



**Chief Executive Seminar  
March 23-25, 2010**

**Instructor: Lew Bender  
Managing Generations,  
Succession Planning**

*Please circle the number that most appropriately represents your opinion:  
Strongly Agree = 5 → 4 → 3 → 2 → 1 = Strongly Disagree.*

**Objectives for this particular segment were:**

- |  |            |
|--|------------|
| 1. Clear and relevant.                                   | <b>5.0</b> |
| 2. Fully explained and reviewed during the presentation. | <b>5.0</b> |
| 3. Adequately met  | <b>5.0</b> |

**The content of this segment was:**

- |  |            |
|--|------------|
| 4. Relevant and important.                     | <b>5.0</b> |
| 5. Well organized and integrated.              | <b>5.0</b> |
| 6. Presented in a clear understandable manner. | <b>5.0</b> |

**This instructor:**

- |   |            |
|---|------------|
| 7. Presented material at an appropriate level.  | <b>5.0</b> |
| 8. Encouraged discussion and questions.   | <b>5.0</b> |
| 9. Was responsive to student questions.   | <b>5.0</b> |
| 10. Encouraged critical thinking.   | <b>5.0</b> |
| 11. Seemed well prepared and knowledgeable of subject.                                    | <b>5.0</b> |
| 12. Demonstrated professional integrity.  | <b>5.0</b> |
| 13. Delivered an appropriate mix of theory and practical application during this segment. | <b>5.0</b> |
| 14. Provided useful and helpful notebook material and other handouts.                     | <b>5.0</b> |
| 15. In general, made an effective contribution to my understanding of this subject.       | <b>5.0</b> |

*This evaluation is an important component of the design of future sessions of Chief Executive Seminar as well as other courses and programs offered by the Executive Institute. We encourage you to take a few minutes to make specific comments on any of the above items and about any part of your experience with this instructor*

Please list any specific comments on the above items (1 – 15) in the space provided:

- Excellent instructor
- I have had this class for the 3<sup>rd</sup> time. Great information, does work, have put it in place.
- An excellent instructor. Gave specific examples and ways to handle. One of the best instructors I have had.
- This was an exceptional class.
- This was one of the most informative classes I've attended! Information output was superior!!
- Lew is excellent-had him in previous classes and he is well worth my time.
- On time class, great information and presents it well!!
- All the information was helpful and delivered very well.
- Excellent course and extremely informative. Recommend this course to all remaining classes.
- All very good
- One of the best instructors I have had the joy of being in the classroom with! Outstanding! Thanks
- Great topics and well delivered.
- Excellent
- Very engaging, insightful instructor.
- Great presenter!!
- Would like to had the time to go over successive planning
- Very good class. Think that all executive should attend. Get time moved class right along.
- Great instructor

Specific improvements I would recommend for this segment are as follows:

- None noted
- None
- More time should be allotted to it.
- I would like to see more time allocated toward problematic employees.
- A 50 or 55 min hour with 3 breaks hourly. It is very difficult to go 2 hours. Provide ice water-a hot room without ice to cool off with coupled with limited breaks make for a difficult learning environment.
- None
- Be sure to schedule a break!!
- None
- None
- More time!
- Address any differences between managing civilians vs. sworn.
- See above

Please describe a specific aspect of this segment that you can use in implementing a new practice, procedure, or initiative in your organization.

- Methods of confronting problem employees
- Everything was great and I have used through practice and have placed into policy
- The portions on addressing problem employees was exceptional
- Really the entire program!
- Will certainly take some of the problem children advice.
- Performance evaluations.
- All of it was very useful and practical
- All can be used at the command level
- The performance evaluations. Dealing with problem children.
- Definitely dealing with problem children
- Performance appraisals!
- Collaborate on performance eval criteria creation
- All of it.