

**Council of Engineering Scientific Society Executives**

Workshop Title: Just the Facts Please – Evidence Based Performance Measures

Presenter: Francie Dalton

July 2008

	<b>POOR</b>	<b>FAIR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>Evaluation of Presenter</b>				5	67
<b>Overall Program</b>				1	17
<b>COMMENTS</b>					
<p>Great energy and interaction. She talks really fast but it was great information and she was trying to get through it all. Great session! Always terrific! A great session and I definitely came away with ideas and achievable goals. Very effective delivery. Summarized EBPMs very well in time allowed. Liked the real discussion on examples – not research driven, but giving real examples is great! Keeps our interest. Attention at high level throughout! Practical information made to seem simple. Always a speaker I would recommend!</p>					

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Mr. Pete Bowen  
American Society of Civil Engineers

# American Society of Civil Engineers

Workshop Title: Evidence Based Performance Measures

Presenter: Francie Dalton

August 2008

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>			5	32	83
<b>Overall Program</b>			3	12	26

## COMMENTS

Very interactive and kept class involved and moving!  
Very good!  
Liked that she addressed actual goals and objectives we had.  
Presentation kept class involved and interested.  
This will help with writing up 2008 year evaluations.  
I liked it!  
Very energetic; engaging; interactive.  
Very useful for setting my own goals and doing subordinate reviews.  
Speaker was very energetic, kept pace of class moving!  
Used real examples; engaged all participants!  
Too short!  
A little rushed, but that was also a plus for efficiency.  
Helps with quantitative and qualitative issues.  
Justified the "work towards" issue.  
Moved quickly and forced participation and learning.  
She was great!  
Knowledgeable about subject.  
Fast moving, lively, engaging.  
Interaction was great!  
Very effective, energetic and funny.  
Good discussion on the construction of goals and objectives.  
High energy. Nice not to be lectured at. Concrete examples and personalized feedback! Amazing to accomplish in a group of 10+.  
Has a great understanding of non-profit issues.  
Fantastic!  
Discovered a new way of thinking about evaluations.  
Thank you!  
New ways of looking at framing evaluations.  
Good specifics on what/what not to do.  
Individual criticism helpful to me.  
Energy of speaker made topic feel important.  
Good presentation – THANKS!  
Great hints.  
Though it was great to dissect what people had put on the flip charts.  
Class should be longer than 2 hours.  
Fast-paced.  
Great presentation.  
Great energy. Attempting to work through this with colleagues in a non-competitive, non-critical atmosphere was very good and could be a real useful mechanism for really getting this done.

Francie was very motivational and promoted a positive instead of punitive method of evaluation performance.

I liked the hands on work on our own goals and the participatory format.

Great session! Thank you!

Thank you!

Excellent class – would like more time!

It was target on how to give appropriate goals, instruction and feedback with a clear understanding.

I liked the speed of the program. I learned a lot in a short time.

Great program! Thank you!

Very engaging and hands on.

Not long enough.

Francie was very passionate, exciting and the time went fast! Important material.

I liked how she used our written examples to demonstrate the points/information being taught.

Loved it!

I'm writing my reviews now and I will use the workbook to help me.

Loved her bluntness and honesty.

I would love to attend another class you teach!

Great use of humor. You rock and make learning fun!

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Mr. Pete Bowen

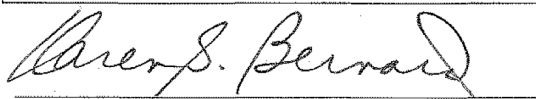
American Society of Chemical Engineering

**Edison Electric Institute**  
 Workshop Title: Developing Evidence Based Performance Measures  
 Presenter: Francie Dalton  
 2006/2007

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				1	51
<b>Overall Program</b>				14	38

**COMMENTS**

Thanks for being very professional and engaging despite a tough audience member  
 Very informative; will improve my goal setting  
 I liked how Francie taught this program. Very good job.  
 She really drew it out of us; gave us a clear perspective and detailed application  
 Very thorough. Gave lots of examples. I will definitely use this.  
 Totally exceeded my expectations. Like the examples.  
 Met my needs more than I anticipated; right on target.  
 Very helpful and informative  
 Thought I'd dislike the time required for this, but it went by so fast I didn't even notice  
 Better than I could have imagined!  
 Loved the "hands on"; learned a lot! Wonderful program. Keep up the good work!  
 Francie made a difficult subject easy to understand  
 Very useful information presented in an interesting format  
 I liked the pace of the program and Francie's energy  
 Francie is an excellent instructor. Like the pace of the program.  
 My work will be much improved as a result of this program  
 Excellent program. Bring her back!  
 Applies directly to my job.  
 Useful - on and off the job  
 Interactive; opportunity to ask questions  
 Appreciated the enthusiasm of the instructor. Information was "right on"  
 Surpassed my expectation! Kept audience engaged. Well done!  
 I found your enthusiasm very helpful. Surpassed my expectations  
 You handled tough questions well  
 The format was fresh, fast-paced. Useful content. Instructor was articulate.  
 Instructor achieved a high level of audience participation  
 Speaker was very well prepared. Exceeded my expectations.  
 Her approach to the material made it easy to understand and made the time fly.  
 Knowledgeable, entertaining, good audience interaction  
 Great instructor! Good at getting audience to participate  
 Wonderful presentation. I'm sure I'll apply everything. Not boring!  
 I wish we could have more classes on this, because it was so detailed and important.  
 Actually, I took away more from the program than I expected. Very helpful.  
 I liked her style; excellent presentation  
 Nice job! You really understand our business!  
 Excellent! Really helped me to focus  
 Content and instructor were excellent  
 Interaction between instructor and audience was outstanding  
 Liked speaker's energy and directness; asked pertinent questions and cut through the fluff  
 Very good overall program. Very helpful.  
 Learned more than I thought I would, and plan to use it!  
 Made me realize how much I can improve  
 Excellent information; excellent instructor.

  
 Karen Bernard, Director of Human Resources  
 Edison Electric Institute

**American Petroleum Institute**  
 Workshop Title: Metrics Based Management  
 Presenter: Francie Dalton  
 2005/2006

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				8	40
<b>Overall Program</b>			2	22	24

**COMMENTS**

Difficult topic, but very effective presentation. Excellent class!  
 Exceeded expectations. Applicability over broad range of activities.  
 A positive experience that will pay organizational dividends.  
 Instructor did just what she said she would; tightly focused on program objectives.  
 Provided quantitative information needed to frame often nebulous work objectives  
 Extremely effective use of real world examples.  
 You were professional and fair. This was a great use of our time. Very good!  
 Enjoyed the challenging, collaborative approach.  
 Good, fast paced. Liked that hands-on, interactive approach.  
 Valuable learning. You have the ability to engage the group!  
 Good, constructive criticism from instructor.  
 Provided great tools for addressing future problems.  
 Liked Francie. She is no nonsense and smart.  
 Challenged me to push my thought process; woke me up on a Monday morning!  
 Condensed especially for us, yet still very effective and worthwhile. An excellent course.  
 Very energetic instructor; very challenging and though provoking.  
 Great program. Would highly recommend to other colleagues.  
 Wonderful and insightful information. Thanks for your time and energy!  
 Made me think. Applicable and interactive. Great job!  
 Francie is able to modify her approach instantly to meet class needs.  
 Informative and enjoyable. Really helped sharpen my thinking.  
 She made the material practical to our business environment and easy to understand.  
 Francie is very flexible in addressing topics of interest to audience  
 Really liked the class participation. Excellent seminar. Well presented  
 Liked the way you challenged the class to come up with solutions.  
 Francie's energy kept my attention and livened up a potentially dull topic  
 Very dynamic. Appreciated your enthusiasm and huge level of energy!  
 Provided excellent new tools that will have an immediate effect on my team.

  
 Emily Fletcher, Manager of Human Resources  
 American Petroleum Institute

**American Society of Association Executives and the Center for Association Leadership**  
**Workshop Title: Motivating the Unmotivated (Part I): Accelerated Problem Solving**  
**Presenter: Francie Dalton**  
**February 2009**

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>	2	9	47	61	
<b>Overall Program</b>	5	7	45	35	

**COMMENTS**

Best program – most entertaining of all I’ve done so far – most helpful!  
 Very tactical solutions that anyone can apply.  
 Engaging & funny!  
 Great energy.  
 Good energy.  
 Good audience involvement.  
 Prizes are nice.  
 Good reinforcement of methods.  
 Absolutely fantastic!  
 Very generous to give gifts too! Thanks!  
 Francie was very dynamic.  
 I was pleased to have a high energy last session.  
 Well done!  
 Fun and motivating.  
 Lots of energy – very good!  
 Enjoyable!  
 Francie’s style is unique.  
 Loved the gifts!  
 Content was very good and came together.  
 Lovely energy!  
 Great information.  
 Love the exercises!  
 Funny – Good Job!  
 Great session!  
 Very high energy with different style!  
 Unlike many of the other sessions, this one actually lived up to the written description. Too many other sessions did not cover the material listed in the Learning Journal.

Ms. Megan A. Denhardt, Senior Manager of Learning and Community  
 ASAE & the Center for Association Leadership

THANK YOU FOR SUCH A GREAT  
 PROGRAM AND FOR BEING SO  
 FLEXIBLE.

# American Society of Association Executives and the Center for Association Leadership

Workshop Title: Motivating the Unmotivated (Part I): Accelerated Problem Solving

Presenter: Francie Dalton

February 2009

	<b>POOR</b>	<b>FAIR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>Evaluation of Presenter</b>		2	9	47	61
<b>Overall Program</b>		5	7	45	35

## COMMENTS

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Ms. Megan A. Denhardt, Senior Manager of Learning and Community  
 ASAE & the Center for Association Leadership  
 Phone: 203-326-9549

**American Society of Association Executives and the Center for Association Leadership**

Workshop Title: Motivating the Unmotivated (Part II): Versatility:  
How to Handle 7 Workplace Behaviors When They're at Their Worst

Presenter: Francie Dalton

February 2009

	<b>POOR</b>	<b>FAIR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>Evaluation of Presenter</b>				4	75
<b>Overall Program</b>				17	43
<b>COMMENTS</b>					
Very engaging! Made examples practical. This was timely for me. Thanks! Excellent! Very high energy! Good info! Wish I could have stayed the entire time. Well done!					

Ms. Megan A. Denhardt, Senior Manager of Learning and Community  
ASAE & the Center for Association Leadership  
Phone: 203-326-9549



**American Society of Association Executives and the Center for Association Leadership**  
 Workshop Title: Versatility: How to Optimize Interactions When 7 Workplace Behaviors Are  
 at Their Worst  
 Presenter: Francie Dalton  
 August 2008

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>			9	32	255
<b>Overall Program</b>			1	17	56

**COMMENTS**

Energetic!  
 Awesome speaker with excellent insight!  
 Lots of fun.  
 Entertaining and useful!  
 Francie did a great job – helped me think about how to deal with a Performer boss and why it is making me crazy.  
 Really enjoyed it!  
 Excellent! Look forward to reading the book.  
 A wonderful presentation – appreciated that you quickly listed the positive qualities of each type. Thanks!  
 Excellent!  
 Very positive and energizing.  
 Very insightful and useful as a supervisor.  
 She really knows what she’s talking about.  
 Excellent session. Very informative. Info delivered in a humorous way. Thank you!  
 Insightful. Thank you!  
 I need to hire her to consult.  
 I am fairly critical in my assessments and hate typical touchy feely things and I thought she was amazing!!  
 Very good presentation. Funny!  
 This is my second time seeing Francie and it gets better and better every time!  
 Great job! Very informative!  
 Would love to see a session on how to use the types to foster team strengths/team building/team trust.  
 Very detailed, thorough and informative.  
 Best of the day – in fact of the entire conference. Thank you!  
 Excellent presentation!  
 Excellent!  
 Was much more than I expected. Thank you!  
 Excellent!  
 A lot of fun!  
 Love the prizes – so unexpected!  
 The 30 minute session yesterday was so good I had to come back for the longer session.  
 LOVED IT!  
 I absolutely loved her. She gives me a better understanding of how to cope/work with the different styles we all work with and for.  
 Interesting, useful, and entertaining.  
 Great presentation!

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Mr. Keith Skillman, CAE, Publisher  
ASAE & The Center for Association Leadership

**American Petroleum Institute**  
 Workshop Title: The Chameleon's Edge: Advanced Interpersonal Skills  
 Presenter: Francie Dalton  
 2005/2006

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				1	47
<b>Overall Program</b>				14	34

**COMMENTS**

More take aways than expected. Good program. Fun.  
 Excellent teacher and facilitator. Great instruction methods.  
 Practical, useful  
 This was different than I expected; this was GOOD  
 Best class this organization has ever offered  
 I can definitely use this - immediately!  
 Wonderful class; loved everything!  
 Francie is assertive, but not abrupt. She's very good with different personalities  
 This class will help me tremendously  
 Good suggestions  
 She kept it FUN!  
 Speaker was excellent  
 Great job! You made it very interesting and held our attention  
 Very fluent instructor  
 Learned more in one day than I've ever known about interactions  
 I now have many techniques I can use to improve  
 This program is needed for employees of every company  
 The class is excellent and the speaker is great!  
 Your course content is superior to Meyers Briggs. Yours have more meaning to me.  
 Wonderful training session  
 Very engaging  
 Very applicable and good presentation style  
 This class is a real eye opener  
 Please come back  
 Instructor is brilliant. Pace of class was perfect. Useful examples provided.  
 Much more useful than I expected; practical, realistic examples  
 You made everyone feel special  
 She is very good! Very articulate and down to earth.  
 Everyone needs this class!  
 Liked the interaction and the examples we could all relate to  
 Great job! Keep up the good work!  
 Was skeptical coming into this class - but enjoyed it tremendously. Great job!  
 Francie is both dynamic and knowledgeable  
 I was never bored. I was always engaged.  
 Great program. Enjoyed the speed. Never stopped or got boring  
 Very lively. Well presented, energetic, and relevant to workplace  
 Very realistic. Please come back to deliver more programs!

  
 Emily Fletcher, Manager of Human Resources  
 American Petroleum Institute

## Optical Society of America

Workshop Title: The Chameleon's Edge: Advanced Interpersonal Skills

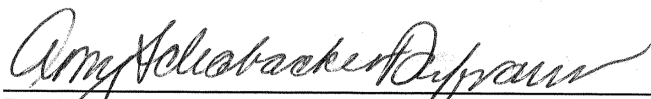
Presenter: Francie Dalton

February 2007

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				6	21
<b>Overall Program</b>				6	21

### COMMENTS

Excellent Presentation. Liked the pace.  
 Very satisfied. This was well worth my time.  
 I enjoyed this. The presentation was interesting. At all times, she held our attention.  
 This was FUN! I'm already using the information  
 I loved the program. It was well taught, understandable; useful for the workplace.  
 Keep up the good work! Can't wait for your next seminar!  
 Fun! Fast paced! Useful! I learned a lot! I look forward to another class!  
 Great course! I recommend it for everyone!  
 I enjoyed everything. You've done a great job!  
 Francie was great! She definitely held my attention (even after lunch!)  
 I liked that the course was interactive  
 You're a very good instructor; I am impressed.  
 Better than I expected. I was never bored.  
 WOW!! Everyone should take this class!  
 It held my interest for the whole 6 hours!  
 Very practical information. I'm glad I participated.  
 I wish I had taken this course years ago. It will help me both personally and professionally  
 I like that I have already put into practice some of the ideas. I enjoyed it very much.  
 This course will help me be more effective  
 This is a very informative course and should be mandatory  
 Love the visual aids and the discussion  
 Great seminar! I look forward to others  
 Wonderful! Great examples that stimulated thought and discussion.  
 I feel more confident now that I can handle difficult others  
 Very insightful! I will be much more aware now.  
 Good session! Clear, jargon-free, realistic.  
 Francie is clearly a master presenter.  
 Well prepared. On target.



Dr. Amy Schabacker Dufrane, SPHR, Deputy Senior Director of HR & Administration  
 Optical Society of America

**American Society of Association Executives and the Center for Association Leadership**

Workshop Title: Advanced Problem Solving

Presenter: Francie Dalton

March 2009

	<b>POOR</b>	<b>FAIR</b>	<b>AVERAGE</b>	<b>GOOD</b>	<b>EXCELLENT</b>
<b>Evaluation of Presenter</b>		3	3	36	94
<b>Overall Program</b>		2	7	42	48

**COMMENTS**

Very insightful, very lively, very knowledgeable and the presentation overall was a wonderful treat!  
Great use of examples.  
Engaged participants.  
Went by too fast!  
Well done! Thank you!  
I loved the session – fastest faced – thank you!  
I was interested in experiencing Francie Dalton as a speaker. I was not disappointed. Thanks for a great program and a great set of tools.  
I had anticipated an opportunity to work in groups in order to utilize the networking aspects of these forums. But, the educational session was information and enjoyable!  
Very well targeted – lessons should be easy to use at work (maybe even at home).  
Effectively answered questions. Hit the nail on the head when she said, “A process to subordinate emotion.” For me, my emotion gets in the way of problem solving.  
Excellent!  
Loved her presentation style – maintained attention. Good reinforcement with repetition. Thank you.  
Passionate. Sells the material.  
Great energy. Love that it was female lead.  
She is very knowledgeable and subject matter can be very useful.

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Ms. Frances Reimers, GW Network  
ASAE & the Center for Association Leadership

**Society for Human Resource Management**  
**Workshop Title: Behavioral Interviewing**  
**Presenter: Francie Dalton**  
**April 2007**

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				7	22
<b>Overall Program</b>			3	17	9

**COMMENTS**

Good job! Thanks!  
 Really made me think  
 Terrific job!  
 Provided specific examples, not just theory  
 Enjoyed the interaction  
 Liked informal delivery  
 Good rapport with participants  
 Validated participant input, but had clear content to share  
 Gave me real solutions to challenges I face  
 Good energy; well organized; very helpful  
 New knowledge; I learned how to make my questions more specific and relevant. Helpful  
 Passionate about her subject and is a people person  
 Good class; good exercises  
 I liked the flexibility of the instructor  
 Thought provoking  
 Very relevant to my work  
 I can put this to immediate use  
 You were great - thanks!  
 This will be very helpful when interviewing  
 The instructor was very knowledgeable and great at explaining the process  
 Enjoyed it. Had a good time & learned something. Thank you!  
 Real value to everyday skills needed  
 Went beyond my expectations. I was engaged. Not bored, as I usually am.  
 Kept the energy up; I had to stay on top of it; no room to relax. Liked that. Bring her back!  
 Thought it would be very boring, but it was high energy. Speaker was very dynamic.  
 Very engaging. Thank you!  
 Nice learning approach. Personal, effective, good process, respectful.  
 Great class. Appreciated her flexibility and willingness to slow down and make sure everyone was up to speed.  
 I really didn't know what to expect, but the program was great  
 This will help greatly in the hiring process  
 Exercises were good  
 I will definitely use these techniques  
 It was actually better than I anticipated  
 Excellent on the spot exercises. Tough group to satisfy.  
 Did not have high expectations, but if I had, this program would have exceeded them  
 Could have, and should have been shorter

  
 Karen Caldwell, Coordinator of Training & Development  
 Society for Human Resource Management

## Optical Society of America

Workshop Title: 12 Errors in Delegation with Impacts and Remedies

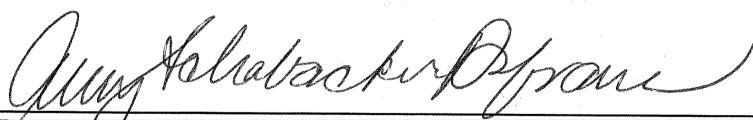
Presenter: Francie Dalton

October 2006

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				4	32
<b>Overall Program</b>			2	19	15

### COMMENTS

The speaker knew how to keep people focused and keep the program moving  
 I liked Francie's presentation style  
 This was not what I expected; I thought it was GREAT!  
 You were very energetic and a pleasure to listen to all day!  
 Worth the time - thanks!  
 I liked that Francie was clear, focused, energetic, thorough  
 Francie is a pro. She has great energy, pushed all our buttons the right way to get her points across.  
 Great, relevant exercises that focused us  
 Very good session. Course was informative and applies directly to my work.  
 Practical ideas we can implement right away  
 Energy of leader was contagious  
 Great program. Well thought out and relevant examples  
 I wasn't sure what to expect; I am really glad I found the time to participate.  
 Very memorable and practical.  
 Time well spent. Thank you!  
 A little too long  
 I will definitely be able to use this!  
 Very good program. Well run and informative  
 I plan to use what I have learned here today  
 The class was engaging, practical and active  
 Excellent trainer. Very practical.  
 I plan to apply this immediately.  
 This was hard work, but worth it!  
 I liked that Francie's examples were relevant  
 More please!  
 Good exercises. Very helpful.  
 Excellent program. Thorough. Kept it interesting. Very good speaker. Learned a lot!  
 Among the best programs I have attended during my career  
 Really important topic, presented well.  
 I liked her delivery. She's lively!



Dr. Amy Schabacker Dufrane, SPHR, Deputy Senior Director of HR & Administration  
 Optical Society of America

  
**American Chamber  
of Commerce in Egypt**

**Analysis of Workshop Evaluation Reports**  
**Twelve Errors In Delegation With Impacts and Remedies**

To: Public

20 December ,2009

10:00 am -5:00 pm

Instructor Name : Francie Dalton

A- Strongly Agree    B- Agree    C- Disagree    D-Strongly Disagree

<b>Instructor</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
The instructor was knowledgeable of the subject	19	2		
The instructor presented the subject clearly	17	4		
The instructor handled questions effectively	17	4		
The instructor created interest in the class	19	2		
The instructor use of training aids helped in understanding the subject	16	3	1	
<b>Course / Material</b>				
The material was useful	12	8		1
The material covered the skills and knowledge that I needed/expected from the workshop	11	9		1
<b>Course Contents</b>				
The workshop was presented in a logical manner	16	5		
The workshop content satisfy your personal objectives	15	6		
The workshop was relevant to your needs	13	7	1	
The practicality of the workshop content	14	7		
<b>Administration:</b>				
The organization and the coordination of the workshop were good	14	5	1	
AmCham Representative was handling the complaints effectively	16	2	1	
<b>Timing A: Sufficient B: Too long C:Too short</b>				
Time frame for this workshop	9	7	3	
Time-Keeping and course control	11	5	2	
<b>Quality of Food &amp; Beverages</b>				
	15	4	1	
<b>Overall Rate of this Workshop</b>				
	15	5		

Prepared by

*M. Hosny*

Reviewed by

*[Signature]*





# American Chamber of Commerce in Egypt

**Analysis of Workshop Evaluation Reports**  
 Didn't see it coming; Managing unwelcome change  
 To: Public  
 19 December, 2009  
 9:00 am - 1:00 pm  
 Instructor Name : Ms. Francie Dalton

A- Strongly Agree    B- Agree    C- Disagree    D-Strongly Disagree

<b>Instructor</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
The instructor was knowledgeable of the subject	14	7		
The instructor presented the subject clearly	13	7		
The instructor handled questions effectively	13	7		
The instructor created interest in the class	15	5		
The instructor use of training aids helped in understanding the subject	9	7	4	
<b>Course / Material</b>				
The material was useful	5	9	3	3
The material covered the skills and knowledge that I needed/expected from the workshop	6	9	3	2
<b>Course Contents</b>				
The workshop was presented in a logical manner	12	7	1	
The workshop content satisfy your personal objectives	9	9	2	
The workshop was relevant to your needs	10	6	3	
The practicality of the workshop content	8	8	3	
<b>Administration:</b>				
The organization and the coordination of the workshop were good	15	4		
AmCham Representative was handling the complaints effectively	17	2		
<b>Timing A: Sufficient B: Too long C: Too short</b>				
Time frame for this workshop	5		6	
Time-Keeping and course control	8	5	6	
	12	5	2	
<b>Quality of Food &amp; Beverages</b>				
	9	8	2	
<b>Overall Rate of this Workshop</b>				
	9	8		

Prepared by

*Ahmed Abo*

Reviewed by

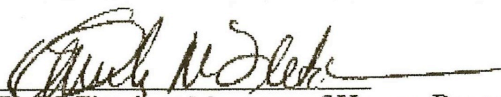
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**American Petroleum Institute**  
 Workshop Title: Professional Presenting  
 Presenter: Francie Dalton  
 2005/2006

	POOR	FAIR	AVERAGE	GOOD	EXCELLENT
<b>Evaluation of Presenter</b>				1	38
<b>Overall Program</b>				7	32

**COMMENTS**

Enjoyed the individual attention. The pace was demanding! One heck of a lot of learning well condensed.  
 Francie quickly guided us to be a functioning team, appropriately supportive and critical  
 Exceeded expectations. Hit the mark - bullseye!  
 This program was SO much more productive than I anticipated!  
 She made what could have been a very uncomfortable 2 days fun and interactive! Definitely exceeded my expectations.  
 I now feel more comfortable making presentations  
 Exercises forced me to think on my feet. I learned what I'm good at and what I need to improve.  
 Good job of focusing us, giving us constructive criticism and compliments  
 I have been transformed. Thank you!  
 Best handouts ever! Wish I had these earlier in my career!  
 This was way too much fun to have been work!  
 Thanks for making me more comfortable with interacting with audiences  
 Tips were great!  
 Most useful training our organization has ever provided  
 The most dynamic and helpful trainer I've ever had. Francie is a true professional.  
 Thank you! What you've taught me has made me feel empowered!  
 You're a great teacher. I learned a lot, and would suggest this class to everyone.  
 This program is really great. I got tons of ideas, and it gave me confidence  
 Great use of time. Great consideration of others' needs and feelings.  
 I was impressed with Francie's teaching style  
 Thanks for making it fun!  
 Plato would be proud - you care!!  
 My comfort level is soaring!  
 Each exercise was a foundation for the next, but we didn't realize it until we took each next step. Excellent teaching.  
 Francie does a great job of encouraging a well as critiquing without being harsh.  
 The facilitator challenged us to go beyond what we normally do to be better.  
 I will go forward from this class having a better structure to my presentations.  
 Practical, nitty-gritty help. Well worth my time!  
 Frank critiques without devastating anyone. Honest and direct. Great motivator.  
 Francie is a great source of knowledge. Great job!  
 I was very impressed by her level of knowledge and enthusiasm and the degree of help she gave. Huge value added.  
 I feel confident that I when I present next I will portray a better, more prepared speaker  
 Affirming approach. Great handouts!  
 You gave me SO much more confidence - thanks!  
 Very intense class. Great structure!  
 I improved more than I thought possible. Would that I could have had this course sooner!  
 Exactly what I needed, in the format I needed.  
 I am finally confident enough to give a presentation without driving myself crazy  
 What I thought would be painful was not. It was fun!  
 I have taken other public speaking courses; none have come close to providing this much relevant material.  
 Useful right away, in real life.  
 The confidence that Francie exudes helps to foster an environment of trust.  
 Thank you for your expertise and knowledge. I feel much more confident  
 Excellent, excellent, excellent!!  
 The absolute skill of the instructor exceeded my expectations - she is extremely effective  
 VERY worthwhile. High value. I learned so much - and enjoyed it!



Emily Fletcher, Manager of Human Resources  
 American Petroleum Institute