

FACILITATOR EVALUATION FORM

Training: Root Cause **Facilitator(s):** Ned Gravel

Location: Westin, Halifax **Date:** June 8, 2009

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?				3	12
Were they well defined?				9	6
Were they achieved?			4	9	2
Course Content:					
Was the material appropriate?				10	5
Complexity (1=too complex or too simple ← → Perfect=5)			6	8	1
Was the material clear to you?			5	6	4
Volume (1=too much or not enough ← → Perfect=5)			4	10	1
Did the handouts fit with this training - did they help?				5	10
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				4	11
Did the facilitator encourage participation?				3	12
Did the facilitator help bring out new group ideas?				5	10
Did the facilitator help close out discussions?			1	5	10
Would you accept this facilitator again?				1	14
Catering and Facility:					
Was the seminar facility appropriate for the course?				3	12
Was the lunch and breaks service acceptable?				3	12

Comments	Response
<ul style="list-style-type: none"> Facilitator sometimes guided discussion a bit too heavily. May have been to keep within time constraints. If so that's ok. 	Very true. Time was a factor in determining the pace of the course.
<ul style="list-style-type: none"> Pages photocopied – highlighted was turned out grey so print is black on grey – hard to read. Shaded writing in section 2, pg 26 is hard to read. 	Have lightened the highlighted parts so that future courses will not have this problem.
<ul style="list-style-type: none"> Please include new sample ICAR form in the materials. 	Done – e-mailed to all who asked for it.
<ul style="list-style-type: none"> Maybe more lab related examples rather than the pen on the table. 	Need to concentrate on the generic examples to develop the skilsets. Specific examples were in the sample ICARs and scenarios.
<ul style="list-style-type: none"> Move ICAR samples to behind tab 4 instead of behind tab 3 Rephrase question #1 	Done.

Other comments

- Found that we didn't follow book very much but course material was good.
- Enjoyed the examples, as it's much easier to understand the concepts taught.
- Facilitator made us think and go beyond easy answers. Very effective.
- Had some difficulties with "actual non-conformances" VS "root cause" at times. The exercises helped me figure it out.
- Good course.
- Good discussion. Participants were free to express ideas. Thanks.
- Enjoyed the course, no boring times.
- Good presentation. Engaged everyone in discussions.