

Training Force USA

EVALUATION

Class Title: Managing Generations & Problem Employees

Instructor's Name: Lew Bender

Date(s): October 19-20, 2009 Location: Cleveland, Ohio

Class Coordinator(s): Claude Pichard

Your Name (Optional): _____ Agency/Section _____

Using the following five-point scale, please write the number that most appropriately represents your opinion.

5 = Excellent 4 = Very Good 3 = Good 2 = Fair 1 = Poor

CLASS

1. Were class **objectives** clearly stated, fully explained, and met? 4.7
2. Was the class practical, and the **content** relevant? 4.6
3. Did the class provide an appropriate mix of **theory and practical application**? 4.6
4. Were **materials** provided of good quality and written at an appropriate level? 4.6
5. Did the class **organization** promote learning? 4.4

INSTRUCTOR

6. Was the instructor **knowledgeable** of the subject matter, and **effective** in presenting the material? 4.9
7. Did the instructor **encourage participation** and **answer questions** satisfactorily? 4.9
8. Was the instructor **prepared** and **organized**? 4.9
9. Did the instructor present the **material** in an **understandable** way? 4.9
10. Was the instructor **enthusiastic** and **energetic**? 4.7
11. **Overall**, I would rate this **training** as: 4.7
12. Would you attend another class taught by this instructor? Yes 43 No 0

13. What was the **most useful segment** of this class? Please explain

- All very good and pertinent info – problem employee dealings are very helpful
- Then and now explains contrasting views between lifestyles of various age groups
- Best training I have received in a long time!
- The reminder of how parents should communicate with children. Getting back to basics, and not being afraid to do so.
- Participants used in illustrations
- Overall the class was very good. Problem employees was most useful to me.
- New generation vs old generation
- Class discussion dealing with problem children
- Both segments were useful
- Learning how to read different behaviors
- The difference of perspective between age groups and loss of respect for others
- Dealing with problem employees and identifying foundations for behavior
- Problem employees and managers support
- Explanation on the origins why generations view the world and workplace the way they do
- Learning how to delegate problems
- Vivid demonstrations
- Handling a problem child
- Explanation of problem solving solutions
- All segments were useful
- Getting an understanding of the causes of generational differences
- Recommendations for addressing generational issues and addressing problem employees
- Discussions on the motivations and suggested recommendations along with role playing
- Dealing with PCs and identifying their behaviors
- Info relating to generational differences
- The pyramid
- Role playing, often practical application underscores real life experience
- Problem child. Day by day work needs this application
- The instructor giving different examples
- Material was useful as well as interactive

14. What was the **least useful segment** of this class? Please explain

- I think every bit of info was directly relational!
- There were none! All were very good!!
- None
- Overhead projector
- None
- Jay Leno's clip
- None
- Problem solving and the non complaining issues
- None
- Everything was needed and useful
- Could not find any least useful segment
- It was all pretty good
- The 60 Minute video
- Dealing with problem employees
- Dealing with PCs. This is one of the biggest problems to deal with
- Identifying and dealing with problem employees
- Recommendations for supervisors/ managers. Team approaches

15. What specific **improvements** would you **recommend** for this class?

- None
- None
- Nothing
- None
- This class definitely needs more time for presentation
- None
- Spreading small pieces of candy over each table
- None
- None
- Economics related toward attitudes of individuals. There has to be an association with morals.

- Nothing. Lew taught an excellent course. Very knowledgeable about subject. Excellent means of explaining it.
- Better management and undermining of authorities
- Better coffee
- One more day of training involving solutions
- Spend more time on the solutions
- Mix the group up to foster exchange between the group
- None
- Solve issues in the workplace between old generation and new generation
- Clearer audio on the film presentation
- None
- Too much generalization about family upbringing affecting the workplace
- I would suggest more group activities

16. Describe how you can use this class to implement a new process, procedure or initiative.

- It reinforces a lot of processes that I already practice
- Allows me to better understand people in the workplace
- I will keep and house this good information
- I will use this class as a compliment to my own training classes
- In my position as Asst. Commissioner of HR, I am required to deal with both younger and older employees. I can utilize the information from this training in my day to day activities
- This class helped me strongly consider going back to school
- Make sure all issues are addressed, listen then react
- Meeting with my supervisors and instituting some team processes
- Ask, discuss, decide and follow through
- By using the asking the employee's and allowing them to become problem solvers as a team concept
- Development of revamped employee recognition events/programs
- Will use five questions to discuss roles of teams
- By having regular meetings with staff members and updating them on changes, rules and procedures
- I will take all I learned back to my job and relay to my staff

- Evaluating personnell during probation periods
- I can use some of the techniques in managing the employees that work for me. I can also understand what makes them tick.
- Will try to implement a section recognition for our people
- Team work as managers to be effective
- Lots of ideas to work with, especially the team idea
- Inclusive team decision making. How to diffuse problem employees
- Not sure in the world of public employment
- Evaluation of employee performance
- Have the supervisors and upper management that work together attend the same sessions together. Supervisors often need more back up from upper management
- It will help to possibly root out problem employees and to implement performance measures
- Small gift like a candy bar, to motivate/thank employees
- Some recommendations would be worth exploring

17. Additional comments:

- I really enjoyed Dr. Bender. Great job!
- The "Doc" has great "Stage Bantor". Thank you.
- Outstanding wit and humor!
- Instructor Lou very good
- Love the instructor
- This has been a great class and Dr. Bender made the class even more interesting through interactions of others. Great job!
- Very good!
- These classes should be conducted on a regular basis. The instructor was a superb teacher.
- I found the frequent use of "Do you understand?" very annoying. In fact, by the second day it a very sore spot with me
- Lew is a great instructor!
- Put something in workshop (8 person) type
- Like some examples. Probable solutions and correct answers
- Some kind of quiz should be added
- Very informatiive. Instructor showed enthusiasm for subject matter
- Facilitator full of energy, knowledgeable. Also comical at times and made presentation lively