Question 1

Course	What was your impression of the course overall? Please be specific
COM CAL FEB 2016	This course was just what I needed to take my communication skills to the next level. It had excellent instructors, lots of practice time (with coaches). It was based in neuro-science.
COM CAL FEB 2016	Excellent course.
COM EDM FEB 2016	I found it to be very helpful and I think that most people would do well to take it to learn the basics of clear communication.
COM EDM FEB 2016	It was a life changing experience.
COM EDM FEB 2016	Really great. Incisive materials that were well thought out and accessible. I think this course would be useful for just about anybody. I learned a lot about myself and look forward to practicing these skills at work and in my daily life.
COM EDM FEB 2016	The course was excellent. All of the content was covered and the opportunity to practice skills with coaching was essential to the learning process that led to success for me.
COM EDM FEB 2016	The course was excellent.
COM EDM FEB 2016	I thought the course was FANTASTIC!!! Such great information, and loved the group work!
COM EDM FEB 2016	It was fabulous. The learning was interesting, the coaches and teachers were excellent, and the content was transformational.
COM EDM FEB 2016	AMAZING!!! I have recommended this course to about everyone I talk too. It really did have an impact on me and I am noticing that I can recognize the skills and practice.
COM EDM FEB 2016	This course was amazing. I think they should teach these skills to kids in school.
COM EDM FEB 2016	I was very pleased with the course and how it was presented. I felt welcome and comfortable within the diverse student base.
COM EDM FEB 2016	Exceeded my expectations! Having coaches dedicated to small role-play groups was a major positive. These conflict skills need to be taught to people at an earlier age.
COM EDM FEB 2016	Great, I learned some new skills that I will be using in the workplace moving forward.
COM EDM FEB 2016	I was very impressed by the commitment and openness of the coaches.
COM EDM FEB 2016	It was helpful to learn these communication skills, which are helpful in the workplace and personal lives. It was like learning a new language.
COM EDM JAN 2016	It as wonderful, very interactive and challenging, the instructors were really engaging.
COM EDM JAN 2016	It was really useful and I liked the practical aspect by doing role plays. I think more realistic scenarios can be used to enhance the role plays/interactive exercises. I would like more time for coaching since I really liked all the coaches. They were the highlight of the course.
COM EDM JAN 2016	Much more active and serious than other courses (not from ADRIA)
COM EDM JAN 2016	It was harder than I anticipated, but was extremely useful in not only work, but day to day relationships.
COM EDM JAN 2016	I thought it was great. The course revealed & allowed for a personal examination of my communication style.

Question 1

Course	What was your impression of the course overall? Please be specific
COM EDM JAN 2016	It was well worth my time. I learned advanced communication and conflict resolution skills that will transfer over to both my personal and professional lives.
COM EDM JAN 2016	I thought the content was extremely useful for communication in your personal as well as professional life.
COM EDM JAN 2016	Excellent
COM EDM JAN 2016	Very well done. I appreciated the role plays, the practice time and the willingness the instructors had to answering any and all questions we had.
COM EDM JAN 2016	This was an excellent course, developed skills and evaluated them in a positive coaching environment.
COM EDM JAN 2016	I was impressed with the quality of this course. All the information was presented in a highly professional manner. The program represents a very constructive balance between the theoretical and practical parts. Working the skills in small groups and extensive practicing role -plays are crucial in the learning process.
COM EDM JAN 2016	Overall the course was set up well. All exercises made sense and having the coaches help have small groups to work with was invaluable.
COM EDM JAN 2016	The course was fantastic in its ability to break down a conflict into its manageable parts. I enjoyed learning the skills of active listening and using the model to go from positions to interests.
COM EDM JAN 2016	The course was great, I really appreciated the supportive atmosphere. The learnings were clearly defined and the practice was very beneficial in my success.
COM EDM JAN 2016	Course was well organized and executed.

Question 3

Course	Please comment on your instructor for Part 1. Please be specific
COM CAL FEB 2016	XXX: Very experienced. Great teacher.
COM CAL FEB 2016	XXX: Very good instructor. Engages well with students. Answers questions effectively. Good combination of freestyle lecturing and reliance on the manual. Enjoyed his/her class.
COM EDM FEB 2016	XXX: Down to earth and clear
COM EDM FEB 2016	XXX: S/He was very knowledgeable presenting the material. I thought s/he did a great job
COM EDM FEB 2016	XXX was certainly charming but I had the impression that s/he did not know the material very well and was not prepared for class. There were several concepts s/he seemed to be encountering for the first time in class. There were also several exercises where s/he did not seem to know what to do. it was very frustrating and bewildering.
COM EDM FEB 2016	XXX provided very good examples that helped provide context for the information and skills. Initially, s/he had difficult with time management, but went back to cover material that s/he may have missed and the information and time management improved over the course of the program
COM EDM FEB 2016	XXX was a good instructor.
COM EDM FEB 2016	XXX: I thought s/he was engaging, thoughtful and found lots of ways to make the content relatable.
COM EDM FEB 2016	XXX: S/He was great. A little tentative, but had great stories and interesting anecdotes.
COM EDM FEB 2016	XXX: I thought s/he was a very resourceful instructor, I really liked him/her as I felt s/he had a lot of relevant experience.
COM EDM FEB 2016	XXX: S/He was very knowledgeable. Awesome guy/gal. I'm glad s/he was my teacher.
COM EDM FEB 2016	XXX was terrific. Her/his stories were relevant and interesting. S/He was able to maintain the class flow and managed the diverse student base well. He/she has a great sense of humor.
COM EDM FEB 2016	XXX: Was very good. S/He was personable and got to get to know everyone as much as s/he could. Very knowledgeable with a great demeanour.
COM EDM FEB 2016	XXX: Enjoyed his/her teaching style but felt s/he could have spent more time on the 4 stage model. Did well for his/her first attempt at instructing the course.
COM EDM FEB 2016	I think XXX is very passionate about what s/he does - I would have appreciated a more professional approach to the material - it seemed like s/he was seeing it for the first time. For both XXX and XXX, I think a better understanding of current research and approaches would add to their experience and credibility.
COM EDM FEB 2016	XXX: S/He was helpful, especially when we did a little bit of role-playing. S/He helped us use our open and probing questions.
COM EDM JAN 2016	I really enjoyed XXX, s/he has a wealth of experiences to draw from which is extremely helpful in relating to some of the material.
COM EDM JAN 2016	XXX: S/he created a great environment for discussion. I enjoyed the reflections at the end of the session. His/Her coaching style was a little rigid compared to other coaches.
COM EDM JAN 2016	XXX: So focussed, professional and enthusiastic

Question 3

Course	Please comment on your instructor for Part 1. Please be specific
COM EDM JAN 2016	XXX was great. S/he was sensitive to the group in terms of their learning speed/styles, and it felt like s/he was doing her best to meet us, as a group, where we were at.
COM EDM JAN 2016	XXX: Fantastic instructor. Inspirational.
COM EDM JAN 2016	XXX was a great instructor. Right from the start, s/he stressed the importance of the 4-phase/6-stage model, which was very helpful to keep in mind while working through the material. His/her presentation of the material was very clear and concise, and s/he shared many real-world examples. XXX encouraged a non-judgmental, collaborative atmosphere - I enjoyed participating in his/her "sharing circle" at the end of each day.
COM EDM JAN 2016	XXX explained the content very well and used examples to help us understand.
COM EDM JAN 2016	XXX: Excellent
COM EDM JAN 2016	XXX: S/he was fantastic! I found his/her openness and passion for the course pleasant and put me at ease. S/he was very knowledgeable and personable.
COM EDM JAN 2016	XXX: Strong presenter, great examples, attuned to the needs of the class, inspired us to do our best. Set us up for success in the evaluations.
COM EDM JAN 2016	XXX is a wonderful instructor- very clear and specific in her/his explanations, who uses lots of examples from the personal experience as an instrument for productive learning.
COM EDM JAN 2016	XXX: Awesome! Clear, direct,
COM EDM JAN 2016	XXX was very knowledgeable and made the learning easy.
COM EDM JAN 2016	XXX was easy to learn from. S/he was very clear in what s/he was teaching. Her/his approach was supportive and created a collaborative environment.
COM EDM JAN 2016	Clear, good use of power point. Provided context to theory. Helpful, good practical examples. Appreciated XXX's demonstration of skills.

Question 3

Course	Please comment on your instructor for Part 2. Please be specific
COM CAL FEB 2016	I enjoyed XXX's instruction. S/he was very knowledgeable.
COM CAL FEB 2016	XXX: Very good instructor. Engages well with students. Answers questions effectively. Good combination of freestyle lecturing and reliance on the manual. Enjoyed his/her class.
COM EDM FEB 2016	XXX: Don't remember specifically - generally good.
COM EDM FEB 2016	XXX: S/he is such a kind person. And was extremely helpful in my understanding of the material
COM EDM FEB 2016	XXX was magic. S/he was very positive and very knowledgeable. S/he clearly has a passion for this. It was also encouraging to learn that XXX did not naturally fall in to mediation as the positive, encouraging person s/he is, but s/he developed the skills over time. What a relief! I loved XXX's positivity, collaborative tone, and wisdom. Thank you
COM EDM FEB 2016	XXX's depth of knowledge, suggestions for additional readings and engaging presentations were wonderful. Her/his advice and encouragement was much appreciated.
COM EDM FEB 2016	XXX was a knowledgeable and very effective instructor. I enjoyed learning from him/her.
COM EDM FEB 2016	XXX was right when she referred to XXX as a "jewel" - XXX was WONDERFUL, absolutely wonderful. I so enjoyed her/his personality, his/her delivery, her/his style of teaching.....I learnt a lot from her/him.
COM EDM FEB 2016	XXX: S/he was Fabulous-funny, open about his/her life, and clearly very skilled.
COM EDM FEB 2016	I thought XXX was exceptional, in his/her true calling. I really enjoyed her knowledge and calming nature, s/he was fantastic!
COM EDM FEB 2016	Nothing but good things to say about XXX. Just a delight. Also thankful for her/him.
COM EDM FEB 2016	XXX is my new favorite person. S/he is knowledgeable, motivating and inspiring.
COM EDM FEB 2016	XXX: Was also very good. S/he made the learning very fun and applied it to every day life practically.
COM EDM FEB 2016	XXX was amazing. Loved her/his teaching style. S/he was a wealth of information and his/her years of experience were a great value.
COM EDM FEB 2016	XXX has an amazing presence and a passion for what s/he does that shines through. For both XXX and XXX, I think a better understanding of current research and approaches would add to their experience and credibility.
COM EDM FEB 2016	XXX: Her/his energy was amazing. S/he was perfect.
COM EDM JAN 2016	XXX was great to s/he was very open and flexible.
COM EDM JAN 2016	XXX: S/he was a lot more strict on time and also did not allow for too much discussion - often short answers were discouraging to have a conversation.
COM EDM JAN 2016	XXX: Again, very focused and professional and enthusiastic- loved the personal anecdotes
COM EDM JAN 2016	XXX was also very good. I thought s/he was a little more big picture in his/her explanations of the course content than XXX, but was still an effective teacher.
COM EDM JAN 2016	Same.
COM EDM JAN 2016	XXX was also a wonderful instructor. S/he is very personable and her/his passion for conflict resolution is evident in her/his presentation of the

Question 3

Course	Please comment on your instructor for Part 2. Please be specific
	material. S/he clearly has experience with adult learners, and delivered the material with the different styles of learning in mind. XXX also fostered a non-judgmental and collaborative spirit among all the participants; S/he was very encouraging.
COM EDM JAN 2016	XXX has a real zest about him/her and was very engaging.
COM EDM JAN 2016	XXX: Excellent
COM EDM JAN 2016	XXX was an amazing instructor. S/he picked right up where XXX left off, created an open and collaborative dialogue and ensured all of us were learning as much as we could.
COM EDM JAN 2016	XXX: S/he has great experience, and a desire to help us be our best selves, very supportive of the process and knowledgeable in execution.
COM EDM JAN 2016	XXX is an excellent instructor. S/he uses figurative style in his/her explanations, presents material very vividly and emotionally using fun props. S/he doesn't rush through the explanations and s/he cares dearly of information to be understood.
COM EDM JAN 2016	XXX was delightful. Loved her/his examples and visual props. S/he has great energy.
COM EDM JAN 2016	XXX brought a lot of energy to the class and was also very knowledgeable. There was no issue transitioning from XXX to XXX as the instructor.
COM EDM JAN 2016	XXX was dynamic in her/his explanation of concepts. S/he added lots of personally curated examples of the skills at use.
COM EDM JAN 2016	XXX: Provided excellent context to skills and theory being taught. Facilitated deep understanding of theories being taught. Could have made more reference to powerpoint and course materials as content was presented.

Question 4-5

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
COM CAL FEB 2016	I thought XXX was a brilliant coach.	Excellent handbook, workbook, and role plays. There wasn't much use of video in the course I took.
COM CAL FEB 2016	All of the coaches we worked with were very helpful and added to our learning. Not sure about the names, but I believe we worked with XXX. XXX and XXX and then XXX on evaluation day.	The materials were quite good. Some of the sample situations/scenarios I found to be overly artificial.
COM EDM FEB 2016	They were helpful.	They were both good although there were times when the instructors were unsure where items were - apparently there are different versions.
COM EDM FEB 2016	All the coaches were great. But XXX was by far my favorite. She was very helpful and so kind.	I thought the whole course was presented In a great way. I liked how it was interactive with everyone.
COM EDM FEB 2016	Wonderful. All: XXX has a quiet power, XXX leads by example, XXX is very knowledgeable and sunny, XXX is very calming. Each was very helpful and provided insight and support.	The manual was beautiful and very well formatted. Some errors, keep working on it.
COM EDM FEB 2016	I don't recall everyone's names, but was much impressed with the depth of knowledge, very thoughtful feedback and consistent encouragement from everyone.	The manual was excellent. I appreciated the referral to videos to review to augment the content. The role play opportunities were very helpful in learning how to apply the knowledge. Initially, we were all feeling quite incompetent, but with opportunity to practice and the coaching we really progressed. This was essential to our success
COM EDM FEB 2016	I worked with XXX and XXX. They made me feel very confident in my skills and I learnt a lot from them. They provided practical and useful advice.	The materials were fine.
COM EDM FEB 2016	I found XXX to be very supportive and helpful and I also worked with XXX and found her/him to be very helpful and informative.	I thought the course was a good balance of course work and role play.
COM EDM FEB 2016	I worked mostly with XXX. S/he was a great teacher and came up with suggestions I wouldn't have anticipated.	I thought the course material was useful though could have gone more into depth.

Question 4-5

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
COM EDM FEB 2016	Nothing short of SUPER AMAZING... They were so supportive and informative, a real pleasure.	I really like the manual and videos. I do wish we would of done more role-plays with the coaches.
COM EDM FEB 2016	All the coaches were fantastic. I learned different things from each coach.	The course was done very well. Each module worked its way nicely into each day. The only thing I hope for the role-plays, is a little more positive feedback after the first role. Not just mentioning the things that need improvement.
COM EDM FEB 2016	I only worked with XXX and XXX. XXX is very good at what s/he does and has a great presence. XXX is a natural, s/he made me feel comfortable and confident with the role plays. Her/his demeanor is contagious. I felt very comfortable with them both and enjoyed the opportunity to work with them.	I enjoyed the course materials. The manual was relevant and well written. The role plays were conducive to great transformational learning.
COM EDM FEB 2016	All coaches showed a very good understanding of what was being taught and what I needed to work on to improve. XXX was exceptional, I felt that I could really relate to her/him.	They were all good. Role-plays were by far the most important for me though - and having a small group with a coach was extremely beneficial.
COM EDM FEB 2016	XXX was kind and caring. S/he was very helpful and encouraging. XXX was amazing. Sh/e helped me with language in my questioning so the a could extract underlying interests and emotions more effectively.	Loved the YouTube and TED Talks video's.
COM EDM FEB 2016	Well, this is embarrassing because I'm really poor at names. For me, the coach that was with us for all of the sessions (I think her name starts with 'X') was very open	The course materials aren't unique and it would be good to cite the sources that are used. Reflecting current perspectives and research would add to the quality - I find it

Question 4-5

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
	within the process and respectful of our perspectives. I didn't get to work with XXX until the last day (and only for 15 minutes). I really didn't get to work with the other coaches.	disheartening that Professor Mehrabian's research is still being misrepresented. It might be good to include basic workplace conflict in the role-plays and maybe downgrade some of the heightened emotion in the current ones (ie, do we really need religion in the wedding one?) - it felt like the scenarios were set up for mediation, and this was a communication course.
COM EDM FEB 2016	They were all very helpful and had good energy.	They were excellent. I wouldn't change anything about them.
COM EDM JAN 2016		I love the material and keep it with me to reference quite often, the role plays were fun, and felt like a very safe learning environment
COM EDM JAN 2016		The role plays were very helpful and I appreciated the manuals. It did get confusing to switch between the two manuals though so some sort of streamlining would be helpful.
COM EDM JAN 2016		Videos were lame, manual and workbooks were great. Re the videos (which were minimal) there are so many on YouTube !
COM EDM JAN 2016		manuals were useful, though it would be nice to be on the same page as the instructors/coaches. Also, it was hard to follow along with the exercises vs. the content referenced in the course manual. It would be nice for the instructors to mention what page in the manual the exercises are being taken from.
COM EDM JAN 2016		Roleplay for evaluation could be a new scenario.
COM EDM JAN 2016		The course materials seem to be well developed. I enjoyed having the course manual and corresponding exercise book. I found the role-play experiences to be the most beneficial, especially with so many

Question 4-5

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
		coaches/mediators available to provide immediate feedback.
COM EDM JAN 2016		The manual is a great tool to refer back to later on and it helped walk you through the training. Role plays were so helpful and really allowed you to practice what you learned.
COM EDM JAN 2016		All were excellent.
COM EDM JAN 2016		Very well done. The manual was precise and thorough, easy to follow along with the instructors and very educational. The role plays were amazing, very helpful in re-enforcing and solidifying the content, building our comfort levels with dispute communication and backing up what we were learning.
COM EDM JAN 2016		Good variety, instructors used the materials to supplement the learning experience and the wide variety of modalities of delivery made for a good learning experience for all.
COM EDM JAN 2016		Course manual is well written, clear, and aligned with the instructor's presentation and practical sessions. Introduction into role-plays and practicing them in small groups were the highlights of the course. There were just a few videos. Some were fun to watch (anger episode : two women in cars), most didn't have a big impact on learning.
COM EDM JAN 2016		Role plays were helpful. The videos shown were excellent. For example the empathy versus sympathy video. Manuals and exercise book were appropriate.
COM EDM JAN 2016		The course materials were fine and well written. Though I did find that the materials, especially in the exercise book, did not always line up with what was being asked of, or instructed, by the Instructor. At some points it got confusing with what we book wanted

Question 4-5

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
		form the exercises and what the Instructor was looking for. While one of my least enjoyable activities in general, the role play was definitely a vital part of learning all of the skills and having them make sense in a real world way.
COM EDM JAN 2016		The course manual and work book were complete will all necessary information, and were easy to reference. The role play was the most valuable to me. I think there could have been even more role play.
COM EDM JAN 2016		The manual did not always match up with the content being taught, this was a bit frustrating. Videos and role plays were very good and helped a lot.

Question 6-7

Course	What motivated you to take this course? Please be specific	How did hear about this course? Please be specific
COM CAL FEB 2016	It was part of my leadership development plan at work - building communication skills.	Our executive coach, XXX, knows XXX and connected us. I learned about the ADRIA courses from XXX, during a phone call we set up. I was particularly interested in the practice time and the neuro-science foundation for the course materials.
COM CAL FEB 2016	I felt that the skills I would acquire might complement my litigation skills.	Via another lawyer at the federal Dept. of Justice.
COM EDM FEB 2016	I do need to work with people for work so.....I needed to be able to communicate more effectively.	My boss has taken the whole series of courses and recommended this one to start with.
COM EDM FEB 2016	Looking for change	My brother in law
COM EDM FEB 2016	I think it will be a very useful tool for me in my future profession, I also have a lot of personal issues that would be more likely to resolve if I had better skills and didn't just get angry and shut down.	Through work, a coworker
COM EDM FEB 2016	I have been in many situations in the course of my current work when I have had to draw on skills learned in other courses, however I have always felt I needed to learn more. As I work in a profession that involves service to others, I am interested in pursuing mediation as second career so that I may expand my capacity to better support people	I researched it online
COM EDM FEB 2016	Work	Through my manager.
COM EDM FEB 2016	There is an opportunity to practice ADR and mediation in our office.	I looked it up online.
COM EDM FEB 2016	I was to become a chartered mediator.	Online
COM EDM FEB 2016	The motivation was to help me with my current position as a Consumer Services Officer. I was really amazed on how this course was for work and play so I feel I hit the bonus button.	We were doing research on ADR and ADRIA came up in our first search.
COM EDM FEB 2016	I want to be an Arbitrator	Through my friend, XXX.
COM EDM FEB 2016	I was looking at how to manage myself within the conflict around me at work and in my personal life. I am preparing to take on a leadership role at work, and I also wish to become a Mediator.	Internet.

Question 6-7

Course	What motivated you to take this course? Please be specific	How did hear about this course? Please be specific
COM EDM FEB 2016	Short-term to help resolve conflict in the workplace (projects that I am working on with a whole host of different personalities). Long term to pursue a career in mediation and arbitration - would like to focus on construction related disputes.	Research on line.
COM EDM FEB 2016	Training for work.	Through (AMVIC) work.
COM EDM FEB 2016	I am interested in doing workplace mediation. I was required to take this course to complete the QMed.	Through the website.
COM EDM FEB 2016	I am considering a new career in mediation.	I browsed the ADRIA website and found out that this course is a prerequisite for the Q.Med. designation, so I took it.
COM EDM JAN 2016	our interactions at work with consumer's who are in conflict with our dealership was the motivating factor.	I had previously taken the introduction to mediation course with XXX and really enjoyed it and thought that this could be very helpful in our day to day interactions.
COM EDM JAN 2016	I deal with conflict in my work and so wanted to build a skill set. I also want to pursue developing conflict mediation competency.	I researched it online.
COM EDM JAN 2016		On line, looking for mediation certification
COM EDM JAN 2016	in a high conflict job. Needed some real skills to help in my work.	from a coworker.
COM EDM JAN 2016	An interest in Restorative Justice.	Online.
COM EDM JAN 2016	I wanted to increase my knowledge and skills re: communication and conflict resolution in order to add value to the services I provide to my clients. I am particularly interested in taking the ADRIA Mediation course, and this course is a prerequisite.	I found this course as I was researching my options for mediation training online. I also attended the ADRIC Conference in October, 2015 and questioned a few people there about where they received their training.
COM EDM JAN 2016	Work requirement as we deal with consumer and stakeholders concerns.	Searched it online
COM EDM JAN 2016	work related	HR advisor
COM EDM JAN 2016	I would like to be a mediator, and this is the introductory course.	My Aunt, XXX.

Question 6-7

Course	What motivated you to take this course? Please be specific	How did hear about this course? Please be specific
COM EDM JAN 2016	Started out with interest in mediation (still have that) but through the course learned more about myself, my role in conflict, and how to have needs met in conflict in a positive way.	Google search.
COM EDM JAN 2016	This course was suggested as a prerequisite for the introductory mediation course	On ADRIA site
COM EDM JAN 2016	I want to become a mediator and this was the first step.	Friend
COM EDM JAN 2016	I was looking for ways to improve my professional skills in communication and negotiation.	Through my employer and another colleague at work.
COM EDM JAN 2016	I want to be a mediator. My goal is to help individuals have meaningful resolution to their issues. This class was my first stepping stone.	When I became interested in mediation i researched online to find what I thought was the best education option for myself.
COM EDM JAN 2016	Work to mediation designation.	Internet.

Question 10-11

Course	What were your goals in taking this course? Please be specific	Were these goals met? Please specify how your goals were or were not met
COM CAL FEB 2016	Building my negotiation skills.	Yes, I was very pleased with this learning opportunity.
COM CAL FEB 2016	To obtain some insight into the mediation process.	Most definitely.
COM EDM FEB 2016	to learn the basics of communication	They were in that I can now, when I think to, communicate more effectively.
COM EDM FEB 2016	Just to apply myself and see where it takes me	Yes I was satisfied
COM EDM FEB 2016	i wanted to learn assertive speaking skills, I also hoped that I would become more curious.	I think I am more assertive. I am working on the curiosity piece, I am curious about things, systems, science, just not people.
COM EDM FEB 2016	To begin my journey to become a mediator.	Yes, I have made the first step and will be pursuing completion in the coming year, however am currently delayed due to scheduling conflicts. Nonetheless, I hope to have completed the Mediation course and the separation and divorce programs within the next 8 months.
COM EDM FEB 2016	To pass so that I could continue on to taking the mediation training offered through ADRIA.	Yes.
COM EDM FEB 2016	To gain the certificate to help build my resume.	My goals were met and more! I didn't realize how much this course would also positively impact my personal life as well.
COM EDM FEB 2016	To so the prerequisite for mediation.	Yes.
COM EDM FEB 2016	I wanted to improve my communication for negotiating resolve.	100% met, I was so happy I took this course as it exceeded my expectations.
COM EDM FEB 2016	I wasn't sure what to expect, all I knew was that I wanted to pass... once I was in it, it consumed me in a great way. An absolute pleasant surprise.	It was something I wasn't expecting, and after learning the importance of this course and what the outline of it was, I'm really glad that I followed through
COM EDM FEB 2016	I hoped to learn how to deal with difficult personalities, how to manage my emotions in conflict situations, and motivation to continue in my high conflict field of work.	My goals were met.
COM EDM FEB 2016	To become better informed about the principles required to resolve conflict and how to implement them.	Yes. They were met because I now understand how not to trigger someone or my own emotions and I have learnt how different people perceive things and ultimately what I need to learn about their motivations.

Question 10-11

Course	What were your goals in taking this course? Please be specific	Were these goals met? Please specify how your goals were or were not met
COM EDM FEB 2016	Learn to Communicate more effectively with regards to Conflict resolution.	Yes, my goals were met. I felt that I was able to learn, understand and apply the information effectively.
COM EDM FEB 2016	It's part of the Mediation path.	Well, my goal will be met if I pass.
COM EDM FEB 2016	Learn more about communication skills, there's always room for improvement.	Yes, I got to learn new skills that will help me in my personal life and career.
COM EDM JAN 2016	my goals were to be able to effectively communicate with our consumers and probe, properly aid in finding fair	Yes they were met and more, I am now able to effectively listen and pull out "gems" that aid me in creating a relationship with my consumers over the phone, most importantly is they feel heard, and calms them.
COM EDM JAN 2016	To gain a set of tools to better manage conflict.	Yes they were. I got a great network out of this.
COM EDM JAN 2016	To become a qualified mediator	Yes - learned much more effective communication skills
COM EDM JAN 2016	to be better at listening and communicating in conflict.	Yes. I was able to see a real change in my understanding of how I interact in conflict.
COM EDM JAN 2016	Advanced communication skills.	Yes but I still have problems talking with my mother.
COM EDM JAN 2016	My goals were to increase my knowledge and skills regarding communication and conflict resolution, and successfully complete the course, as it is a prerequisite for the ADRIA National Introductory Mediation Course.	Yes, my goals were met and surpassed. I have significantly increased my knowledge and skills regarding communication and conflict resolution, and am currently registered for the ADRIA National Introductory Mediation Course. In addition, I made some fantastic networking connections.
COM EDM JAN 2016	To pass and to be able to be more productive when dealing with escalated issues.	Yes i have a better understanding of how my words have an impact on the outcome of any conversation.
COM EDM JAN 2016	better communication	yes
COM EDM JAN 2016	To gain the basic skills and knowledge needed to continue on to becoming a mediator and to have the skills to communicate in conflict.	Yes, they were met. I feel much more confident in my skills and am looking forward to continuing on to further build my skill set.
COM EDM JAN 2016	To develop skills in mediating in family situations in my business.	Absolutely. Looking forward to learning more.
COM EDM JAN 2016	To improve communication skills: listening, speaking. To get the essential concepts of communication in conflicts	This course exceeded my expectations in a big way. All my goals were not only met but the course gave me the new perception of my communication style, instruments to change and balance it, how to uncover the interests behind

Question 10-11

Course	What were your goals in taking this course? Please be specific	Were these goals met? Please specify how your goals were or were not met
		positions, how to be assertive in communication, how to listen actively. Basically, in 6 days the new world of interaction and communication was created.
COM EDM JAN 2016	Learn skills to deal with conflict	My goals were met. I thought I learned the material and think I will use the skills in everyday life.
COM EDM JAN 2016	To better understand conflict and the communication within it. I wanted better tools to handle conflict inherent in my line of work of Labour Relations.	I feel I achieved what I set out to learn. See question 7.
COM EDM JAN 2016	I wanted to learn how to better communicate in conflict situations.	Absolutely. I now have tools I can use in all areas of my life, that will ensure i have more meaningful and respectful conversations in conflict situations.
COM EDM JAN 2016	Complete course requirement.	Yes. This course also taught me a number of new skills and gave me excellent perspective on my conflict style.

Question 10-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?
COM CAL FEB 2016	The facilities were the worst part of the course. They were very functional and not at all inspiring.	I have a good impression of ADRIA. I like that it invested in the coaches as well as the instructors.
COM CAL FEB 2016	The location was fine, but I found the environment to be distracting. The instructors for the other courses (commissionaires/security) spoke loudly and the walls are thin. Good free coffee was appreciated.	Very positive impression, but I would prefer a different venue.
COM EDM FEB 2016	They were good but a bit cramped with our full class of 18.	Very good. My only issue has been the certificate - I did not get the link to this Survey until I asked about my certificate 3 months after the course.
COM EDM FEB 2016	I'm not complaining	I'm not complaining
COM EDM FEB 2016	The washrooms seem pretty run down.	Very good.
COM EDM FEB 2016	Temperature was a bit of a challenge, but this seems to be the case in any large buildings in my experience.	Reasonably well organized and very accommodating. It is my understanding this course was added in response to the demand which speaks to the organization's focus on supporting individuals and the community to resolve issues in a productive and safe way
COM EDM FEB 2016	The heat in the classroom was an issue. Too cold.	My impressions of ADRIA as an organization is they are quick to respond to inquiries and seem well organized.
COM EDM FEB 2016	The room wasn't really temperature regulated - (would go from hot to cold) - but otherwise the room set up worked great - the coffee included too was a good bonus.	The coaches and staff were all so positive, supportive, informative and welcoming. That made it such a great environment to be in. I don't think I have any suggestions for improvement from the Comms class.
COM EDM FEB 2016	Better climate control perhaps	I have no opinion yet on ADRIA.
COM EDM FEB 2016	The only complaint I had was for the parking but I did get reimbursed by my employer.	The instruction and coaching was 100%. I really don't know what to suggest as an improve as I am still impressed by the experience.
COM EDM FEB 2016	Everything seemed rather good. I'm glad the classroom wasn't much bigger.	Overall, I give them an A+. Everything went smoothly, I felt comfortable. I felt like there was no judgment.

Question 10-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?
COM EDM FEB 2016	The facilities were comfortable. I appreciated having coffee in the room. The lights in the room were somewhat bright and I found I would get a headache by the end of the day (I only realized this once the lights were turned off for a bit, and how good that felt).	Registration was a breeze. Success notification was also very timely and appreciated given I had enrolled in the next course.
COM EDM FEB 2016	Classroom temperature was not consistent - too cold some days and too hot on others. There was quite a lot of background noise outside of the classroom being heard too.	Very professional and easy to communicate with. Made the whole experience very easy, which left me to only have to worry about studying the material. At this point nothing, my experience was very positive and I look forward to continuing my journey with ADRIA.
COM EDM FEB 2016	Facilities were nice. Bright and comfortable.	Thought the whole experience was excellent. I wish that the course could have been longer or maybe just a few more role plays to help practice the skills with a Coach available to mentor.
COM EDM FEB 2016	The facilities were fine in the areas under your control.	I think the coach representation during the course was amazing. I'd like to see the materials better designed for adult learners and maybe provided electronically. I'd like ADRIA to start considering academics and work experience for some of the basic courses.
COM EDM FEB 2016	The facilities were fine.	ADRIA seems to be a responsible and good organization. I just don't enough experience with it to make a judgement.
COM EDM JAN 2016	The facilities were satisfactory	I really have enjoyed dealing with ADRIA and the people within the organization, it's very welcoming
COM EDM JAN 2016	The room often had temperature issues so if that can be improved it would be great.	It was a professional organization in my interactions.

Question 10-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?
COM EDM JAN 2016	Main room was very hot:cold at times. One breakout room (I think the judging room?) was filthy, small and very loud from outside classes. Really, the room was dirty - the table, chairs and floor needed sweeping off before sitting down. Very disappointing and unprofessional given the amount paid for the course	Course content and presenters were exceptional, including the coaches. Registration was great, the support person was very helpful. Main issue was the rooms ie filthy breakout room, that seemed like a prison cell because it was so small Other than the physical problems at the site. I would recommend the course to many people! I still don't know how to talk, though!
COM EDM JAN 2016	they were fine. Parking sucks.	I think it is a lovely organization, and I will try and coerce the rest of my organization to take the training.
COM EDM JAN 2016	Facilities were very accommodating.	It's an expensive course.
COM EDM JAN 2016	I was satisfied with the facilities. Thank you for providing coffee/tea.	My impressions of ADRIA as an organization are very favourable. It has been easy to register and pay for the courses, and the website is very user friendly. I appreciate the online invoices and member services.
COM EDM JAN 2016	Facilities were fine.	This was a simple painless process and i recommend it to others.
COM EDM JAN 2016	fine	Excellent
COM EDM JAN 2016	The facilities were fine, although in the officials room it was hard to concentrate on the role plays as there was really loud music coming from somewhere upstairs.	My impressions are all positive, ADRIA is a fantastic organization, very easy to communicate with and I enjoyed my experience with the course. Apart from the things which are out of your control (loud music in the Officials room), I was very pleased with the overall experience. Thank you so much!

Question 10-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?
COM EDM JAN 2016	When coaching evaluations are being held on day 6, be sure to advise us all to take our personal belongings with us, or arrange another room and leave the main classroom available for use for lunch during day 6. Washroom cleanliness was poor during days 1 and 2, but better in 3-6.	Good customer service, clear setting of expectations for students, passion for finding alternatives in conflict resolution. Improvements - being as cost effective as possible - courses are expensive and I suspect due to the number of coaches involved in the sessions, so packaging courses at a discount rate or allowing for payment plans would be helpful. Also, on website, in addition to the requirements for the designations, put in a general cost - training is $x, evaluations or co mediation or additional hours are usually $y - would help quantify the cost to get to each level, and assist in decision making.
COM EDM JAN 2016	Facilities are very welcoming, bright and spacious. I am very grateful for the coffee machine.	This course gave me the clear understanding of ADRIA as very reputable organization which provides excellent, solid education on all levels. Adria employs great instructors and coaches who are instrumental in making the whole process very productive and enjoyable.
COM EDM JAN 2016	Facility was ok. Temp was cold in last day.	I had to leave the first time I was taking this course due to family emergency and ADR institute accommodated me.
COM EDM JAN 2016	The facilities were appropriate.	ADRIA is a great organization. I feel the from registration to course completion everything was handled efficiently and professionally.
COM EDM JAN 2016	The facilities were great. Parking was easy, access was easy, the classroom space was comfortable.	Everything was quite easy to manage administratively.

Question 10-11

Course	Please comment on the facilities. If the facilities were not to your satisfaction, how can we improve for future courses?	What are your impressions of ADRIA as an organization (from registration to course completion)? What did we do well? How would you like to see us improve your experience?
COM EDM JAN 2016	Good facilities.	Teachers and coaches were very helpful and their experience and insight were appreciated. Small class size was beneficial. Overall, courses are very expensive, even when compared to a post secondary institute such as the University of Alberta. This makes taking classes very difficult for students whose employers are not paying for training, or where students are taking classes for themselves rather than their employer. This is made even more difficult as opportunities to apply course credit from other institutions are limited. More mentoring opportunities should be provided to allow students to have the opportunity to be exposed to mediation before committing the funds required to take the introductory mediation course.

Question 12-13

Course	I agree to my comments being used in promotional materials:	Testimonial
COM CAL FEB 2016	No	
COM CAL FEB 2016	No	
COM EDM FEB 2016	No	
COM EDM FEB 2016	Yes	
COM EDM FEB 2016	No	Loved the course but do not want my name posted anywhere
COM EDM FEB 2016	Yes	
COM EDM FEB 2016	No	
COM EDM FEB 2016	Yes	The transformational learning that happens at ADRIA will not only impact one's professional life, but definitely one' s personal life too...for the better! It's impossible not to better one's relationships after gaining the tools in effective communication.
COM EDM FEB 2016	No	
COM EDM FEB 2016	Yes	This was a course that can be life changing as far as how we communicate with one another. I didn't expect to have such a bonding experience with both the staff and other students, so rewarding. I wish I would of taken this class sooner as I am already receiving the benefits.
COM EDM FEB 2016	Yes	They should teach this to everyone. Especially younger kids in school. If this course was available to me when I was 18, I would wish for a time machine to go back and learn these skills from an early age.
COM EDM FEB 2016		
COM EDM FEB 2016	Yes	This course far exceeded my expectations! The teachers, coaches and other students were all extremely helpful and knowledgeable and made for a thoroughly enjoyable 6 days.
COM EDM FEB 2016	No	
COM EDM FEB 2016	No	
COM EDM FEB 2016	Yes	
COM EDM JAN 2016	Yes	

Question 12-13

Course	I agree to my comments being used in promotional materials:	Testimonial
COM EDM JAN 2016	No	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	No	
COM EDM JAN 2016	No	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	Yes	Very well done! From the registration to course completion, ADRIA has far surpassed any expectations I had. The instructors are open, friendly and very knowledgeable, the facilities are lovely and the coaches were excellent at providing positive, constructive feedback. I look forward to more courses in the future!
COM EDM JAN 2016	Yes	I attended the Communications course through ADRIA, in order to develop skills for working with families in conflict during farm transitions. I definitely gained the skills I was looking for and my confidence in being able to help my clients with conflict at an already stressful time has increased. www.wideopenspaces.ca
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	No	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	Yes	
COM EDM JAN 2016	No	