



Workshop / Course Evaluation (Level 2) – Template 3

Please tell us what you think of the training provided. Your opinions, favourable or otherwise, genuinely count as and all findings are reviewed and improvements made accordingly

Workshop / Course Title

Date

Please circle the number you think most appropriate using the rating below-

1	2	3
NA	No	Yes
Please include comments at the end if applicable		

1	After attending the workshop/course, my learning was reviewed with my manager	1	2	3
2	I have used what I have learned on the workshop/course	1	2	3
3	I have seen a positive impact in the following areas: <ul style="list-style-type: none"> • Increased Productivity • Improved Quality • Helping to deal with a resolution first time (both for the customer/broker or internal colleagues) • Stronger relationships with my colleagues • More creditability with my peers • Better organisation of my day • Increased Knowledge • Change in behaviour 	1	2	3
4	I have completed the activities on the action plan I created during the workshop/course	1	2	3

Please circle the number you think most appropriate using the rating below-

1	2	3
NA	No	Yes
Please include comments at the end if applicable		

5	If I have not been able to apply the skills and knowledge learned these are the reasons why			
	• Workshop/Course content not relevant	1	2	3
	• Not had the opportunity	1	2	3
	• I tried and failed	1	2	3
	• Been discouraged from doing so	1	2	3
	• I didn't understand the content enough to apply it	1	2	3
	• I have other, higher priorities	1	2	3
	• I forgot	1	2	3
	• No time to implement	1	2	3
	• Other (please explain below)	1	2	3
Comments for other				

Additional Comments

Thank you for completing this questionnaire; it will help us to improve our service