

# Feedback Form Results n =106 of 305 attending Working With High Conflict Clients

Ethics & Risk Management

September 15, 2011 Presented By Bill Eddy, LCSW, JD, CFLS

Thank you for attending this program. We value your comments. Please give us your feedback.

1.	How helpful was the program in increasing your understanding of:						
	<u>Day 1</u>	<u>Very Helpful</u>	<u>Some Help</u>	<u>No Help</u>	<u>AVG</u>		
1)	<u>Understanding High Conflict Clients</u> .....	5	4	3	2	1	<b>4.6</b>
2)	<u>Managing High Conflict Clients</u> .....	5	4	3	2	1	<b>4.5</b>
3)	<u>Managing High Conflict Enviroments</u> .....	5	4	3	2	1	<b>4.0</b>
4)	<u>Therapists as Targets of Blame</u> .....	5	4	3	2	1	<b>4.1</b>
2.	How effective was Bill Eddy's presentation?	<u>Very Effective</u>				<u>Ineffective</u>	
		5	4	3	2	1	<b>4.5</b>
3.	How responsive was Bill Eddy to the participants?	<u>Very Responsive</u>				<u>Nonresponsive</u>	
		5	4	3	2	1	<b>4.8</b>
4.	Were the handouts suitable and useful?	<u>Very Useful</u>				<u>Useless</u>	
		5	4	3	2	1	<b>4.6</b>
5.	How effectively did Bill Eddy use technology?	<u>Very Effective</u>				<u>Ineffective</u>	
		5	4	3	2	1	<b>4.6</b>
6.	How knowledgeable was Bill Eddy regarding the material he presented?	<u>Most Knowledgeable</u>				<u>Not</u>	
	<u>Knowledgeable</u>	5	4	3	2	1	<b>4.7</b>
7.	How appropriate was this program to your level of education & experience?	<u>Very Appropriate</u>				<u>Inappropriate</u>	
		5	4	3	2	1	<b>4.4</b>
8.	How current was the information Bill Eddy presented?	<u>Very Current</u>				<u>Out of Date</u>	
		5	4	3	2	1	<b>4.6</b>
Comments regarding Bill Eddy quality of instruction and teaching ability:							
9.	<b>BEFORE</b> the program began, how valuable did you anticipate that this program would be for you?	<u>Very Valuable</u>				<u>No Value</u>	
		5	4	3	2	1	<b>4.1</b>
10.	<b>NOW</b> that the program is over, how valuable did you find it?	<u>Very Valuable</u>				<u>No Value</u>	
		5	4	3	2	1	<b>4.5</b>

<b>11. Please rate the facility.</b>	<u>Excellent</u>		<u>Acceptable</u>		<u>Poor</u>	
The room in which the seminar was held	5	4	3	2	1	<b>4.3</b>
The Host Hotel in general as a site to hold seminars	5	4	3	2	1	<b>4.1</b>

Comments:

**12. Did you require an accommodation for a disability? \_\_\_Yes \_\_\_No.**  
 If Yes, please comment on the ease with which you were able to request accommodation and the effectiveness of J&K Seminars in fulfilling your requests.

<b>13. Please rate the J&amp;K Seminars staff.</b>	<u>Excellent</u>		<u>Acceptable</u>		<u>Poor</u>	
At the seminar, were you greeted and made to feel welcome?	5	4	3	2	1	<b>4.5</b>
Was the staff at the seminar registration tables courteous and helpful?	5	4	3	2	1	<b>4.5</b>
Was the staff at the bookstore courteous and helpful?	5	4	3	2	1	<b>3.8</b>
Your overall rating of the J&K Seminars staff	5	4	3	2	1	<b>4.4</b>

Comments:

<b>14. Please rate the refreshments served at the program.</b>	<u>Excellent</u>		<u>Acceptable</u>		<u>Poor</u>	
	5	4	3	2	1	<b>4.4</b>

Comments:

**15. Have you attended other J&K Seminars? \_\_\_Yes \_\_\_No**

<b>16. Now that you have attended this J&amp;K Seminar, how inclined are you to attend another J&amp;K Seminar?</b>	<u>Highly Inclined</u>		<u>Somewhat Inclined</u>		<u>Disinclined</u>	
	5	4	3	2	1	<b>4.5</b>

Comments:

*Additional Overall Comments, Criticisms, Compliments and Suggestions (What can we do to improve our programs?):*

Please give this form to our staff when you pick up your certificate

**OR**

**Mail to:** J&K Seminars, 1861 Wickersham Lane, Lancaster, PA 17603

**Fax:** (717) 393-4605

Speaker
well formatted and full of info
very interesting and pertinent material to the SW practice, the case studies and his professional experience were very helpful in conveying the subject material, this was an enjoyable seminar
very informative and interesting presenter, he made ethics interesting
Very good, very personable and very practical
Very good
very good
Very dynamic speaker and was very knowledgeable about the topic
Very clear and articulate
too basic
Thought provoking, well aimed by being well advised
this was an outstanding presentation
The level of material presented more basic than helpful to my level of experience
the ethics that were covered were pretty basic and elementary, the management part was more interesting
Some of the info on Duty to Warn etc. was somewhat redundant for experienced therapists. Would have liked for focus on BIFF<, EAR, etc.
presenter was organized, knowledgeable and available
not informed of standards for psychologists
Nicely done
most participants were psychologists and he geared talk to SW and their ethics, should have known legal rules in PA was not prepared
Loved his sense of humor and the cartoons
Keep questions to a minimum
Intro a little too long and had to hurry through the afternoon
I would delete some of the PowerPoint slides so it didn't seem we were always way behind schedule. The examples and quotations were interesting, so I wouldn't reduce them
I thought this was a great presentation, I would have enjoyed more time spent on managing the client and the environment
I could use his teachings for my clients
he was a very good presenter
he sets limits so that he didn't get focused on one issue, very good, I wish he would have expressed a more compassionate stance about personality disorder
He is really good, time went by quickly
Great sense of humor
Great program, great sense of humor, very realistic approach
great presenter
Great presenter
Great blend of clinician and attorney
Great
good teacher calm connected with students
Good speaker, could have mentioned less

good speaker and was knowledgeable
Fabulous
extremely clear teaching style, personable, engaged audience
Excellent presenters, very knowledgeable and great presentation style
Excellent presentation
excellent presentation
excellent
excellent
Excellent
excellent presenter but I thought too much time was spent on material that should be common knowledge such as characteristics of personality disorders
Easy to listen to, engaging and knowledgeable
Comfortable atmosphere and presenter was relaxed, knowledgeable and available
Clearly thoughtful and competent and knowledgeable. Heist a good speaker and I would love to attend another program with him
Clear, resources provided
clear style, good presenter
Case material would have made it more interesting

Overall
you guys are the best
You do a great job
Wonderfully set up beverages, snacks, breakfast and bookstore
Will come again and again
Very well organized, on time and excellent speaker
very nice facility
the caliber of your programs, presentations and useful material is always top notch`
Thanks for a great quality ethics presentation
Thank you, great job!
Probably will not stay overnight due to the deteriorating of the hotel
Prices of everything have gone up as we know and I appreciate the cost of J&K training has remained the same without appearing to cutting any corners. Top notch thanks!
One of the best seminars
Nice work, good relevant program
Neuropsychological topics please
J&K Seminars have been the best I've ever attended
J&K Seminars are always excellent
J&K provide knowledgeable instructors and interesting subject material.
I really enjoyed the program
I have attended many seminars and always return to J&K because on how efficient and organized you guys are
I always miss a bibliography at the end of a handout when it's not included
Good sense of humor
Find a new hotel
Couples Therapy
Best ethics seminar I have been to ever!
Absolutely will be back