

Delegate Feedback from the March 2011 session delivered by Bernard Marr

Comments / Evaluation of tutor	Comments / Evaluation of course	Why the COI	Further Comments
Very good	Very Good	COI member	
Really enjoyed consulting stories	Great intro - practical and immediately useable	Wanted and intro to BSC - COI was most credible course (rather than consultancy driven!)	Thank you
Very good. Gave very good examples. Answered questions well.	Really enjoyed the course. Learnt lots	Used them before	
Very knowledgeable and experienced	Very useful insight into how good strategic objectives should be set	CPD for COI membership	The example strategy map quality in the handout is poor and when displayed on the screen is too small. To obtain more benefit from this part, better clarity/readability is required
Excellent knowledge that was communicated well	Very interesting, practical and useful	Been before so knew it would be good	
Good delivery method, well paced, mix of examples and real practice, clear expectations and engagement with the delegates - 9	Good insight into and absorbing topic - 9	Availability, location, and member of the COI	
Very knowledgeable. Has lots of practical experience across industries	Found the course very useful and informative with lots of ideas about what to measure (KPOs)	COI member	Some of the slides are blurry making it a bit difficult to read the information
