

**Medina Library System - Staff Development Day
Charismatic Customer Service
Evaluation Summary**

Presenter: **Kordell Norton**

Number of Participants: **142**
Number of Evaluations: **114**

Directions: Please choose one response for each question related to each part of the workshop. Please use the scale below and circle the number that applies.

Scale: 5 = strongly agree 4 = agree 3 = neutral 2 = disagree 1 = strongly disagree

1. The information will be useful to me in some way.	5 (82)	4 (25)	3 (5)	2 (2)	1 (0)
2. The session was well organized.	5 (81)	4 (27)	3(7)	2 (0)	1(0)
3. The speaker's presentation style was effective.	5 (95)	4 (15)	3(4)	2 (0)	1(0)
4. The topic and speaker kept my attention	5 (89)	4 (13)	3(6)	2 (6)	1(0)

Comments:

- Great find! I wish it could have been longer! (14)
- Wish he hadn't had to shorten his presentation. Excellent!
- Would have liked to have heard his complete presentation. (2)
- Too bad he had to skip so much.
- Not enough time to work on practical aspects.
- I wanted to hear more!
- Would have liked a longer time period. Felt like we were missing good points in the slopes that he had to jump over.
- Feel like we missed a lot with all the skipped slides.
- Wonderful. (2) I could have listened to Kordell all day.
- Incredible speaker makes me want to greet every person at our doors!
- Kordell is an amazing speaker and a great visionary. I'm not sure if he wasn't sure how long he had to speak but it felt rushed. Awesome takeaway thoughts though.
- Best presentation I have seen! Loved it! Excellent speaker and style! Awesome session!
- Thank you!
- I would have enjoyed another session with him!
- Very educational while being entertaining. Great job! (3)
- Very charismatic (3) and prepared. It was useful.
- Kordell was fantastic and inspirational! Would have liked more!
- I really enjoyed this speaker. Interesting way of presenting the topics.
- He was fabulous – Very motivational!
- Great presentation! (2) Would love to see his full presentation.
- Great speaker. (12) Kept everyone interested.
- May be our best speaker yet.
- Really enjoyed it!

- Pertinent and entertaining.
- Awesome! (6) Very inspiring!
- Very interesting. (2) Thanks.
- Great on many levels!
- Amazing speaker!
- Excellent speaker! (5)
- Very fun!
- Fantastic! Yeah!
- Thanks! (3)
- Loved it!