

# Evaluation

## Module 4: Communication and Developing Rapport

Please answer the following questions and be as honest as possible.

1. What did you like **best** about the Module?

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2. What did you like **least** about the Module?

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### 3. Skills and knowledge

Tick or cross the box that best describes how you see your skills and knowledge in terms of the statements below.

	Not really I need to know a lot more (1)	Yes a little I can talk about it (2)	I know the basics. Starting to develop skills in this area (3)	I know this area well and have strong skills in this area (4)
a. I can identify behaviours, attitudes or values that are not conducive to creating a psychologically safe work environment.				
b. I can apply the LEARN Framework to the community care setting.				
c. I can discuss the cultural dimension of verbal and non-verbal communication.				
d. I can describe the core knowledge and skills of a culturally competent case manager.				
e. I can describe the procedures and techniques for working with an accredited interpreter.				

**4. Module presentation**

4a. The trainer encouraged group participation (please circle)

Agree

Disagree

4b. The trainer held my attention throughout the training (please circle)

Agree

Disagree

Comments

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**5. Training expectations and experiences**

5a. The participant materials were easy to follow (please circle)

Agree

Disagree

5b. I have gained new skills and knowledge that I can apply in my work (please circle)

Agree

Disagree

Comments

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**Other Comments**

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**Thank you for completing this evaluation**