

Delegate Feedback from the November 2011 session delivered by Lynn Smith

Comments / Evaluation of tutor	Comments / Evaluation of course	Why the COI	Further Comments
The trainer was brilliant, outstanding knowledge of the subject and vast experience over many industries.	I have really enjoyed the course and feel I have lots to take back and practice in the company. Much greater understanding		
Very good, informed and helpful. Divided groups up reasonably well	Pretty good. Its given me the confidence to go back to my company and be more effective. I understand more about what my responsibilities should be	Recommended by my manager	Only marked refreshments down because no gluten free provided on 1st day
Good, easy to understand	Not always relevant to me but mostly interesting. Personally I dislike working in groups as don't always get my voice heard, so a bit less of that would've been nice	Was recommended	
Open - encouraging - professional	Valuable - interesting - clear information - learning - way forward		
Excellent course delivered at a pace suitable to follow and then to implement some of the techniques when back at work		Referred by line manager	
		Chosen by company	Seating of room not ideally laid out
Lynn was very good. A brilliant presenter!	100% - absolutely loved it	Recommended by COI member	
Extremely helpful and well presented.	Very helpful for future reference	Chosen by employer	
Easy going, easy and clear to understand	Very enjoyable	To learn more about quality	
Excellent - knowledgeable, approachable, unflappable	Very worth while - will be recommending to other interested healthcare staff	Only provider doing a (meaningful) certificate of training in quality management practices (CMP)	
