

<b>Creating Everyday Miracles</b>				
<b>A Leadership Development Program, December 14 &amp; 15, 2011 (</b>				
<b>PROGRAM EVALUATION ANALYSIS</b>				
<b>AT THE END OF THE PRESENTATION, YOU WILL BE ABLE TO:</b>	<b>A</b>	<b>B</b>	<b>C</b>	
Outline three components of an ultra-reliable, high performance workplace along with the statement all team leaders should make to invite participation from team members.	132	8		
Describe four reasons people don't do what you want them to do and the keys to the problem-solving process.	129	11		
Apply the steps to develop and delivery assertive statements.	137	3		
	398	22	0	420
<b>95% of the audience felt the program was excellent</b>	<b>95%</b>	<b>5%</b>	<b>0%</b>	
<b>Stephen W. Harden</b>	<b>Yes</b>	<b>No</b>		
Presented the material knowledgeably	140			
Were orderly and understandable	140			
Effectively utilized appropriate teaching methods and/or tools	140			
	420	0	420	
<b>100% of the audience had a positive eval of Stephen Harden</b>	<b>100%</b>	<b>0%</b>		
<b>OVER PROGRAM PLANNING:</b>	<b>Yes</b>	<b>No</b>		
The material presented was relevant to the objectives	139	0		
The material presented was relevant to my current interest/needs	138	0		
The material presented was current, up to date	138	0		
	415	0	415	
	<b>100%</b>	<b>0%</b>		
<b>How well did this offering meet your expectation?</b>				
Excellent-Excellent speaker & useful in life and all working departments				
Incredible program! A breath of fresh air! Fantastic presentation.				
It met my expectations very well.				
Helped to improve ability to coach for improvement of care.				
I did learn a lot how to use this program to practice my leadership.				
Very well-feel like I can put into practice tomorrow.				
Excellent				
It met the expectation of "what a good leader should do and/also that debriefing is a an active learning process for both teacher and learner.				
Exceeded my expectations-very informative topics				
Very much so.				
Exceeded/awesome information.				
Best presentation/training session I have attended so far.				
More then I expected. Speaker was very good and kept my attention all the time. Interesting examples & practice to do.				
Excellent! His remarkable and superv. It's very educational I'm so honored and proud to attend this training with him.				
Excellent! Really enjoyed the flow of meeting and very good material.				
Another wonderful presentation.				
Interactive				
Learning experience how to be better leader and influence my staff.				
Excellent program over and beyond my expectations.				

Very well.				
The program was very informative. I truly enjoyed it and I am taking away a lot of knowledge.				
Best presentation to date!				
Excellent.				
This was an excellent lecture.				
Very well. Tremendously enjoyed speaker and how he related everything we learned to everyday life.				
The speaker was very informative and taught us skills that are practical and useful.				
Meet expectations, enjoyed interactions & exercises.				
Very well.				
Job well done.				
The material was great!!!				
Capt. Harden met my expectation I am eager to use his team problem solving questions at work!				
Very well. Excellent speakers all the time. Great job LDT -				
Very interesting, fun and well educated to implement in the department.				
Excellent. Thank you.				
Excellent presentation. Motivational, very thorough.				
Excellent program.				
My expectations were met very well.				
Very good helpful I will be able to apply what I learned.				
Exceeded-Excellent				
Very good.				
Steve was able to keep our attention throughout the entire presentation. Limited audience participation is always preferred.				
Very well received.				
Excellent!				
More than expected-Great interaction-made one think of better ways.				
The presentation was excellent. The information was very well presented and very useful. It was a very enjoyable day.				
Captain Harden was an engaging speaker and it was a pleasure to hear him speak good/relevant information.				
Best one yet!				
<b>How well did this offering meet your expectation?</b>				
Good presentation, well be useful @ Saint Peter's.				
Very.				
It was excellent the best leadership program that I've attended.				
Amazing! Really simple, yet effective in motivating & inspiring for change. Thank you.				
Excellent! Steve was a great speaker and kept everyone entertained. Thank you Steve and SPUH.				
It was very informative.				
Beyond-he was great and gave specifics to how to integrate.				
Very well. Great program!				
Exceeded.				
Very informative.				
Satisfactory.				
The speaker was excellent, good sense of humor.				
This program was excellent I took away several ideas that will be helpful in any practice.				
Excellent speaker.				
Great experience & very informative.				
Whole new insight on how to bring matters up w/co-workers/management.				

Well put together, intensive and educational, much to explore.				
Very interesting speaker glad I came. Will put in to practice some of suggestions I learned.				
Excellent speaker.				
Very informative.				
Very well. Excellent!				
This exceeded my expectations. The speaker was very interesting and kept the group interactive. Loved all the stories and real life examples.				
Extremely.				
Very well-very interesting; real-life situations made it more significant.				
It's really helping again to learn more.				
Very well.				
Very informative and easily applied. One of the better programs.				
Very good speaker.				
Excellent-Thank you.				
It met my expectations since I had researched Stephen Hardon and was expecting an interesting day.				
Above and beyond my expectations. This seminar was very interesting, very engaging and Captain Harden was very knowledgeable and made everyone understand the key to a successful business.				
This was my first LDT session and I found it to be very informative I hope to apply these learned skills to working more effectively and directing my catering team.				
This is a very good speaker very enjoyable day and feel I got a lot out of this speaker.				
Awesome! Great take always to practice with my team.				
Best development seminar!				
Very well at explaining about debriefing and coaching.				
This offering was informative. Mr. Harden did a great job of presenting his information.				
It was good, however too much of aviation example were noted and there are certain situations different from aviation situation which should also have been included.				
I can't wait until I get back and it was interesting put into practice.				
It was wonderful. Very applicable to what I am encountering currently at work as a new employee. Gave me the tools I need to start out right.				
It was excellent so much focus is concentrated on "communication" yet we never were coached on how to properly do so. This was great.				
Expectations were met. Several areas in need of improvement have been identified and we will be working on in the near future.				
<b>How well did this offering meet your expectation?</b>				
This exceeded. Within a few minutes we were all expressing ways of implementing into our own units.				
Met and exceeded expectations. Very clear, concise and enjoyable as well.				
Interesting and informative with information I can put into my everyday practice.				
It was more interesting and held my interest throughout the day.				
Beyond my expectations; first meeting I've been to. Enjoyed this very much.				
Well met.				
I was very impressed with this workshop & can't wait to apply the method of assertive statements as forms of communications.				
Extremely well!!				
This exceeded my expectations, very practical skills, can be adapted to most situations.				
Very well.				
It was very interesting and learned a lot about coaching.				
Very well. Very interesting.				

Far exceeded.				
Exceeded.				
Beyond my expectations.				
Better than I expected. The name of the topic was misleading. The topic & speaker were excellent. I have taken TEAM steps training before.				
Exceeded expectation, wonderful speaker.				
Very well, enjoyed the learning exercises.				
This was an excellent & beneficial workshop probably the best leadership seminar that we have had so far. Steve Harden presented many tools & concepts that I will implementing my own department.				
Didn't know topic until I got here so I didn't have expectation. It was great, especially because of all the interaction assignments.				
<b>Suggestions for future programs:</b>				
If nothing else is presented to the entire house and system it should be. Excellent this presentation will effect cultural change! There has to be a way to offer program to more. Can we afford it? Are most already hearing it through LDT program. Addition of music nice for ambiance.				
Any program with a quality speaker like Steve Harden would be great!				
Include more topics / examples / scenarios related to other non clinical departments.				
Dealing w/bullies, biased leaders & racism in place of work.				
Really great program.				
Include employee not at management level in a training program to motivate employees to be passionate about their "careers" not "jobs"				
Creating an environment of trust and empowerment.				
Leadership, leadership.				
Ideas for team building I'm still not quite sure how to actually put that in practice.				
Enjoy role playing, it helps make the material more real and applicable.				
Liked the interactive learning in this session - would like more.				
This is my first job in healthcare so having examples of Food Services would help me relate to everyday work situations.				
Thank you. This was very useful and interesting learned a lot!				
Actual teamwork training.				
I would love to attend more team building programs.				
More medical topics.				
Suggest return to speak for more staff members.				
Language barriers.				
Continue with the interactive programs-can we find a way to follow up with the programs?				
Thanks LDT.				
Recognition.				
Bring Stephen Harden back.				
Assertiveness training for all staff.				
<b>Suggestions for future programs:</b>				
Dealing with difficult people.				
More of above.				
Strategies to deal with difficult co-workers.				
Need to attend more of this conference.				
Teamwork training for all personnel.				
Perhaps CEU's could be offered.				
It would be nice to get CEU's				
CEU's?				
Black ink so we can use pen @ work.				
Teamwork training.				

Hard copy for power point slides which are important so we can listen to pay attention more than writing notes.				
Great job! Bringing him back!				
More training!!				
Dealing with difficult employees.				
Continue to include staff nurses in leadership development.				
None				
Needs it every year to refresh memories and to learn new data & put into practice.				
Target doctors				
Short period morning or afternoon sections				
More instances of debriefing.				
Get a new photographer - disrespectful				
Staff well-being				