Child Development Resource Connection Peel
Consultation Night with Gary Direnfeld Social Worker: How to deal with Difficult People and Situations Training Evaluation Form
May 16, 2007

The agency I am representing:

1 Ontario Early Years Centre   Health Services
2 Education   Success by Six Agency
1 Family Service Agency   11 Child Care

2 Other_____
                    Please Specify

Please indicate your level of satisfaction for the following:

	Unsatisfactory	Satisfactory	Good	Excellent
A) Overall session content)		1	1	15
B) Quality of facilitator's presentation		1		16
C) Suitability of session material		1		16
D) Amount of new information gained		2	2	15
E) Did the trainer(s) use good training techniques? (i.e Group work, lectures, role playing etc.)			3	14
F) Overall the workshop was,			1	16
G) Location (parking, accessibility)				17

The most important thing I learned/experienced today was…
How to deal with a difficult person professionally and calmly
Don't take it personally. Can't change angry people
You can't change that person no matter how hard you want to
How to deal with difficult people
It's okay to not know the answers, take time to find them
Validating that my techniques were appropriate
Don't confront, but inform, remove the target
It's not me
It's not my fault- and strategies to work with difficult people
I can control myself and my own reactions/behaviuor but not others. I do not need to be a target. Validate others feelings but set boundaries do not accept inappropriate behaviour
Making mistakes and owning up to them

I can use this information in my workplace to…
Deal with parents
Yes
Deal with staff, parents and children
Feel myself better and work better
Work with people I supervise
Deal with everyday situations
Deal with difficult staff
Work with colleagues-family etc.
Resolve situations with clients
Deal with difficult people
Stay clam and be more assertive than aggressive

It may be difficult for me to use this information in my workplace because…
For some situations, but I hope to use it in my efforts
It will not be difficult
It may not work and I may get frustrated