly and courteous?**

	1 <sup>st</sup>	2 <sup>nd</sup>
<b>AVG</b>	<b>4.5</b>	<b>4.8</b>
<b>1</b>	0	0
<b>2</b>	0	0
<b>3</b>	3	1
<b>4</b>	15	10
<b>5</b>	28	45

**4. How did you learn about this conference?**

77 Brochure at work      16 Co-worker/friend  
 2 Brochure at home      9 Other      Assistant Manager, 2-Email, 2-School

**5. Additional Comments**

**1<sup>st</sup> Session Comments:**

- \* Working in Peds-Oncology I have always incorporated personalization with patients and their families. This with the heartache of severe illness and probable death has greatly affected me and others on the unit. I have gone numerous times to my managers to voice concern of burn-out and personal frustration, only to hear, "You are a wonderful nurse. You just need to not get so involved with your patients." My question is how can you be a "good nurse" w/o this connection, and what services can be made available for us to better help us cope with these "personal" family tragedies. Thanks!
- \* Nurse managers **should** attend. Be part of orientation for new employees.
- \* Everyone would benefit from this program.
- \* A number of people left an hour before seminar was completed and missed the rest of the great stuff. ☹ Well worth the time.
- \* Thank you for having this session. It was great.
- \* I thought this guy was fantastic. I really

**2<sup>nd</sup> Session Comments:**

- \* Unique, interesting, good to be reminded of the value we each have and the different perspectives.
- \* He was very real, believable and talented. Thank you.
- \* Very, very, very, good.
- \* Best speaker I've ever heard!
- \* Excellent speaker!
- \* This should be a mandatory meeting for all.
- \* Really enjoyed the program.
- \* Programs such as this should be pushed more on doctors, nurses, management, etc. So they understand pts/employees emotions/feelings.
- \* Made me laugh. What we need!
- \* Brought out simple things that people don't look at.
- \* What an excellent use of my time! Thanks.
- \* I really like having these kinds of conferences. They make you feel 100% better.
- \* I enjoyed the program very much. Held everyone's attentions. Kept everyone laughing.

enjoyed this.

\* He was fantastic. I love anyone who can make you laugh until you cry.

\* Fantastic!

\* Wonderful. I wish I had a tape.

\* Attending this presentation was time well spent!

\* Great choice of speaker. (2)

\* Frank was very effective as a speaker and gave down to earth advice.

\* It was great! 😊

\* Very well paced program. Kept me interested and makes me think of my attitudes that could be changed.

\* Very awesome, would go to again in an instant. Great choice.

\* One of my favorite programs ever.