

Example Evaluation - Participant Reaction (Customer Service Training)

Reasons for participating

1. What were your main reasons for taking part in the training?

Please choose as many as apply.

- It is part of your personal development plan
- Your job or responsibilities have changed
- To improve your skills or knowledge
- You were asked to take part by your manager
- New technology or work processes have been introduced
- It may be of some use in the future
- Other, please specify

Please rate your skills:

2. Using targeted questioning to establish customer requirements. (1 = No skills, 5 = Very good skills)

	1	2	3	4	5
Before the training:	<input type="checkbox"/>				
After the training:	<input type="checkbox"/>				

3. Adapting your communication style to build rapport. (1 = No skills, 5 = Very good skills)

	1	2	3	4	5
Before the training	<input type="checkbox"/>				
After the training	<input type="checkbox"/>				

4. If you have any further comments about how far the training helped you develop skills or knowledge in these areas, please add them here.

Relevance of the training

5. How relevant were the following training units for your job role? (1 = Not relevant, 5 = Very relevant)

	1	2	3	4	5
What is Customer Service?	<input type="checkbox"/>				
Understanding Your Customer	<input type="checkbox"/>				
Communication Styles	<input type="checkbox"/>				

6. If you have any further comments about the relevance of the training, please add them here.

Application of learning

7. How confident do you feel about applying your learning in your job role? (1 = Not confident, 5 = Very confident)

Rating **1** **2** **3** **4** **5**

8. How often do you expect to be able to apply your learning in your job role? (1 = Not at all, 5 = Very often)

Rating **1** **2** **3** **4** **5**

9. What things (eg people, equipment, skills) might you need to help you use your learning in your job?

Training content

10. How did you find the content of the training, eg amount and difficulty? (1 = Very poor, 5 = Very good)

	1	2	3	4	5
Rating	<input type="checkbox"/>				

11. If you have any further comments about the content of the training, please add them here.

Training methods

12. How useful did you find the following in helping you to learn? (1 = Not useful, 5 = Very useful)

	1	2	3	4	5
Teaching	<input type="checkbox"/>				
PowerPoints	<input type="checkbox"/>				
Handouts	<input type="checkbox"/>				
Group discussions	<input type="checkbox"/>				
Practical exercises	<input type="checkbox"/>				
DVDs/Video	<input type="checkbox"/>				

13. If you have any further comments about the training methods, please add them here.

About the trainer

14. Please rate your trainer in the following areas (1 = Very poor, 5 = Very good)

	1	2	3	4	5
Knowledge of the subject/activity	<input type="checkbox"/>				
Creating interest in the subject/activity	<input type="checkbox"/>				
Relating the training to your job role	<input type="checkbox"/>				
Understanding your needs	<input type="checkbox"/>				
Responding to questions	<input type="checkbox"/>				

15. If you have any further comments about the trainer, please add them here.

Facilities and administration

16. Please rate the following aspects of the event facilities and administration (1 = Very poor, 5 = Very good):

	1	2	3	4	5
Administration & enrolment	<input type="checkbox"/>				
Room/venue	<input type="checkbox"/>				
Convenience of location	<input type="checkbox"/>				
Technical support	<input type="checkbox"/>				
Catering	<input type="checkbox"/>				
Overnight accommodation	<input type="checkbox"/>				

17. If you have any further comments about the event facilities or administration, please add them here.

Final comments

18. Would you recommend this training to your work colleagues?

- Yes
- No
- Not sure

19. Other than what you have already told us, how could the training be improved, eg to meet your needs, make the training more relevant to your job role or provide a better learning experience?

Thank you for taking the time to complete this form.