

Satisfaction Survey

Name of Group: **Conflict Management**

Facilitator: **Donna M. Stevens, R.N., Psy.D.**

Please put a Check in the box that tells how you felt about this class/group overall.

Statement	Does Not Apply	Not at all	Somewhat	Moderately	A Lot
Overall, this group was helpful to me.					
I was able to talk about my problems and get some of my feelings off my chest.					
The classes helped me understand more about myself.					
The classes helped me change some of my thinking and attitudes.					
I learned new skills to communicate better and improve my relationships.					
I learned how to solve problems better.					
I was able to develop better control of what feel, think, and do.					

What did you like most about this group?

What did you dislike about this group?

What could be done to make the group better?

Ticket:

Welcomed Conflict Management group this morning and opened session with the Serenity Prayer. As this is the last group of the Conflict Management program we reviewed the 5 secrets of effective communication:

1. Using disarming techniques.
2. Using empathy.
3. Using gentle probing questions
4. Using "I feel" statements.
5. Stroking or giving genuine positive feedback to another.

Group processed these together and then completed a satisfaction survey and were provided opportunity to critique the group.

Individual Note:

Client completed the satisfaction survey and was able to share with peers personal critique of the helpfulness of the group.

Plan:

- Encourage ongoing application of assertive communication and conflict management skills.
- Encourage repeat of the group when client decides a "tune up" might be helpful.