

Evaluation Summary: MANAGING CONFLICT IN A NONPROFIT CONTEXT
12/8/15
Presenter: MARK LIGHT

Attendance at workshop: 20
Evaluation forms completed: 20

- 1) **I am currently a member of:**
- 17 The staff of a nonprofit organization
 - 1 Volunteer or nonprofit board member
 - 2 Futer Grantee organization
 - 1 Staff of a public agency or school
 - 1 CLP grantee organization
 - 0 Other (please describe):
- 2) **At what level do you consider your knowledge of nonprofits?**
- 3 Beginner
 - 8 Mid-level
 - 8 Advanced
- 3) **Did this workshop increase your knowledge and skills in the topic?**
- 0 No
 - 1 A little
 - 6 Some
 - 13 A lot
- 4) **In terms of meeting my needs and interests, the presentation was**
7 superior 12 above average 1 average 0 below average 0 poor
- Only wish we had more time.
 - Great presentation, visuals, speaker enthusiasm. Great balance of interaction, tone of voice, quantity of handouts, etc.
 - Would have been superior if had more time to explain/discuss topics and responses.
 - More time and more real-life mediation examples would be great. More time on how to mediate.
 - Super engaging.
 - Lots of useful info learned in a short amount of time.
 - The talk included a lot of good tools.
 - I wish the presenter would write out the instructions for the activities. It was hard to figure out what we were supposed to do.
 - Breakdown of conflict resolution intuitive.
 - Great presentation.
 - Pace of class was excellent. The video clips drove home some of the points and added humor too.
 - Thorough explanations and examples of different scenarios. Plus the TV show clips were funny.
- 5) **The content of the workshop was**
6 superior 13 above average 1 average 0 below average 0 poor

- 6) **The presenter was**
 12 superior 7 above average 1 average 0 below average 0 poor
- Energy great. Good style of teaching for my needs.
 - Presenter knowledge on the subject was credible and relevant to today's nonprofits.
 - Wow, what great energy!
 - Nice guy.
- 7) **What benefits do you feel you gained? How will you apply what you learned today?**
- Looked at conflict resolution/ mediation in a new way.
 - More aware of the tools available to deal with conflict.
 - Mediation refresher (2). Great idea to send HR to mediation training.
 - Learning more about the mediation process.
 - Remembering to listen and not problem solve.
 - Reaffirming some of my previous knowledge and filled in many of the gaps.
 - The 6 Secrets
 - What and how questions
 - Basic structure/ tools for conflict management
 - Learned the rudiments of conflict resolution and better prepared me for entering into a mediation process currently scheduled.
 - Improved my understanding of my role and goals in a given situation.
 - I liked the xbox diagram.
 - What I would do in a given situation was broken down so I was able to see how I deal with issues.
 - How to handle conflicts in a professional manner.
- 8) **What other topics would you like to see covered in future seminars/training sessions/ workshops?**
- Series to engage with topic of conflict: structure, tools, more in-depth (how to work with my team on topic)
 - Mediation, youth, volunteer recruitment, creative writing, Intro to Grant Proposal Writing
 - Managing paid staff in a small nonprofit
 - Technical courses
- 9) **Please give us feedback and suggestion on how to improve our services and programs. What would have made this training better (shorter, longer, different format, etc.)?**
- Presentation seemed rushed. (2)
 - Great format. Longer. Greater clarity on final activity.
 - 3 hours went fast
 - Acoustics in room are terrible. Group work is very difficult