Question 1

Course	What was your impression of the course overall? Please be specific
COM CAL JUL 2016	I very much enjoyed this course and feel I learned many valuable skills. We progressed from learning general skills to specific applications of those skills. The pace of the course and the amount of interaction was perfect. The fact that the students were able to interact with XXX and each other so much was particularly valuable.
COM CAL JUL 2016	A lot of content in a short time. I believe a number of us felt overwhelmed with the detail on each key component to learn.
COM CAL JUL 2016	Very good. Well organized and presented.
COM CAL JUL 2016	I thought the course had a lot of great material. I found it very challenging.
COM CAL JUL 2016	I enjoyed the class, the instructor was excellent. I learned a lot about myself and about communication.
COM EDM JUL 2016	Very effective in being able to communicate and discover underlying interest behind subject matters.
COM EDM JUL 2016	The course was great. Lots of opportunity for learning.
COM EDM JUL 2016	I thought it was excellent. I thought it taught me to "think outside of the box" and see things from different perspectives. Listening is as important in communications as speaking.
COM EDM JUL 2016	Great, wonderful
COM EDM JUL 2016	Good course, materials were complete and helpful. Bringing in coaches was a good teaching method. Helpful to learn with a group of diverse students.
COM EDM JUL 2016	a very useful course, both in terms of lecture content and practice. I really appreciate the one-on-one attention of coaches and breaking out in small groups
COM EDM SEPT 2016	I thought the course was fabulous! Way above my expectations. I loved how everything was broke down so that you had the opportunity to learn each skill and then put it back together again.
COM EDM SEPT 2016	The overall impression was good. I thought the classroom learning was a little slow and I was surprised at how surprised participants were in the scope of the subject matter. It was as though they did not know what mediation was or what was involved.
COM EDM SEPT 2016	The overall course was thorough. The mix of learning the theory of the material and then being able to practice was a huge advantage. It's a lot different learning something and doing it. I'd give the coarse five stars.
COM EDM SEPT 2016	I found it very good, the in-depth view of communication practices have improved my abilities and understanding greatly

Question 2

Course	Please comment on your instructor for this course. Please be specific
COM CAL JUL 2016	XXX was absolutely fantastic. S/he ensured that the students understood the concepts before moving on, but at no point did I feel that time was being wasted. His/her demeanor and clarity made the information very easy to digest. S/he was encouraging and kind; everything an instructor in this course should be. Simply put, XXX went above and beyond in her/his role as instructor.
COM CAL JUL 2016	XXX was an outstanding Instructor, as s/he supported each of us emotionally and intellectually to guide us into the key principles.
COM CAL JUL 2016	XXX: Thoughtful and considerate. An instructor unlike any I have had before. Encouraging and direct. Excellent at explaining and bringing together the course. Also able to identify insecurities and weaknesses of students and help them get past them.
COM CAL JUL 2016	XXX was an excellent instructor, s/he was able to deliver the material in a way that we were able to feel successful. XXX was also very knowledgable and was able to answer our questions with confidence.
COM CAL JUL 2016	XXX was very welcoming from the very first moment. S/he was an excellent instructor, s/he was able to help me understand the materials and concepts and challenged me to gain a deeper understanding. S/he was very patient and able to work with various levels at the same time.
COM EDM JUL 2016	Amazing instructor, very well trained and receptive to feedback as well as keeping the energy high! (XXX)
COM EDM JUL 2016	XXX was very engaged in the learning process and was mindful of incorporating a variety of learning styles and techniques.
COM EDM JUL 2016	Very knowledgeable and helpful. His/her passion for ADR and mediation comes out in her/his lesson planning. (XXX)
COM EDM JUL 2016	Knowledgeable, passionate about the subject (XXX)
COM EDM JUL 2016	Very knowledgeable, teaching style effective - friendly and open. (XXX)
COM EDM JUL 2016	XXX is an outstanding instructor, very accommodating
COM EDM SEPT 2016	XXX was awesome. S/he was a great facilitator that was easy to understand and kept the flow of the class going smoothly.
COM EDM SEPT 2016	XXX did a great job. The lessons were clear and facilitated learning. I thought the first day was slow. The fish bowl and break out practice time was excellent.
COM EDM SEPT 2016	I really enjoyed XXX. I found s/he had a direct teaching style and would then add stories to emphasize her/his point to make it clearer. We had lots of practice time and time for us to watch him/her and the coaches demonstrate what s/he wanted us to learn. S/he presented the material in a clear concise manner and it was easy to grasp onto.
COM EDM SEPT 2016	XXX was very knowledgeable and kept the flow going great with interactive activities, kept the course on time and at the same time made sure our understanding of the material was there.

Question 3

Course	Please comment on your instructor for Part 2 this course. Please be specific
COM CAL JUL 2016	Same instructor
COM CAL JUL 2016	Same instructor
COM CAL JUL 2016	Same instructor
COM CAL JUL 2016	Same instructor
COM CAL JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM JUL 2016	Same instructor
COM EDM SEPT 2016	XXX was amazing! S/he has left a lasting impression on me. I found him/her to be very inspirational and so incredibly genuine. Time with her/him went so quickly. I went into this course to increase my knowledge and awareness and left with new aspirations. XXX was a huge part of my self awareness and I would just like to thank her/him for that.
COM EDM SEPT 2016	Unfortunately XXX's lessons confused me and muddied the water. There was many personal stories where as I would have preferred more practice time. There was also little to no discussion on what was expected of you when you were a role player.
COM EDM SEPT 2016	XXX is a lovely [person] with lots of interesting stories. XXX teaches with lots of stories which I find harder to learn from. For me I find it easier to have a more direct teaching approach with less stories. I would have liked less talking and more practicing and more watching the coaches fishbowl.
COM EDM SEPT 2016	XXX was very nice and knowledgeable, I felt that we had less activities and opportunities to interact with the other class participants, I felt we did not cover the material quite as thoroughly

Question 4

Course	Please comment on your coaches. Please mention specific coaches with whom you worked.
COM CAL JUL 2016	The coaching was very helpful and the role play practices were as well.
COM CAL JUL 2016	XXX joined us for the latter stages of the course. S/he was very willing to teach us the specifics of the topics we were touching on. S/he was also a very active listener in his/her own right and gave a lot of insightful comments.
COM CAL JUL 2016	XXX as a coach was great. I noticed there was never a wrong answer but perhaps a better one. S/he was very encouraging. XXX was a different type of coach how had some great advice but sometimes the stories weren't necessary. Also very concerned that s/he was late. First day was acceptable but second day I anticipated better
COM CAL JUL 2016	XXX was our only other coach. XXX was very helpful when coaching as she was also very well educated in the material that we were learning. XXX was able to give all of us tips to help us learn and practice our new skills.
COM CAL JUL 2016	XXX was very helpful and knowledgeable.
COM EDM JUL 2016	Don't recall, sorry
COM EDM JUL 2016	Coaching was positive and enthusiastic.
COM EDM JUL 2016	Coachers were great--both encouraging and constructively critical without being too negative. I especially liked XXX.
COM EDM JUL 2016	Knowledgeable, passionate about the subject
COM EDM JUL 2016	Great working with XXX and XXX. I did find significant variation between their style in terms of their feedback on my strengths and weaknesses.
COM EDM JUL 2016	XXX and XXX, both excellent. XXX was amazing at diffusing a difficult situation
COM EDM SEPT 2016	I first worked with XXX as a coach when XXX was instructing. My first impression was s/he was very caring and wanted us all to be successful. I also worked with another coach on day 5. I'm at a loss for her/his name. I loved the way s/he gave feed back. It was very helpful with preparation for day 6. XXX was my coach when I was being evaluated on my final role play. Even though, It was the first time i met her/him and I was extremely nervous, s/he made me feel very comfortable. I really appreciated his/her feedback after the role play.
COM EDM SEPT 2016	The coaching was mostly useful. XXX was excellent. S/he focused us and provided very useful tips which I think should have been taught in the main lesson.
COM EDM SEPT 2016	XXX's tip to ask "What are your ...." and fill in with a PEACH BFVN word was very helpful. Sorry … I can remember faces not names but each one brought their own gifts to the table. I would have liked an opportunity to work one on one with all the coaches in the second part, to have more role-playing with them, less talking and have more time to learn from them.
COM EDM SEPT 2016	All of the coaches were very good, gave great feed back and support

Question 5

Course	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
COM CAL JUL 2016	The two booklets are laid out very well and are resources I plan to continue to use going forward. The role plays provided excellent practice.
COM CAL JUL 2016	Very helpful, especially the role-plays. They helped me understand what might be achievable in a relatively short period of time in real mediations. One example was the final day exercise when XXX explained that we had touched on an element that was important in the next stage of the course, namely, the authority to be at the table and mediate an issue.
COM CAL JUL 2016	
COM CAL JUL 2016	I thought the manuals were very complete with all of the material that was taught. I was able to reference back many times to the manual as it was very well organized and very user friendly. It was nice to have the videos as another learning tool to help us get a sense of what was being asked of us. The role plays were a very real way of allowing us to practice our new ways to communicate when in conflict.
COM CAL JUL 2016	These were all excellent, they were very helpful in learning, and were well organized and easy to use.
COM EDM JUL 2016	Very much helpful, I have reflected on them very frequently!
COM EDM JUL 2016	Materials were varied, useful and informative.
COM EDM JUL 2016	The materials were generally okay. Some of the academic articles were a little "heavy"---with some topics thoroughly explored and others just glossed over.
COM EDM JUL 2016	Good, concise
COM EDM JUL 2016	role-plays were very effective. Using the same group of situations over a period of a few days really helped me to develop my skills. Could have used more writing space in the manual.
COM EDM JUL 2016	all worked well except for the role-plays. role-plays can be used for different purposes and with different level of "scriptness". PLEASE, PLEASE be specific with instructions. Not everyone can make stuff up on the spot and not everyone can guess the appropriate time to switch from a position to an interest. For the "unskilled" party, no real instruction was provided on how to play that role: how much should we make things up? what do you mean by "handing in the scenario on a silver platter"? what do you mean by "being stubborn"? As a result, as an unskilled role-player, I was blamed by another person for his poor performance (which actually sent me to crisis therapy on that day) and was always very concerned about spoiling other participants' final assessment. To improve the experience for all participants, even the shy ones who try to scramble to make things up on the spot, please do the following: - please thoroughly explain ground rules of conduct in role-plays (esp. extent of scriptness for the unskilled player and respect for others) - Please assign both roles in advance for two last days. It cont'd will help people like myself make most both wednesday training and thursday assessment - For people with social anxiety and related communication disorders (e.g. slow speech processing), there should be some warning that role-plays can be a trigger and that they can apologize and leave, if needed. Curriculum developers seem to have an assumption that people like this do not end up in courses like this, but we do :) precisely to learn the skills, not to get certification. I did not require any adjustments in grading, I am here to

Question 5

Course	What did you think of the course materials (e.g., manuals, videos, role-plays)?Please give specific examples
	practice, and having more advanced warnings about role-plays, as described above, would help m prepare better.
COM EDM SEPT 2016	I found the course materials were easy to follow and very informative. I loved the role playing. I am a hands on learner so I greatly benefited from all of the opportunities we had to practice our skills.
COM EDM SEPT 2016	It was useful
COM EDM SEPT 2016	The manuals covered everything well. It would have been nice to be sent home with new material to practice from and not just what we went over in class. I liked the variety of videos to reinforce what was being taught. They added humor. The role-plays are invaluable. It would have been better if we had known the importance of the backstories the second day and had spent more time doing them before we role-played. I think we would have learned more. For the skilled and unskilled role-player, it would have gave us more to work with and expectations for the final role-play would have been clearer. It would have been nice for the coaches to demonstrate composing their back stories with us before they fishbowled to see their importance.
COM EDM SEPT 2016	I think that all of the material was very good, some video connectivity issues happened but otherwise it was good

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 JUL 2016	I wish to attain the Q. Med designation. This course got me started on that journey and made me realize how fulfilling and important dispute resolution can be.	I have previous experience as legal counsel in mediations. When I decided to pursue a Q. Med, I researched via ADRIA's website, phone calls with XXX, and phone calls with other Q. Meds I know in Calgary.
COM CAL JUL 2016	I was motivated to take this course by a long-standing desire to be a qualified mediator. I have never set aside time to do this in a 30+ year legal career & wanted to do so now.	I know a small number (2-5) practicing mediators in Calgary & learned about the ADRIA courses by word of mouth from them.
COM CAL JUL 2016	I am anticipating a career change and believe I have the assets to be an excellent mediator.	Searched the web and found the ADRIA website. Determined that this is the best starting course
COM CAL JUL 2016	My motivation to take this course is I want to continue and take the mediator course. I also feel that I will apply what I have learned in how I communicate on a daily basis.	I saw this course online.
COM CAL JUL 2016	I wanted to be better prepared for helping to diffuse conflict at work, and I hope to go on to take the mediation training.	I heard about this from a colleague, and then I researched it on the website.
COM EDM JUL 2016	Wanting to better communicate with other and seek out their interest.	Research, website
COM EDM JUL 2016	I was interested in becoming a mediator.	I found ADRIA's website through a google search of alternative dispute resolution training.
COM EDM JUL 2016	I want to add skilled negotiation and mediation to my lawyer toolbox	Some lawyers I know suggested that I explore courses in ADR.
COM EDM JUL 2016	Want to communicate better	Website
COM EDM JUL 2016	Dealing with a lot of conflict - anger and aggression in the workplace, and angry clients.	Conducted my own online research into conflict management
COM EDM JUL 2016	-to improve my conflict resolution skills.	-from a colleague
COM EDM SEPT 2016	I currently teach parenting classes. I wanted to further develop my skills so I could assist them with dealing with conflict during class.	I searched online for training opportunities and stumbled onto your site. I then did a little more research and thought that this would be a good course for me to take.
COM EDM SEPT 2016	I would like to be a mediator.	Through ADRIA
COM EDM SEPT 2016	I would like to become a mediator and since taking this coarse I am also interested in coaching and teaching.	Alberta Mediation and Arbitration Society and the 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 SEPT 2016	I have an associate that became a Chartered Mediator through ADRIA and spoke highly of the course.	On line and through an associate

Question 8-9

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 JUL 2016	I wished to learn the skills and apply them toward a career as a mediator. Little did I know these skills would be so helpful in other walks of life. The course greatly exceeded my expectations.	Yes, this course has made me a better communicator.
COM CAL JUL 2016	To obtain certification as a Qualified Mediator.	Having learned that I passed this portion of the course, the goals were met. So far.
COM CAL JUL 2016	This was an initial attempt to determine if I can reset my thinking and approach in dealing with people. I believe I have taken a good step forward.	My goals were met. I have a better understanding of the role of a mediator and my ability to meet these goals.
COM CAL JUL 2016	My goals in taking this course were to apply what I learned and be able to communicate better when volunteering on the crisis phone lines at the Distress Centre and also where I will be working at the Calgary Youth Justice Society with the program In the Lead. I also hope that the hours for the course will be put towards my RFM.	Yes these goals were met. I feel confident that I am able to communicate when in conflict.
COM CAL JUL 2016	I wanted to learn more about communication and diffusing conflict situations, and to be prepared to take the mediation class.	They were exceeded, I left knowing more than what I had originally thought that I would take away.
COM EDM JUL 2016	Learning to communicate more effectively.	Yes!
COM EDM JUL 2016	My goal was to complete the two foundation courses over the summer and then add to them over the course of the next year.	My goal of taking the training was met. My overall goal is ongoing.
COM EDM JUL 2016	Improve Communication Skills.--Learn about interest based negotiation.	Yes.
COM EDM JUL 2016	Want to be a better communicator	Yes. I can now communicate better
COM EDM JUL 2016	How to manage conversations about a conflict both with co-workers and external clients Looking to improve my own self-management in conflict	Both of these goals were met. The only gap I think is that the tools were specific to situations where parties are willing to discuss interests. In most of my work situations, asking about personal interests may be seen as unprofessional.
COM EDM JUL 2016	- same as p.5	yes, I learned another communication model to add to my toolkit and to apply in difficult situations

Question 8-9

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 SEPT 2016	To develop better conflict resolution skills.	My goals were more than met! I learned more than I had anticipated and because of all of the role playing i left the course feeling confident.
COM EDM SEPT 2016	Become a mediator within the year	I did not have course specific goals.
COM EDM SEPT 2016	To become a better communicator and to learn to deal with conflict more effectively. Also to continue on and take the mediation class and other electives.	Yes, ADRIA gave me the tools I needed to go on.
COM EDM SEPT 2016	required learning to move to the mediation course, the material is very good and I found that I learned quite a bit.	yes

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 JUL 2016	The facilities are not particularly convenient to get to. Parking was an issue, and the traffic in that part of the NE is difficult to navigate. The facility itself was a bit loud and not particularly suited to hosting the course. That said, at no point did these issues serve as a real detriment to the learning. They were merely minor inconveniences.	ADRIA has been very helpful, and available to answer questions and quell concerns. My only suggestion would be a simpler explanation of the Q. Med and C. Med designations on the website. The information is there currently, but is a bit confusing until one realizes how to read the chart.
COM CAL JUL 2016	Facilities are good, except for the noise level from adjoining classrooms. The Security training means that there can be a lot of noise in their training exercises. Also there are no breakout rooms to take phone calls or arrange conference calls, for those of us who are in the full time workforce.	ADRIA is very responsive & helpful.
COM CAL JUL 2016	The facilities were great. Only issue is that on the first day it was hard to get access into the building to get a security pass	Very impressed with the ease of registration. When I had questions they were answered quickly. also the registration team was helpful and able to find a solution for me.
COM CAL JUL 2016	Facilities were great.	I was very happy how easy it was to register for the course and getting the course material 2 weeks before was also very helpful.
COM CAL JUL 2016	The facilities were clean and were easy to access.	It went very smoothly, the contact and sharing of information was really well done.
COM EDM JUL 2016	Very much so! Free parking would be nice.	Nothing, very impressed!
COM EDM JUL 2016	The facilities were great.	Adria seems to be a credible and established organization.
COM EDM JUL 2016	Facilities were more than adequate.	I actually had a couple of phone calls in May/June not returned (when I was inquiring about certain courses). I know now that some of the office staff are part-time.
COM EDM JUL 2016	Good learning environment Bit cold. Temperature control doesn't work	Great, Good organization. XXX is awsome.

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 JUL 2016	Facility was satisfactory - would be nice to have classes closer to services (or have lunch provided so that out-of-towners don't have to drive to look for food). Would love to see classes in Red Deer.	Very professional organization! All coaches and instructors were knowledgeable and patient.
COM EDM JUL 2016	easy to reach, but I wish there were some food options nearby!	hard to comment, as I do not have a lot of experience with organization. No problems with registration, waiting for the marks now.
COM EDM SEPT 2016	The facility was easy to get to and was very comfortable.	I think everything went well from start to finish. Waiting for our marks to come back was the most difficult thing for me. I understand that this is part of the process however it would have been nice to know right away if we passed the role play or not.
COM EDM SEPT 2016	The facility was great.	The course was well managed and executed. I am very disappointed that ADRIA would cancel a session which prevents individuals from achieving their designations within a certain time frame. Regardless, one session in the province should be offered to permit people to achieve their goals within a published time frame. This not only impacts the reputation of ADRIA but also the business of those individuals relying on education from ADRIA. I am uncertain why they would not have waited until individuals knew whether they passed the pre-requisite course and had an opportunity to register for the next session before cancelling the mediation course.
COM EDM SEPT 2016	Facilities were good.	I loved the course and I learned lots. I would recommend it to any who is in a management position or anyone who deals in customer service. Again the role-playing is a huge advantage and all the different coaches is so nice because you gleam from each of them. The variety is also a huge advantage. The manual is well laid out with lots of room to put your own notes and very helpful to refer back to. The first day we went through the role plays and picked out which one we wanted to do for each day. I

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?
		cont'd picked 1, 3, & 5. My first unskilled role play was with Tiffany and she choose number 5. On the third day I had chose number 5 and I was paired up with Tiffany again. I feel this was a disadvantage to me because I had already been paired up with her for the same scenario (though skilled and unskilled roles were reversed) and I feel it negatively impacted my performance. I don't know if that's a regular practice to be paired up with same person, same scenario, different role for the assessment but I would strongly recommend against it. It would be more fair to have everyone start with a clean state so to speak. I also think we should be graded on our unskilled role-play. I put in 30-45 minutes of work into my backup stories, I had 5,to make sure she had lots to work with. I also made sure I provided a well rounded character for my skilled partner with lots of emotion for her to draw from for reflecting feelings and to empathise with. I think it is unfair playing field if someone has put 5 minutes into it and provides a flat character compared to 30 or more and provides a life-filled character. Or maybe the unskilled should be done by coaches to provide a more level playing field.
COM EDM SEPT 2016	facilities were great	I found the registration easy and the assistance on the phone very professional. Everyone is helpful although if there has been material learned at another organization it is hard to find out if it can be used towards course credits or who we should talk to for information.

Question 12-13

Course	I agree to my comments being used in promotional materials:	Testimonial:
COM CAL JUL 2016	Yes	
COM CAL JUL 2016	Yes	This course really expanded my thinking - which is a great experience for a senior practitioner in any field.
COM CAL JUL 2016	Yes	
COM CAL JUL 2016	Yes	
COM CAL JUL 2016	Yes	I came away from the course knowing more about myself than I did before. I was very impressed with the instructors and with their level of knowledge and instructional ability.
COM EDM JUL 2016	Yes	
COM EDM JUL 2016	No	
COM EDM JUL 2016	Yes	
COM EDM JUL 2016	Yes	
COM EDM JUL 2016	No	
COM EDM JUL 2016	No	
COM EDM SEPT 2016	Yes	Thank you so much to everyone who was a part of making this course come together. It has been life changing!
COM EDM SEPT 2016	No	
COM EDM SEPT 2016	No	
COM EDM SEPT 2016	Yes	ADRIA is very professional and I have found the course subject material, instructors and coaches are there to help, whenever they can to move you to success and attaining the knowledge that you will need to be successful. They are not about fluff, this is serious, satisfying work and you will need the skills learned here to be successful.