

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: Edmond Otis

Location: _____

Date: _____

OC PL HW
6/19/10

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Engaging, well-organized, useful
info

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Working with elderly people/
small children

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OC Public Libraries / Santa Ana, CA

Date: 06/19/2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 6

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presenter was engaging and material was well presented.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Stress reduction at the work place.

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPK HQ

Date: 6/14/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Good material

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More maybe ideas to be included?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Ana

Date: 6/19/19

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I enjoyed the "it's not personal it's professional"

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

more related options towards stress that
are listening / water areas!

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OC Library

Date: 6/19/10

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
- 2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
- 3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
- 4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Good Topic - helpful material
Liked short practice sessions vs. Role Play Demonstrations

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: 6/19

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Inspired me to go back to the branch to bring
about change. You really explained that it really is
simple to deal with people. Thanks!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Effective communication with Co-workers.
Learn how to become a more effective team.

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
- 2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
- 3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
- 4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HA

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Everything was so clear & on point. Very useful & helpful info. & tips.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OC Public Libraries

Date: 6/19/10

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Excellent - smart and engaging

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Nothing

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great presenter & workshop!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: Edmond Otis

Location: OC PL

Date: 6/19/2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Knowledgeable & answered questions
thoroughly

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: 6-19-18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**

2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**

3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7

4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great Info!
I feel better-prepared to deal w/
our 10%ers.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: HQ Library HQ

Date: 6-19-2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

A Good Speaker. Helpful information.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: O C P L H Q

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
- 2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
- 3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
- 4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I feel the presenter give excellent
information about how to handle
difficult situations.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: UCPL HQ

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He was clear, concise, and easy to understand.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I have nothing to add.

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: Santa Ana

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
- 2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
- 3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 **5** 6 7
- 4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.
- presenter conveyed information in a manner that really helped me to ingratiate the information.
kinda rude though
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?
- coworkers/older coworkers
- 0

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: HR

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The training should be longer -
it appears some staff need more
exercises + hands-on training.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7 **7**

2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7 **7**

3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7 **7**

4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7 **6**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Handling predators / computer usage
inappropriate (there may
have been a slide but I think
we ran out of time)

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: Orange County Public Libraries HQ

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 **4** 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 **5** 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Almost all of the information I
already use at work. The body
language content was really helpful,
though.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More information on dealing
with mentally ill and
drug/alcohol addiction
A program on homelessness
would be helpful.

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: Library Headquarters

Date: 6-19-18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The presenter was excellent.
Made the topic Relevant

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OC Public Libraries HQ

Date: 06/19/2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very informative & fun!

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Difficult Staff

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL, SANTA ANA

Date: 6/19/2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 **6** 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Way of presentation was clear with lots
of examples

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: _____

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Excellent, Very Interesting course.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

N/A

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: Tue June 19, 2018

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
- 2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
- 3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
- 4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I've learned a lot! I feel better able to
handle difficult patrons.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OC Public Libraries HQ

Date: 6/18/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great information. Mr. Otis was true
about so many things.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Dealing with irrational people (that
special 1%).

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: Orange County Public Library

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 (7)
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 (6) 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 (7)
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 (7)

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The presenter was engaging. The materials supported the discussion.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

EDMOND OTIS & ASSOCIATES NZ

1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?

(1 = POOR 7 = EXCELLENT)

1 2 3 4 5 **6** 7

2. What is your overall rating of the workshop?

(1 = POOR 7 = EXCELLENT)

1 2 3 4 5 **6** 7

3. Was the material presented in an organized, understandable manner?

(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 **7**

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

A few more library examples.

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: OCPL HQ

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Discussed how to de-escalate a situation
w/ the difficult 10%

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

More workshops on how to be strong &
enforceful but in a professional manner.
Apparently people need practice builds
confidence in that area

EDMOND OTIS & ASSOCIATES NZ
1242 UNIVERSITY AVE., SUITE 6-570, RIVERSIDE, CA 92507

Dealing with Difficult People - Making the Workplace Safe and Sane

Presenter: **Edmond Otis**

Location: ORANGE COUNTY PUBLIC LIBRARIES HEADQUARTERS

Date: 6/19/18

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
2. What is your overall rating of the workshop?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?
(1 = NOT AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

VERY CLEAR AND INFORMATIVE. SITUATIONS PRESENTED ARE
EASY TO INCORPORATE AT WORK

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

HOW TO HELP PATRONS WHO ARE CONSTANTLY NEEDY AND DESPITE
BEING SHOWN HOW TO DO SOMETHING THE FIRST TIME, THEY WILL
CONSTANTLY WANT YOU TO DO THEIR WORK FOR THEM

