



Strangers in Crisis - Workshop Assessment Summary

Workshop date: _____

Location: _____

Instructor: _____ Attendance: _____ participants

To complete this form, please summarize the number of participants who endorsed each rating for all evaluation categories and submit to the IHC-C office by FAX (905-629-0893) or via e-mail (ks@cfpc.ca).

The Presenter		n/a	Excellent	Good	Fair	Poor
1	The presenter's mastery of the subject matter					
2	The presenter's human relation skills: listening, interest in opinion of others, etc.					
The Facility		n/a	Excellent	Good	Fair	Poor
3	The training facility.					
Workshop Components		n/a	Excellent	Good	Fair	Poor
4	Lecture: Intro and Premises					
5	Exercise: Frustrations					
6	Lecture: From Stranger to Partner – The 4Es					
7	Exercise: Case Study - Patient					
8	Exercise: Skill practise - Patient					
9	Lecture: Meeting the Family					
10	Exercise: Case Study - Family					
11	Exercise: Skill practise - Family					
12	Lecture: Team Communication					
13	Exercise: Team Communication					
Workshop Objectives		n/a	Strongly Agree	Agree	Disagree	Strongly Disagree
14	As a result of this workshop I feel able to ... describe the role of communication in promoting patient and family satisfaction with hospitalization and ER visits.					
15	As a result of this workshop I feel able to ... identify specific skills for communicating with patients and families in hospital and ER settings.					
16	As a result of this workshop I feel able to ... describe a communication protocol for addressing clinical hand-offs.					
17	As a result of this workshop I feel able to ... demonstrate 2 skills to use in an ER or hospital setting to enhance communication with patients, families or colleagues.					
Overall		n/a	Strongly Agree	Agree	Disagree	Strongly Disagree
18	Overall, this workshop was effective.					
19	I will recommend this workshop to colleagues.					
20	There was no evidence of industry bias in this presentation					

