

Telephone Seminar Evaluation

Please complete this form and fax it to 1.952.996.2702, or email it to eshcomments@cigna.com

Your Company: _____

Seminar Date: _____ Company City, State: _____

Presenter: _____ Title of Seminar: _____

Please state your agreement/disagreement with the following statement using this scale.

4 Strongly Agree	3 Agree	2 Disagree	1 Strongly Disagree
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1. SEMINAR CONTENT:

a. The information I received was helpful. 4 3 2 1

b. The seminar met the stated objectives. 4 3 2 1

2. SPEAKER EVALUATION:

a. The speaker presented the information clearly. 4 3 2 1

b. The speaker responded well to participants. 4 3 2 1

c. The speaker was knowledgeable on the subject. 4 3 2 1

3. Overall I was satisfied with the seminar presentation. 4 3 2 1

4. What part(s) of the seminar did you like best, and why?

5. What part(s) of the seminar did you like least, and why?



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Conflict Resolution Tips for Teens

Guideline	What to Think About
Change Begins with ME	Look firstly at your role in and response to the conflict. How have you behaved so far? Have you thought about how you could change things by behaving differently? This is the growth aspect of conflict.
Respond Don't React	Avoid the emotional, knee-jerk answers. Think, listen, pause, and ask questions. Count to 10! Prepare yourself.
Do It Now	It won't go away so deal with conflict while it is at a low level. Deal directly with the people you have the disagreement with.
Stick to the Issue	This implies that you clarify for yourself and maybe the other person as well, just what the issue is. Ask questions and listen. Then resist the temptation to open the floodgate on all your gripes and groans and don't let the other person get away with it either. When you move away from the topic you are complicating the argument and making conflict management much more difficult.
Eliminate Blaming	This is destructive. Blaming puts people on the defensive and moves you away from the central issue. It is hard to work together on a solution when one person is blaming another and at the same time absolving him or herself.
Use 'I' Language	Talk about your own views and feelings. Don't generalize and include the views, real or imagined, of other people other than yourself. Take responsibility for your own feelings and your own behavior.
Expand Your Options	Here's the chance to be creative. What else could work? What are some other options? How else could we accomplish this? Look around. Work together on a new way forward.
Learn From Family	Work out for yourself how you have been 'trained' to handle conflict by your upbringing. Evaluate this 'family' method. Adapt it if necessary.
Rehearse	This works in two ways. The first is in taking time to practice exactly what you want to say when you meet the person or group with whom you are in conflict. The second is to try out new ways of managing conflict and to practice those with friends.
Write	Be sure that you have clarified the issue and your point of view by writing things down. Try writing down the other person's point of view as well. But if you want to get across your feelings, toss out the letter when it's finished and find a more direct way of interacting.

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