Question 1-2

Course	What was your impression of the course overall? Please be specific	Please comment on your instructor. Please be specific
CM4HR EDM APR 2016	Lots of material in a short period of time.	XXX is engaging and a pleasure to learn from.
CM4HR EDM APR 2016	The course covered some great information. I especially liked the time we spent covering your particular conflict style, and how to use that to your advantage, or know when to use another style.	XXX was FANTASTIC!! She took the time to explain things really well, and gave a lot of real life examples that helped cement the information we were learning.
CM4HR EDM APR 2016	A bit of a review of basic ADR skills that was helpful - would have liked more opportunity to explore specific HR tools	XXX is excellent - I have taken several course from her and she is the best!
CM4HR EDM APR 2016	There was a lot of theoretic material to absorb; while the information was very valuable I found retention to be a bit of an issue just because of the sheer volume. I like how the course was structured - starting with looking at oneself within conflict and then moving externally. I also liked the break in the course midway as I found the initial 3 days very intense.	I found XXX to be very knowledgeable and she presented the material at a good pace (as much as possible). The first three days in particular, though it was a lot to absorb I found that she was very thorough and didn't skim through the slides. She gave people the chance to speak and ask questions and made sure that everyone was grasping the concepts and taking a chance to speak in class.
CM4HR EDM APR 2016	It was an exceptional value. The extent of information, reference materials, anecdotal and work group training was wonderful.	XXX: She brought an excellent attitude and perspective to the course and her warm personality served as a reminder of the approach she takes to her work. It was good for me to have this teaching.

Question 3-4

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
CM4HR EDM APR 2016	Can't remember her name she came in the last day. She was very supportive and provided some great learning's.	Role Plays need to be more relevant to the situation. There was a disconnect between the role plays provided and the type of mediation that was being expected.
CM4HR EDM APR 2016	The coaches were really helpful. Both coaches provided some great advice, and advised how to adjust what you'd done to get better results through the role play.	I thought the material was good. It was a lot of information to absorb in a very short period of time. The challenge with the manuals is finding the time to read them through to learn the things we didn't have time to cover in class. A suggestion might be to provide the manuals in advance of the class (by sending them to the participants) and asking them to read through the material before the class begins (at least then you'll be familiar with the material before the class begins). The role plays were good, but a couple of them felt more like pre-mediation interviews. It was difficult to complete the preparation work for the two role play completed on Friday (May 13) because we didn't have enough information to understand what the issues would be in advance.
CM4HR EDM APR 2016	Coaches were helpful in the role play scenarios - my apologies but I am in a different location than my exercise books/notes so do not recall their names - both ladies were helpful and supportive to the learning	All were effective to my learning - good balance. The panel presentation was also very interesting and informative
CM4HR EDM APR 2016	I worked with XXX during the second half of the sessions and found her to be a phenomenal coach. Her presence is very calming and she provided me with so much valuable feedback after the role-playing.	As I mentioned a couple times during the course I really appreciated the uses of the slides, videos and role-playing because I am more of a visual and kinaesthetic learner so having this variety in the material and presentation helped me grasp the concepts quicker and made the material more interesting and I could relate more easily.
CM4HR EDM APR 2016	I don't remember their names. 2 ladies- they were wonderful! Very well spoken and thoughtful.	LOVE the manuals, they will serve me well for a long time. The role-plays were invaluable tools and the videos great; broke out the days.

Question 5-8

Course	What motivated you to take this course? Please be specific	How did hear about this course? Please be specific	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
CM4HR EDM APR 2016	Refresh and to receive credits for CMED. Was also hoping to learn more about HR Issues.	On the website.	Learn more about HR Issues. Brush up on mediation skills.	Would have liked to explore little more regarding HR Issues.
CM4HR EDM APR 2016	I wanted to learn how to assist staff with conflicts within the office. I'm responsible for coaching people through issues, and I wanted to learn the right kind of skills before coaching any one through it.	Through Carline Stabile.	To learn the skills to help coach people through conflicts that arise in the workplace.	Yes, I feel much more capable of helping people work through their conflicts. Before I took this course, my process would be to try and tell the individual what they needed to do differently to solve the problem. Now I will approach a conflict with questions and allow the individual to come to the solution on their own. My assistance will be in asking questions, so they can get to a possible solution.
CM4HR EDM APR 2016	Looking for enhanced skill development in dealing with workplace issues/HR. Also require continuing competency hours for my Q Med	The website	Skill refresh as well as develop new skills	Yes - both goals were met

Question 5-8

Course	What motivated you to take this course? Please be specific	How did hear about this course? Please be specific	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
CM4HR EDM APR 2016	I was motivated to take this course because of conflict in my workplace and also because I think it is a highly under-rated skill to have in any profession but especially for HR.	While researching potential professional development options for our management teams - the course came up in one of the searches I entered for Conflict Management.	Initially the goal was to deal with some of the conflict occurring at work; however, now that I have completed the course I can say that I am definitely interested in taking more and looking to get my Q.Med. designation. Developing my conflict resolution skills is of great interest to me.	The course gave me so many great tools to start using at work... I know that I will need to practice the different models and review the material over the next while in order maximize my learning.
CM4HR EDM APR 2016	Career development, learning to deal with difficult situations.	A student who had taken it.	-Learn tactics for approaching conflict -Mediating workplace issues where appropriate	I believe now that I have much to learn, but I feel I'm definitely on the right track!! I learnt that I'm not as good as I thought I was, but I'm on my way!

Question 9-11

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?	I agree to my comments being used in promotional materials:
CM4HR EDM APR 2016	Facility was great, coffee was great, parking was great.	Great instructor lots of knowledge. Would be helpful to have a curriculum outline prior to the course so there is clarity regarding what the course would be like. I spoke to someone on the phone who gave me different information than how the course was presented. I think the curriculum was redone from prior feedback which changed the way the course was delivered. Overall was a great learning opportunity.	No
CM4HR EDM APR 2016	My only suggestion would be to have bottled water in the room as well. I'm not a coffee or tea drinker, so I found myself bringing my own water to class, and often ran out before the day ended. Even just having a water cooler, where participants could fill their own bottles would have been nice.	I thought the registration process was good. I remember having to contact Paul a few times to get the course dates, so I could block the dates in my calendar. The ability to register online was good. The pre-course material was helpful, particularly the directions to the office and the need to pay for parking. The material in the course was good. And XXX was absolutely fantastic. Providing coaches was also great, so that better assistance through role playing was given.	Yes
CM4HR EDM APR 2016	Location is good	The course was positive overall - I would have liked more opportunity to explore the Conflict Analysis tools in depth but will review them more and was encouraged to call ADRIA for support if needed - that is much appreciated. What ADRIA does well - always open to feedback and this is appreciated. The costs for this course seemed quite high, but given there were only 6 of us in the session that is understandable.	Yes

Question 9-11

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?	I agree to my comments being used in promotional materials:
CM4HR EDM APR 2016	Facilities were good.	I found ADRIA to be very professional to deal with for the registration process and very professional and knowledgeable from start to completion. XXX was great, as were the coaches and panel that came in. I think that it is difficult to present the content involved in such a way that it isn't overwhelming so I don't have much to say in how to improve this. I would suggest possibly offering a short refresher course about 2 to 3 months after that lasts for a day or two and also incorporates some role-playing would be very useful - i know it would help me retain a lot more of the information.	Yes
CM4HR EDM APR 2016	They were wonderful.	Everyone was absolutely lovely and I hope to continue working with your organization.	Yes