

Dealing with Difficult People - Making Libraries Safe & Sane  
Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: library

Date: 1 Dec 2021

All completed forms will be reviewed by the host organization and sent on to the presenter.

A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

- 1. What is your overall rating of the presenter?  
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
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(1 = NOT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
- 4. Have you learned something you consider valuable?  
(1 = NO 7 = VERY VALUABLE) 1 2 3 4 5 6 **7**

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Found this really useful with some very  
practical tips

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Can't think of anything

Many thanks

# EDMOND OTIS & ASSOCIATES NZ

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: **Edmond Otis**

Location: Invercargill Library

Date: 1/12/2021

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great. Tools when dealing with customers.  
very useful

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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Presenter: Edmond Otis

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Really enjoyed listening to Edmond, he kept us engaged and had some very interesting information that we hope will be used.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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**Dealing with Difficult People - Making Libraries Safe & Sane  
Invercargill City Council – Invercargill City Libraries**

Presenter: Edmond Otis

Location: INVERCARGILL LIBRARY

Date: 1/12/21

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**B: PLEASE WRITE CLEARLY AND CONCISELY.**

**1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.**

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\_\_\_\_\_

**2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?**

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\_\_\_\_\_  
\_\_\_\_\_

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: Invercargill Public Library

Date: 1/12/2021

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Clear + concise used examples to illustrate his points. Got us to work in two's to practice scenarios

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Violence + Mental Health issues

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Was great knowledge a learn  
calm ways to deal with people.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Engaging and the interactive tasks  
were not too taxing (cringey when having  
to deploy).

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

How to defuse situations and keep  
yourself safe (video examples maybe?)

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Well presented and nicely broken up into  
sections with breaks in between

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very clear approachable presenter. Was very justifying and reassuring to have my concerns and issues I have noticed occurring in the library heard and recognised, especially by management (lack of clarity & consistency). It is just sad it had to come from a professional to in policies actions etc

2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS? be properly heard.

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

It was really interesting. I think this kind of workshop only works if you're doing it with your managers and know that they are receiving the information too as they're the one's who can affect change.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

How to work with difficult people that are internal to your organisation.

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Enjoyed the presentation and even the small  
exercises. Am going to take quite a few things  
away to think about.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

The workshop was well presented  
and interesting. It did at times  
seem a bit rushed.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great workshop, very useful information  
easy strategies that can make our  
internal processes better.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

*just* would quite like to attend a full-day or  
cover training/workshop where would work with  
staff & management  
to improve some  
areas  
needing improvement

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

It was good BUT perhaps not  
the most relevant to me

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I don't work with the library  
But it was skm as well

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: Invercargill Public Library

Date: 30/11/2021

All completed forms will be reviewed by the host organization and sent on to the presenter.

### A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Engaging presenter - natural ability to  
keep audience interested

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Geared towards managers supporting  
staff more when dealing with difficult  
people.

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Presenter: Edmond Otis

Location: Invercargill public library

Date: 20/11/21

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very interesting and presented in an  
engaging way, that kept me  
focused

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

I felt it was well covered.



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Presenter: **Edmond Otis**

Location: Invercargill Public Library

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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Presenter: Edmond Otis

Location: Invercargill Library

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#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Really good, great advice. well presented.

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#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

How to deal with ~~more~~ violent people and people with mental health issues

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: IPL

Date: NOV 30/21

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Best workshop we've had! Very useful.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Useful but too much talking  
could've been covered in less  
time

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: **Edmond Otis**

Location: Invercargill Library

Date: 30/10/21

All completed forms will be reviewed by the host organization and sent on to the presenter.

### A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

1. What is your overall rating of the presenter?  
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 **7**
2. What is your overall rating of the workshop?  
(1 = POOR 7 = EXCELLENT) 1 **2** 3 4 5 6 7
3. Was the material presented in an organized, understandable manner?  
(1 = NOT 7 = COMPLETELY) 1 2 3 4 5 **6** 7
4. Have you learned something you consider valuable?  
(1 = NO 7 = VERY VALUABLE) 1 **2** 3 4 5 6 7

### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presenter is very good, however  
I do not feel the workshop is the  
style & content for me.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: INVERCARGILL LIBRARY.

Date: 30/11/21

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(1 = NOT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?  
(1 = NO 7 = VERY VALUABLE) 1 2 3 4 5 **6**.7

### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: Library - Invercargill

Date: 30/11/21

All completed forms will be reviewed by the host organization and sent on to the presenter.

### A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Engaging presenter and material was useful.  
Workshop adds to my knowledge base and  
gives me some new skills I can use.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Management to have the same training so  
we are all on the same page libraries and  
township.



Dealing with Difficult People - Making Libraries Safe & Sane  
Invercargill City Council - Invercargill City Libraries

Presenter: Edmond Otis

Location: I.C.C. - Library

Date: 29/11/21

All completed forms will be reviewed by the host organization and sent on to the presenter.

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**B: PLEASE WRITE CLEARLY AND CONCISELY.**

**1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.**

Very Helpful.

**2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?**

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: Invercargill

Date: 20/11/21

All completed forms will be reviewed by the host organization and sent on to the presenter.

### A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

very understandable and should be  
able to apply. Not over the top.  
but made sense

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

Probably as we finished a little  
on the personal safety as this  
is where the risk is

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location:

Invercargill Public Library

Date:

20/11/2021

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### B: PLEASE WRITE CLEARLY AND CONCISELY.

#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Very concise, informative and helpful.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

A parallel course for management leaders, to give the same perspectives but in terms of leadership.

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#### 1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Material was very good.

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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Good helpful

#### 2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: **Edmond Otis**

Location: Invercargill Public Library

Date: 30/11/11

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