

**MONTANA HEALTH CARE ASSOCIATION
2007 Midyear Convention - March 19-21
Colonial Red Lion - Helena, Montana**

Program: **Exceptional Customer Service - Every Day**
Donna M. Manning, DTR, Maun-Lemke Speaking & Consulting

Date: Monday, March 19, 2007

Number of Evaluations: 69

Number of Session Attendees: 89

1. Are you attending from a(n):

Nursing Home	51
Assisted Living Facility	11
Other	7
Other Responses	3 NH & AL combined 1 NMHC/Seminar connection 1 HN & CAH

2. Please indicate the extent to which you were satisfied with the following aspects of the program: (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor):

Speaker's knowledge, organization, & effectiveness in presentation	4.65
Your expectations of this workshop were met	4.41
Relevancy and usefulness of information presented	4.54
Usefulness and effectiveness of handout materials	4.01
Usefulness and effectiveness of audiovisual aids	4.07
Applicability of program content to your on-the-job effectiveness	4.56
Usefulness and effectiveness of teaching methods	4.48
Overall Program	4.46

3. **What other topics and speakers would you suggest for future MHCA education programs?**
- Excellent presenter.
 - More questions from the group. Although time consuming would have brought up more information, but we were a “quiet group.”
 - Conflict resolution.
 - More topics on staff/management issues.
 - Culture Change studies and results.
 - More specific to business office workers and billing office.
4. **Any additional comments (Adequate time for questions? How could we make this better?):**
- Donna said to make sure to mention she told us “she was a very nice person!” So I did!
 - Thank you for the very good speaker and the training.
 - Ms. Manning is an exciting, energetic presenter.
 - Excellent topic content.
 - I heard what you said about all the overheads not being handouts, but it was very frustrating. My notes are all scattered. It would have been a lot easier to follow with more organized and complete handouts.
 - Thank you for your energy.
 - Would have liked to have sample forms for evaluation and outcomes.
 - Speaker is outstanding.
 - Enjoyed the whole program and the interaction.
 - Excellent presenter, diverse and good rapport.
 - Speaker went a little too quickly through visual aids that were not in the book and I did not get all I wanted written down. Great information though. Thank you.
 - Donna is very positive and upbeat. It’s very obvious why she is on the Maun-Lemke Team!
 - Excellent. Tons of very helpful information.
 - It was just fine. Donna was full of energy.
 - You said you were nice! (And you are). Great job!
 - Have slides up longer to allow people to copy down information.
 - Sometimes as manager we need to remember to put us first and then the team to meet the needs of our customers.
 - Very positive and motivating. Great tips and easy to implement.
 - One 15 minute break in 3 ½ hour class for people used to being on the go is unreasonable. Speaker not really willing to take questions during class. Very animated - made time go quickly.
 - Very organized, made time go quickly.

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Program: **Enhanced Dining: All Hands On Deck!**
Donna M. Manning, DTR, Maun-Lemke Speaking & Consulting

Date: Tuesday, March 20, 2007

Number of Evaluations: 39

Number of Session Attendees: 45

1. Are you attending from a(n):

Nursing Home	31
Assisted Living Facility	2
Other	6
Other Responses	2 NH/CAH 1 Acute care/extended care 1NH/AL 1 Mental Health 1 SYSCO

2. Please indicate the extent to which you were satisfied with the following aspects of the program: (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor):

Speaker's knowledge, organization, & effectiveness in presentation	4.79
Your expectations of this workshop were met	4.67
Relevancy and usefulness of information presented	4.74
Usefulness and effectiveness of handout materials	4.46
Usefulness and effectiveness of audiovisual aids	4.49
Applicability of program content to your on-the-job effectiveness	4.72
Usefulness and effectiveness of teaching methods	4.77
Overall Program	4.82

3. What other topics and speakers would you suggest for future MHCA education programs?

- Pat Preston on Infection Control.
- Donna was a good speaker, but it helps to have a second speaker to break it up.
- Panel of people who have tried different dining experiences.
- This is my very first conference. It was very overwhelming to me. I learned a lot that will help me grow in my success!

4. Any additional comments (Adequate time for questions? How could we make this better?):

- I have none at this time that Starla hasn't answered or Donna (the speaker) at the time.
- All I'd like to say is that, "Donna is a wonderful speaker." She has excellent knowledge about the subject matter. Of all the conferences and workshops I have been to, these have been the most beneficial to me. Thank you so much for sharing your valuable information.
- Donna knows her stuff. Nice to meet you!!
- The majority of the Dietaries present were from large facilities. I am in need of small (21 bed) facility information. Great conference. I reaped a ton of great information. Thanks.
- Very motivated, exciting speaker. She was very "down to earth" and provided valuable information.
- Great! Thank you!
- Great Job!
- Such a lot of varied ideas for many different senior living communities! Thank you!
- Very helpful program.

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Program: Master the 7 Strengths of a Successful Dietary Manager
Donna M. Manning, DTR, Maun-Lemke Speaking and Consulting

Date: Tuesday, March 20, 2007

Number of Evaluations: 18

Number of Session Attendees: 21

1. Are you attending from a(n):

Nursing Home	14
Assisted Living Facility	2
Other	2
Other Responses	1 Acute care/extended care 1 Mental health nursing

2. Please indicate the extent to which you were satisfied with the following aspects of the program: (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor):

Speaker's knowledge, organization, & effectiveness in presentation	4.67
Your expectations of this workshop were met	4.39
Relevancy and usefulness of information presented	4.44
Usefulness and effectiveness of handout materials	4.22
Usefulness and effectiveness of audiovisual aids	4.24
Applicability of program content to your on-the-job effectiveness	4.50
Usefulness and effectiveness of teaching methods	4.50
Overall Program	4.56

3. **What other topics and speakers would you suggest for future MHCA education programs?**

4. **Any additional comments (Adequate time for questions? How could we make this better?):**

- Great as always!
- Excellent. I'll reconsider turning in my 2 week notice!
- Very informative. A true learning experience.

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Program: **Turning Management Nightmares Into Successes**
 Donna M. Manning, DTR, Maun-Lemke Speaking & Consulting

Date: Monday, March 19, 2007

Number of Evaluations: 43

Number of Session Attendees: 50

1. Are you attending from a(n):

Nursing Home	29
Assisted Living Facility	11
Other	3
Other Responses	1 NH & Hospital 1 NH/CAH 1 not identified

2. Please indicate the extent to which you were satisfied with the following aspects of the program: (5 = Excellent 4 = Very Good 3 = Average 2 = Fair 1 = Poor):

Speaker's knowledge, organization, & effectiveness in presentation	4.67
Your expectations of this workshop were met	4.47
Relevancy and usefulness of information presented	4.53
Usefulness and effectiveness of handout materials	4.16
Usefulness and effectiveness of audiovisual aids	4.56
Applicability of program content to your on-the-job effectiveness	4.60
Usefulness and effectiveness of teaching methods	4.51
Overall Program	4.56

3. What other topics and speakers would you suggest for future MHCA education programs?

- How do you incorporate live staff who are reluctant to participate? We often have overviews of Great Customer Service ideas, but how do you implement. Focus of a mutiny (such as: Do you pick most negative employee to change or most positive?) should be just that topic.
- Many more specifics in team building and processes.

4. Any additional comments (Adequate time for questions? How could we make this better?):

- The speaker was great. She was very motivating. There was one problem, the handout material did not match the screen.
- Make a two part session to allow for information the ability to cover more information.
- Another ½ hour or so would have been better.
- Great! I have collected some great idea.
- Great!
- Much better group participation, input and feedback. Great help! Thank you! WOW! What on impact your last story had on me!
- Great information. I needed the perk! Thanks for the boost.
- Another excellent Maun-Lemke speaker.
- Excellent.
- The handouts did not follow the slides.
- Handouts missed some important points.
- Great speaker, motivates the entire classroom.
- More time for individual questions/situations. Frustrating really good information on overheads which was not in handouts and not enough time to write it down.
- Thank you for being so positive.