

San Mateo County Behavioral Health & Recovery Services

**EVALUATION**

Course Title **Strategic Communication Skills for Health Systems Professionals**

Date: July 8, 2010 **OUTCOME**

Presented by **Kristin Dempsey, Dr. Bill Cohen, and other special guests**

Please comment on the following:

■ Location **30** Convenient **5** Neutral  Not Convenient

■ Room temperature **3** Too Cold **26** Just Right **3** Too Hot

■ Food **13** Great **21** Just Right **1** Poor

■ Time **11** Too Long **28** Just Right **3** Too Short

■ Did this workshop/activity meet your expectations?

**27** Yes **6** Neutral **1** No

■ Was the level of information appropriate?

**11** Too Complex/Theoretical **29** Just Right **4** Too Basic

■ Did the training expand your knowledge in this topic?

**30** Yes **5** No

■ What was the most valuable information? **Dr. Cohen's presentation; using reflections with clients; I think all the presentations were valuable; all; emphasize compassion; nothing; partnering w/other agencies; strategies to ask the difficult questions and Partnerships; collaboration w/other agencies; everything; slides; transgender; examples; how to work with clients; learning how to collaborate; on how to better communicate w/clients; Kristin's part; all info we received was very valuable; consideration and respect for consumers; understanding the topic in more depth; partnerships & immigration discussions; the breathing exercises, and the immigration presentation and partnering for success; the relaxation; everything – we are here to help! Whether we agree or not in what they do. Have consideration be nice and friendly. Always show kindness; everything; charts/check lists; all of the presentation; all the topics; relaxation technique; approaching people's beliefs.**

■ What did you like the most? **The personal stories; Dr. Cohen keeps audience attentive; many different speakers; all; everything; speakers; examples; Dr. Cohen & Kristen's presentation – very thorough; communication styles; Info, Dr. Cohen/Kristin; topics coming from the heart – client oriented; partnering examples; communication skills; I liked Dr. Cohen; Culture awareness; lots of presenters; all – Dr. Bill's presentation; various presenters; the breathing exercise; immigration presentation and partnering for success; the relaxation; everything; the last presentation – relaxation/breathing; speakers/topics; information provided; interactive;**

■ What did you like the least? Presentation on culture and immigration (we work with this community every day so we already know this info); training going overtime; none; some topics felt rushed; Partnering became a little too rushed/long – would have liked to hear the pres.; pieces appeared to be a little disjointed; got a little hot; length & breathing exercise was too long; wished other co-workers attended this training; not enough time; seating arrangement.

■ What are your suggestions to improve this activity? Provide us with regional contacts for mental health services where do we refer clients who haven't had MH services?; utilize more examples to demonstrate points; brief presentations from providers such as El Centro, Project 90, Latino Commission etc.; breakout groups; More info for people/Admin working in residential facilities rather than benefit type positions where clients have appointments then leave; examples of what admin deal with would have been helpful – case examples of complicated cases; structure in different parts with clear breaks; maybe a whole day; break up topics into different sessions; interact more with the people in this training; have tables.

■ What training(s) would you find helpful in the future? Strength-based case management; more classes and financial help. More on self care – yoga classes; a whole day; Most of what the county has offered – this is my first 2.5 years as an AA@RNH; Immigration issues/social security/medi-cal/benefits, gangs, culture; transgender; dealing with illegal immigrants; more from Jei Africa; role play; understand cultures, gender and preference; expansion on immigration and interviewing skills; maybe in the future you can bring this training to our agency; more exercizes for application of concepts; How to deal with severe psychotic patients.

Program location and Job Position      12 CHI    22 CHA    8 CAA\_  
2 YFES    4 BHRS    1 AOD    1 El Centro    2 Caminar    1 MHA    1 Edgewood    1 YSTH (Kim)