

Staff Development Workshop Evaluation Summary
How to Deal with Difficult People Workshop
Wednesday, January 29, 2003

A Staff Development workshop entitled "How to Deal with Difficult People" was held on Wednesday, January 29, 2003. Two sessions were held, one at 1:30 p.m. and the other at 3:00 p.m. Beth Hollars was the presenter of the workshop composed of personalities of people.

A total of 62 registered to participate in both workshop sessions. Surveys were received from 34 participants.

Workshop Evaluation Results

- 14 respondents at 1:30 p.m. session
- 20 respondents at 3:00 p.m. session
- 84% rating the overall workshop as excellent to good (excellent-14%, very good-35%, good-35%)
- 91% indicated that they would recommend the workshop to WCC colleagues.
- 89% indicated that the workshop was just right in length of time allotted.
- Respondents were composed of: 47% (15) faculty; 38% (12) staff; and 16% (5) administrator's.

Overall comments from the respondents indicated that the workshop was very informative and met the beginning stated objectives for the workshop. Workshop attendees enjoyed the group activity and the approach presented.

Below are the actually comments given by participants to the evaluation questions.

Which part of the workshop did you find to be the most valuable, and why?

- Handouts.
- Look in the mirror and examine self first; know self first then you will be able to slay the dragons.
- Meeting other staff and faculty/ "lite" material was more entertaining than instructive/handout on personality types/ good pep talk.
- The different way to explain yourself without saying anything.
- The way she presented the information.
- Definitions of dragons-new perspective--gave interesting reasons why/how personalities develop.
- Group interaction.
- How Beth presented materials on the facts that we may be the difficult person judging before we know it.
- A fresh look at personality types.
- Case studies and the sample "dialogue with difficult people" presented.
- It was good to have you look at yourself first, then see if your behavior led to others becoming difficult to deal with.
- The songs and the creativity of the groups were entertaining.
- Discussion and lecture interactive exercises - all/we were involved therefore able to evolve.
- All of it was beneficial.
- Checking out my personal dragon.
- All of it. I loved the part where we took a personality type dragon and chose a popular song.
- All of the workshop was valuable.
- How to communicate verbally & nonverbally.
- The positive tone of the presenter. She allowed her audience to "cheer up". I thought also that her interactive approach was valuable.
- Responses to difficult people.
- The rock. The message was uplifting.
- Interacting with my colleagues - getting to know their points of view.

- Recognizing that I also have some dragons I must deal with and recognize when working with the public or my colleagues.
- Characterization of the dragons for each individual's personality.
- I found the lecture presentation accompanied with the interaction group modules most valuable. The group participation helped to emphasize major points and promoted the exchange of ideas.
- Discussion on how to defuse an angry person.
- Role play.
- Fun, interactive-kept your attention for the most part due to length of workshop--too long.
- Handout re: personality dragons
- Group dynamics, enhances learning objectives.
- Group interaction.

What part of the workshop did you find to be the least valuable, and why?

- Too much time spent with activity-not enough "meat". Fun, but not specific enough.
- No part of the workshop was least valuable.
- We did not receive specific strategies on how to deal with each personality type-only how to recognize them/"rock" and other activity on how to handle situations were useless.
- It seemed like surface level material. The "song" took up way too much time.
- Getting into groups and finding a song that described your group.
- The games.
- The singing, focus on non-verbal communication (basic). Would have liked to move quicker through material and to receive specific examples of dialogue/tactics that can be used to calm down excited/upset customers.
- Handouts.
- The songs were good ice-breakers but maybe a role playing scene might have helped some of us with a certain situation we were dealing with.
- The title was misleading--no suggestions or strategies were really presented on how to actually deal with difficult people.
- I have no preference.
- Not applicable. Enjoyed every bit and learned a lot.
- Personality dragons and exercise took too long with little insight into own characteristics. Disc profile much more valuable in self-identity.
- Singing. I am not a singer. I really did not find anything least valuable.
- (2) Song / Singing
- Song relating to types of "personal dragons". Too time consuming.
- We needed more specific details relating to WCC.
- I didn't fully feel that the speaker touched on/really spoke on the concept of dealing with difficult people. I felt like she was "running around" her arm.
- Probably singing the songs but it was the most fun.
- Covered small amount of material in a too large amount of time--too long, 1.5 hrs.
- Groups sing along. Moreover, I don't agree with the presenter in that she would tell you to pacify the grumpy worker and do whatever it takes to make his/her job easier. Get real; we all work hard and we do as much as we can to help others. Either get over it or die with it. Do your job and do it well--all of the other stuff will fall in place.
- Overall, no serious invaluable information or least invaluable was observed.
- Group work-wasted time-not beneficial.
- The rocks and the rock story was too "peace and love" in nature. This is a real world with real angry people. I'm a mouse, Help!!

General Comments:

- Overall, very good – gave us time to reflect on our own behavior.
- Would have like to have moved quicker throughout material, beyond the non-verbal general discussions and into some specific examples of dialogue/tactics that can be used to calm down excited or upset customers.
- The presenter, Beth Hollars, was very knowledgeable and entertaining. The workshop served as a good reminder of how attitude and one’s approach when working with different types of people can make all the difference in the outcome of challenging situations.
- Such a wide variety of background in the participant leads to difficult benefits. I knew most of this already but people in my groups know very little. They probably benefited more than I did.
- Presenter seemed to be likeable person, sincere individual.
- Enjoyed – should require all employees to have workshop.
- Topic has potential for faculty dealing with difficult students or colleagues working together.
- I thought the facilitator was well prepared and organized. She kept the workshop flowing in an interesting and productive manner.
- It was an okay workshop but no real specific examples of “practic al” things to do with difficult people. New categorizations for difficult people is interesting.
- Excellent workshop, it a allowed me to take a closer look at how people see me.
- It was a good workshop, short, sweet, and to the point.
- Best hour and a half I have spent. More workshops – I’ll be the first to sign up.
- I think a discussion of ways of identifying and dealing with “dragons” would have been of more benefit than time involved in manner handled.
- To benefit all of the various “types of dragons”, it would be good to have everyone attend, mandatory, or make available during F/S orientation session.
- Overall very informative.
- A workshop like this should be made mandatory for all employees.
- I wish I could tell the disgruntled secretary that whined and pouted because she was not getting her reports to stop. The world here at WCC is supposed to be about students and their success and that where I focus the paperwork is secondary to me.
- Any modifications to the presentation would have been warranted if objectives were not achieved. I feel objectives were laid out, and achieved.
- I would have liked more hands-on or concrete solutions instead of clichés. It should be done in sessions in order to curtail fluff.