

Interpersonal Skills for Supervisors
Designed and taught by Patti Wood
www.pattiwood.net

1. Leader Evaluation
 - ✓ Outstanding course and speaker!
 - ✓ Good pace to course
 - ✓ This was an excellent course with very useful learning that can be applied in the workplace and home.
2. Content and Delivery
 - All participants rated content and delivery as strongly agree or agree.
 - ✓ Patti's seminar met my expectations
 - ✓ I would recommend Patti's seminar to others
 - ✓ I can apply the information learned
 - ✓ The content of the seminar was of relevance
 - ✓ I acquired greater value from Patti's seminar than I expected
 - ✓ Comparing all my previous experiences, this was the best
 - ✓ Several methods were used to personally involve me in learning
 - ✓ Patti stimulated my thinking.
 - ✓ Mutual respect was practiced in this seminar.
 - ✓ I was able to set and achieve some of my own goals.
 - ✓ I could apply information/skills learned in this seminar.
 - ✓ One real strength of this course was the class room discussion.
 - ✓ Patti's seminar provided an opportunity to learn from other attendees.
 - ✓ Exercises were of definite instructional value.
 - ✓ The group work contributed significantly to this seminar.
 - ✓ Videos in class were well-integrated with seminar topics.
 - ✓ Patti's assistance was always available throughout partner practice sessions.
 - ✓ Course Exercises and practice were interesting and stimulating.
4. Subject Matter
 - Topics Most Beneficial
 - Circle of Understanding and ERASER method
 - Body language, listening, N.O.D. (Non-Defensive Options)
 - Personnel Relations survey
 - Surveys taken home and the explanation of them the next day
 - Dealing with conflict

Attendees were from the following companies: Exxon Mobil Refining & Supply, DHL Airways Inc., Pabst Brewing Company, Westinghouse, Museum of Fine Arts Houston, Lee Company, Andersen Consulting, ACI Glass Products, Bowne of Houston Inc., Kaneka Texas Corporation, Germania Companies.

Interpersonal Skills for Technical Professionals
A class where supervisors are sent who are having communication problems
Public Seminar
Designed and taught by Patti Wood
www.pattiwood.net

1. Overall Seminar Evaluation
 - ✓ Excellent instructor! Great communication and motivation skills!
 - ✓ Patti is knowledgeable and a good communicator!
2. Leader Evaluation
 - ✓ Patti did an excellent job presenting materials and making it interesting and informative.
 - ✓ Very motivating and personal!
 - ✓ The class was very informative and I will immediately put what I have learned to good use.
 - ✓ Patti is skilled in assessing the needs of a class and meeting our needs!
 - ✓ Patti has a wealth of experience that she shared with the class.
 - ✓ Her passion for the subject propelled the class!
3. Content and Delivery

All participants rated content and delivery as strongly agree or agree.

Patti's seminar met my expectations

 - ✓ I would recommend this seminar to others
 - ✓ I can apply the information learned
 - ✓ The content of the seminar was of relevance
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 - ✓ Several methods were used to personally involve me in learning
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4. Subject Matter

Topics Most Beneficial

 - ✓ DISC Analysis
 - ✓ Dealing with Conflict
 - ✓ Handshake Options
 - ✓ Listening
 - ✓ Right Brain/Left Brain

Attendees were from the following companies: Freudenberg, Alexander Ogilvy Public Relations, Novoste Corp., Premcor Refining Group, AKZO Nobel, Kimberly Clark, Starnes and Oswalt, Security First Network Bank, Colonial Oil Industries Inc., Coca Cola USA, Home Depot, Glenayre Electronics Inc, Dollar Tree Stores Inc., IDQ Companies.

Interpersonal Skills for Technical Professionals
Public Seminar
Atlanta GA
Designed and taught by Patti Wood
www.pattiwood.net

1. Overall Seminar Evaluation
 - ✓ I was truly excited and interested from the first minute until the last!
 - ✓ The order and structure of the class was perfect!
 - ✓ Excellent, informative, interesting and fun!
 - ✓ Patti is great!
2. Leader Evaluation
 - ✓ Patti is a really neat person!
 - ✓ Patti was wonderful! She turned a skeptic into a believer!
 - ✓ Patti was excellent, a great teacher!
 - ✓ Excellent presentation!
 - ✓ Patti is an excellent leader and a very uplifting person!
3. Content and Delivery

All participants rated content and delivery as strongly agree or agree.

 - ✓ Patti's seminar met my expectations
 - ✓ I would recommend this seminar to others
 - ✓ I can apply the information learned
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Attendees were from the following companies: Amoco Polymers Inc., Nova Info Systems, Autozone, Plymouth Tube Company, U S Postal Service, Alcatel Cable Systems Group, Textile Rubber and Chemical Co., Regal Rugs, Lighthouse VIP Prdt., INPO, Interlake Material Handling, Alltell, Eastman Kodak Company, Columbian Chemicals Company, TRW, Bowne of Atlanta, Xcellenet, Equifax.

Interpersonal Skills

A class where people are sent when they are having communication problems

Designed and taught by Patti Wood

www.pattiwood.net

1. Overall Seminar Evaluation
 - ✓ Great course
 - ✓ I was actually very impressed with how much these tools can be used in everyday life.
 - ✓ I would not change the format or content of this course. Patti Wood is an exceptional leader and does an excellent job teaching this course.
 - ✓ Listening skills and exercises showing how I may be perceived were particularly rewarding.
 - ✓ People Pie and Eraser were very applicable to my work.
2. Leader Evaluation
 - ✓ Learned a lot from the course. I was able to let go of feelings.
 - ✓ Patti is a dynamic, warm professional person. I would recommend her teaching to all Human Resources personnel.
 - ✓ I enjoyed the seminar and felt challenged to think on a different level than usual and to step outside my comfort areas.
3. Content and Delivery

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4. Subject Matter

Topics Most Beneficial

 - Body language, ERASER method, NOD methods
 - Listening skills
 - People Pie
 - Non-Defensive response to conflict
 - Personality profiles
 - Conflict resolution, mindmap, inventories
 - Personal traits and how to strengthen weaknesses--listening skills
 - Evaluation tools for myself and others
 - Personnel relations survey
 - Group interaction
 - Soften

Attendees were from the following companies: American Mgmt Assn., Shaw Industries Inc., PB&S Chemical Company Inc., Crisp Hughes Evans LLP, Adelphia Business Solutions, Georgia Pacific, Berk-

Tek, Cisco Systems, US Generating Company, Makita Corp of America, Senergy Inc., Buschman Company, Compass Bank, HR Logic, US Generating Company, Solvay Interlox, Andersen Corp.