

# FACILITATOR EVALUATION SUMMARY

**Training:** Root Cause Analysis                      **Facilitator(s):** Ned Gravel  
**Location:** Mississauga                                      **Date:** January 27, 2011

| Item   | Met Participant Needs?        |   |         |   |          |
|--|-------------------------------|---|---------|---|----------|
|  | 1<br>No                       | 2 | 3<br>OK | 4 | 5<br>Yes |
| <b>Course Objectives:</b>                                | <i>√ as appropriate below</i> |   |         |   |          |
| Were you given the opportunity to help define them?      |                               |   | 6       | 1 | 9        |
| Were they well defined?                                  |                               |   | 5       | 6 | 5        |
| Were they achieved?                                      |                               |   | 4       | 8 | 4        |
| <b>Course Content:</b>                                   |                               |   |         |   |          |
| Was the material appropriate?                            |                               |   | 6       | 4 | 6        |
| Complexity (1=too complex or too simple ← → Perfect=5)   |                               |   | 9       | 3 | 3        |
| Was the material clear to you?                           |                               |   | 7       | 7 | 2        |
| Volume (1=too much or not enough ← → Perfect=5)          |                               |   | 7       | 5 | 4        |
| Did the handouts fit with this training - did they help? |                               |   | 4       | 8 | 4        |
| <b>Facilitator Methods:</b>                              |                               |   |         |   |          |
| Did the facilitator allow sufficient discussion?         |                               |   | 3       | 4 | 9        |
| Did the facilitator encourage participation?             |                               |   | 3       | 5 | 8        |
| Did the facilitator help bring out new group ideas?      |                               |   | 3       | 6 | 7        |
| Did the facilitator help close out discussions?          |                               |   | 3       | 6 | 7        |
| Would you accept this facilitator again?                 |                               |   | 3       | 5 | 8        |
| <b>Catering and Facility:</b>                            |                               |   |         |   |          |
| Was the seminar facility appropriate for the course?     | 1                             | 1 | 10      | 4 |          |
| Was the lunch and breaks service acceptable?             |                               |   | 8       | 4 | 2        |

| <u>COMMENTS</u>   | <u>REPSONSE</u>   |
|---|---|
| <ul style="list-style-type: none"> <li>• Type font in questionnaire is too small</li> <li>• Type size on slide print out &amp; quiz was very small</li> </ul> | Good suggestions. Will print quiz in larger font and will print slides at two per page, instead of the current three per page.                                    |
| Slide reprint/booklet format was a bit out of alignment   | Noted. Did not catch this until the booklets were all printed.  |
| I would move the "3 Questions" to an earlier slide  | Noted. Need to keep it in sequence so that remediation is completed before determination of need for root cause is undertaken.                                    |
| Some of the discussion was off-topic making the material unclear.   | Noted. Will try to allow for all discussion however, as many people do not know what they need before they attend the training. We need to meet all expectations. |

| <b><u>COMMENTS</u></b>   | <b><u>REPSONSE</u></b>   |
|--|--|
| <ul style="list-style-type: none"><li>• Premises of training too cold.</li><li>• Noisy room beside us.</li></ul> | Noted. Heat problem was not addressed until after lunch. Will discuss noise form adjoining rooms (and gaps in the room divider) with hotel before we use them again. |

**OTHER COMMENTS:**

- I liked the pleasant atmosphere created by the instructor.
- Good course content. Good follow-up discussions.
- Thanks for the informative, fun session.