

# Summary of Feedback

## Enhancing Communication Skills Course, 8<sup>th</sup> November 2011 The Lister, Edinburgh

Of the 23 trainees who attended the course, 20 returned Pre Course Evaluations and 22 returned Post Course Evaluation forms.

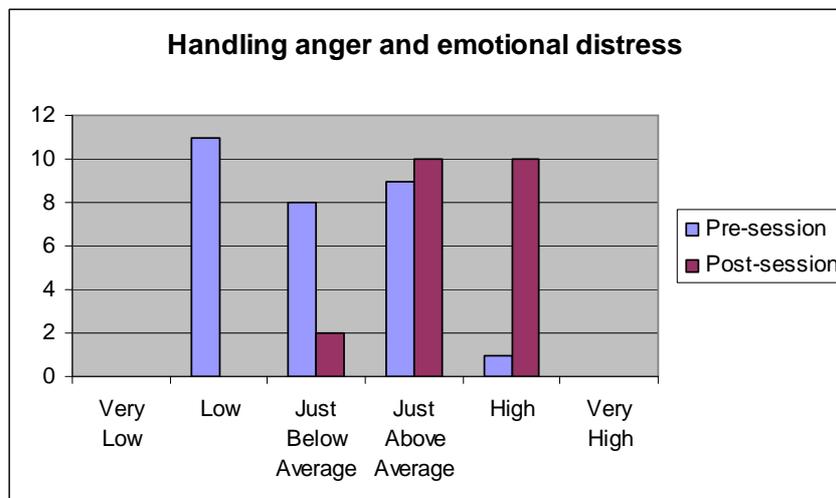
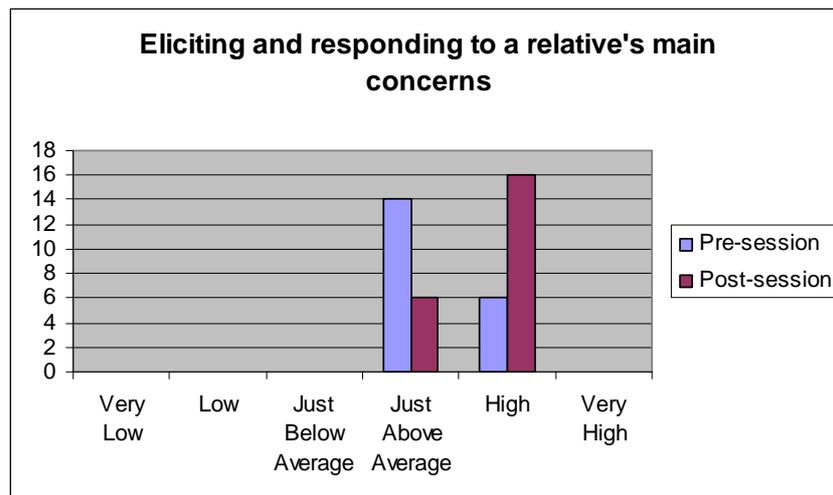
### Confidence Shifts

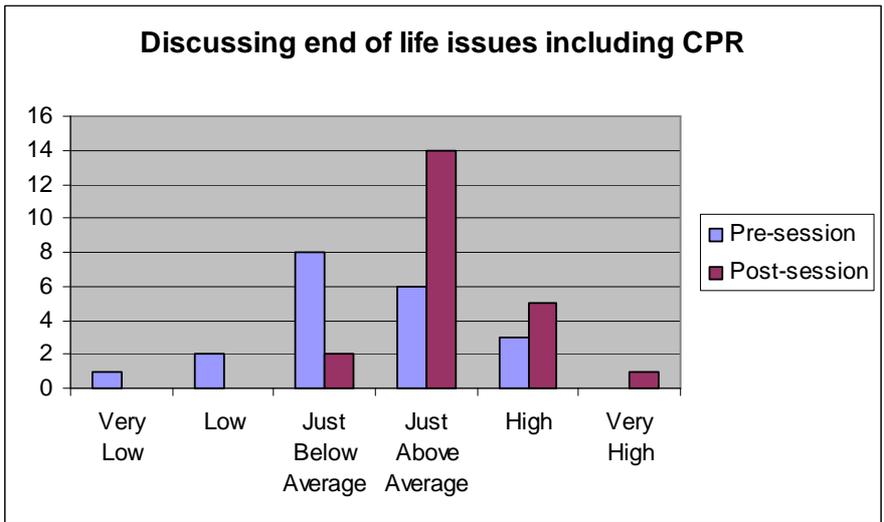
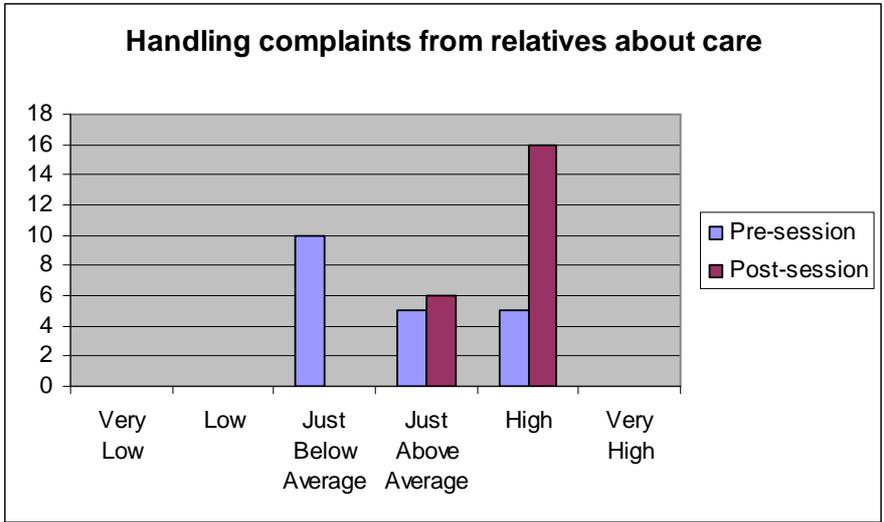
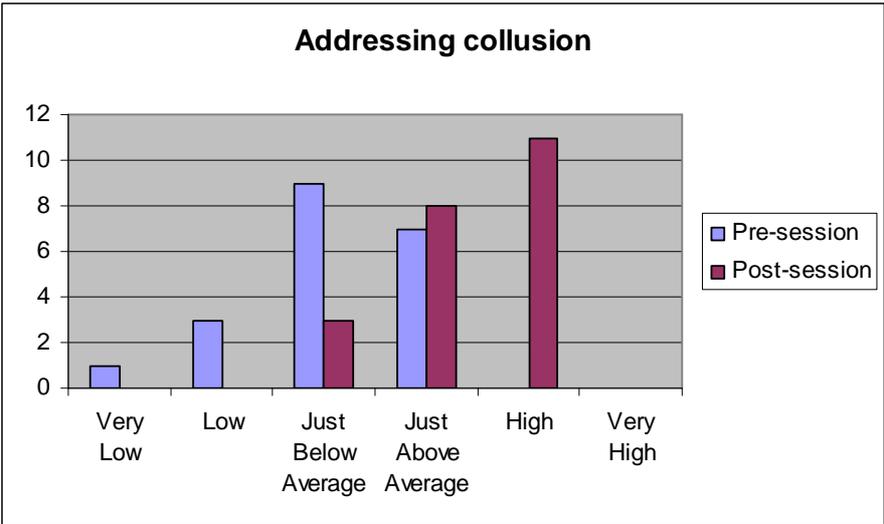
Trainees were asked to rate their confidence in the following points:

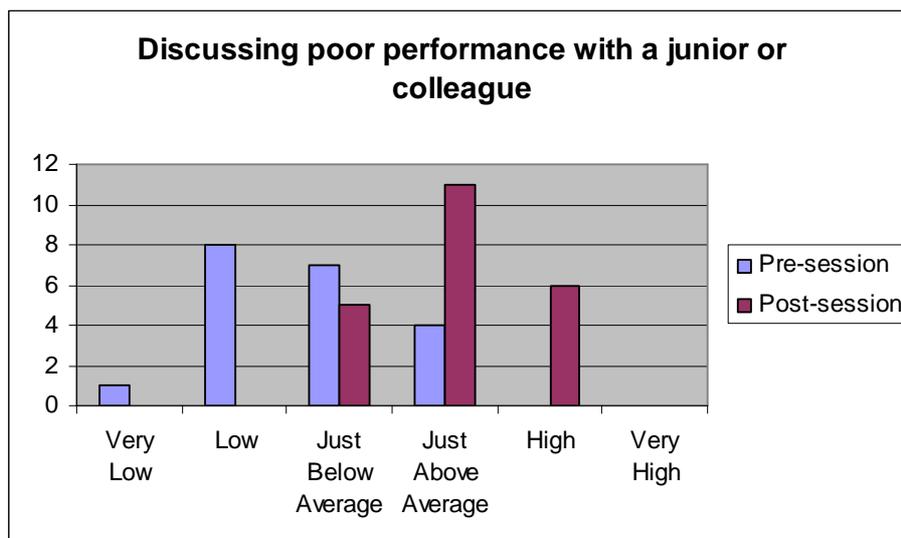
1. Eliciting and responding to a relative's main concerns
2. Handling anger and emotional distress
3. Addressing collusion
4. Handling complaints from relatives about care
5. Discussing end of life issues including CPR
6. Discussing poor performance with a junior or colleague

Pre and post evaluation forms were completed so that confidence shifts could be assessed.

The results were as follows:







#### Course Ratings

Trainees were also asked to rate 10 questions about the course on the following scale:

Excellent	Good	Just Above Average	Just Below Average	Poor	Very Poor
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The results were as follows:

1. How **enjoyable** was the course?  
50% - Excellent    45% - Good    5% - Just Above Average
2. The **relevance** of the course?  
77% - Excellent    23% - Good
3. The **venue**?  
50% - Excellent    45% - Good    5% - Just Above Average
4. The **balance of teaching methods**?  
45% - Excellent    50% - Good    5% - Just Above Average
5. The **interactive demonstrations** (am)?  
59% - Excellent    36% - Good    5% - Just Above Average
6. The **participant role plays** (pm)?  
41% - Excellent    54% - Good    5% - Just Above Average
7. The **facilitation skills** of the **tutors**?  
86% - Excellent    14% - Good
8. The **knowledge** of the **tutors**?  
82% - Excellent    18% - Good
9. The **atmosphere** the **tutors** created?  
91% - Excellent    9% - Good
10. **OVERALL THIS COURSE WAS**  
68% - excellent    32% - good  
– 100% of trainees would recommend this course to a colleague  
– 100% of trainees would like to see this course feature in future programmes