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Presenter: Edmond Otis	
Location: Library	· .
Date: 1 Dec. 2021.	
All completed forms will be reviewed by the host organization presenter.	and sent on to the
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH	H QUESTION:
<ol> <li>What is your overall rating of the presenter?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1 2 3 4 5 6 7
<ol> <li>What is your overall rating of the workshop?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1 2 3 4 5 6 7
<ol> <li>Was the material presented in an organized, understandate</li> <li>(1 = NOT 7 = COMPLETELY)</li> </ol>	ole manner? 1 2 3 4 5 6 7
<ol> <li>Have you learned something you consider valuable?</li> <li>1 = NO 7 = VERY VALUABLE</li> </ol>	1 2 3 4 5 6 7
B: PLEASE WRITE CLEARLY AND CONCISELY.	
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER A	AND MATERIAL.
Forma Tie really real with	
Found this really useful with	Same Ousy
he practical tips	
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTU	1 PD CC
PRESENTATIONS?	JKE
Colt to 1 1 1	
Can't think of aughing	ne are designed to the control of th
	н Л
Money 1	hourse.

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

Presenter: Edmond Otis							
Location: Invercargill abrary							
Date: 1/12/2021							
All completed forms will be reviewed by the host organization as presenter.	nd	sen	ıt oı	n tc	th	Э	
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH	QL	JES	TIC	N:			
<ol> <li>What is your overall rating of the presenter?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1	2	3	4	5	6	9
<ol> <li>What is your overall rating of the workshop?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1	2	3	4	5	6	7
<ol> <li>Was the material presented in an organized, understandable (1 = NOT 7 = COMPLETELY)</li> </ol>	1	anr 2	er?	4	5	6	T
<ul><li>4. Have you learned something you consider valuable?</li><li>(1 = NO 7 = VERY VALUABLE)</li></ul>	1	2	3	4	5	6	T
B: PLEASE WRITE CLEARLY AND CONCISELY.							
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AN			TEF	RIA	L.		
Great. Tools when dealing with	, ,	(	င္	4	)~~(	el	<u>7.</u>
very useful							
		30.0					
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTUR PRESENTATIONS?	Ε						

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Presenter: Edmond Otis
Location: Library
Date: 1-12-2021
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
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.
Really enjoyed listening to Edmond, he kept
us ingaged 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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Presenter: Edmond Otis
Location: INVERGING LIGHT
Date: 1/12/21
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
2. What is your overall rating of the workshop? (1 = POOR 7 = EXCELLENT)  1 2 3 4 5 6
3. Was the material presented in an organized, understandable manner? (1 = NOT 7 = COMPLETELY) 1 2 3 4 5 6
4. Have you learned something you consider valuable? (1 = NO 7 = VERY VALUABLE)  1 2 3 4 5 6
B: PLEASE WRITE CLEARLY AND CONCISELY.
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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Location: Nvercargill Public Library  Date: 1/12/2021
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
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.  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 issue

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

Presenter: Edmond Otis	¥
Location: Library	
Date:///2/2/	
All completed forms will be reviewed by the host organizatio presenter.	n and sent on to the
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EAC	CH QUESTION:
<ol> <li>What is your overall rating of the presenter?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1 2 3 4 5 6 7
<ol> <li>What is your overall rating of the workshop?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1 2 3 4 5 6 ⑦
<ol> <li>Was the material presented in an organized, understands (1 = NOT 7 = COMPLETELY)</li> </ol>	able manner? 1 2 3 4 5 6 💭
<ul><li>4. Have you learned something you consider valuable?</li><li>(1 = NO 7 = VERY VALUABLE)</li></ul>	1 2 3 4 5 6 7
B: PLEASE WRITE CLEARLY AND CONCISELY.	
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER	AND MATERIAL.
Was great knowledge	a legin
Was great knowledge	WILL people
	,
2. WHAT RELATED TOPICS COULD BE ADDED TO FUT PRESENTATIONS?	URE

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Presenter: Edmond Otis
Location: Library, Invercorsil
Date: 1/12/2021
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
(1 TOOK 7 = EXCELLINY)
2. What is your overall rating of the workshop? (1 = POOR 7 = EXCELLENT)  1 2 3 4 5 6
(1-POOR /-EXCELLENT)
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.
Engaging and the interactive tasks
were not too taxing (cringey when having
to rae plan?
T J .
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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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council – Invercargill City Libraries

Presenter: Edmond Otis

Location: Invercorsill Kublic Library			
Date: 1/12/21			
All completed forms will be reviewed by the host organization and sen presenter.	t on	to	the
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUES	TIO	N:	
1. What is your overall rating of the presenter? (1 = POOR 7 = EXCELLENT) 1 2	3 4	4	5 6 🕜
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 mann (1 = NOT 7 = COMPLETELY) 1 2	er?	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 MAT	ΓER	IAI	
Well presented and nicely broken up	(*	7 1	6
Well presented and nicely broken up sections with breaks in between			
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?			

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Presenter: Edmond Otis
Location: Invercarall Public Library
Date: 1/12/2021
·
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
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.
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 evens istany It is just sad it had to come from a professional to in policys actions etc
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE be properly heard . PRESENTATIONS?

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Presenter: Edmond Otis
Location: [Myercarail Library.
Date: 1/12/210
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.
It was really interesting. I think this kind
of workers and a de if works deign it with
your managers and know that They are receiving the information too as they're The one's who can affect change
the information too as they're The one's who can affect
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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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council - Invercargill City Libraries

Presenter: Edmond Otis

Location: Invercagill Public Library
Date: 1/12/21
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.
Enjoyed the presentation and even the small
exercises. Am joing to take quite a few things
away to think about.
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:Locargill Library
Location:
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.
The workshop was well presented
and interesting It did at Times
seen a bit nushed
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:	Invercours"	Public	Librorry
Date:	10ec 2021		
All complete presenter.	ed forms will be review	ed by the host or	ganization and sent on to the
A: CIRCLE	THE APPROPRIATE	NUMBER BENE	ATH EACH QUESTION:
	your overall rating of the OR 7 = EXCELLENT		1 2 3 4 5 607
2. What is (1 = PO	your overall rating of tr OR 7 = EXCELLENT	ne workshop?	1 2 3 4 5 6 7
3. Was the (1 = NC	e material presented in 7 = COMPLETE		derstandable manner? 1 2 3 4 5 6 7
4. Have yo (1 = NO	ou learned something y 7 = VERY VALU		able?
B: PLEAS	E WRITE CLEARLY A	ND CONCISELY	
1. BRIEFL	Y EVALUATE THE W	ORKSHOP PRES	SENTER AND MATERIAL.
_ Gre	at worksi	up, re	Ty custall informats
eous	1 strategoils	that	con make our
WHEON	al processi	s bette	T.
oud out	nuite like troising RELATED TOPICS CO	to acted provisho ould be added	ud a full -day or o where would work w
PRESENT	ATIONS?		to impove some
			need in unor

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Presenter: Edmond Otis Location:	
Date: 1 Dec 2021	
All completed forms will be reviewed by the host organization and sent presenter.	on to the
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUEST	ION:
1. What is your overall rating of the presenter? (1 = POOR 7 = EXCELLENT)  1 2 3	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 manne (1 = NOT 7 = COMPLETELY) 1 2	or? 3 4 6 6 7
4. Have you learned something you consider valuable? (1 = NO 7 = VERY VALUABLE) 1 2 3	3 4 5 6 7
B: PLEASE WRITE CLEARLY AND CONCISELY.	
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATE	ERIAL.
It was good But perhap	not
The most relibert to me	<b>6</b>
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?	
1 Don't work of the	1, brary
But it wa SMM OS Gelh	

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

Presenter: Edmond Otis

Location: 1.1 Vercargy Public Glorary  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:
1. What is your overall rating of the presenter? (1 = POOR 7 = EXCELLENT)  1 2 3 4 5 6
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.
Engaging presenter-nodural ability to
keep andrence interested
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?
Geored Lowards managers supporting
Staff more when dealy with difficult

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Presenter: Edmond Otis
Location: Invercargul public library
Date: 30/11/21
Date. OUTTING
All completed forms will be reviewed by the host organization and sent on to the
presenter.
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUESTION:
What is your overall rating of the presenter?
(1 = POOR 7 = EXCELLENT) 1 2 3 4 5 6 $\mathcal{O}$
2. What is your overall rating of the workshop?  (1 = POOR 7 = EXCELLENT)  1 2 3 4 5 6 (7)
(1-POOR 7-EXCELLENT)
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.
B: PLEASE WRITE CLEARLY AND CONCISELY.
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.
Very Interestives and presented in an
engaging way, their kept me
Page (Sal)
TEUS 20 0
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE
PRESENTATIONS?
I fell it was well covered.
I TOH IT WOOD WEN COVOICO

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

Presenter: E	dmond Otis						
Location:	Invercargill Public Librar	<del>)</del> _					
Date:	30 - 11 - 21						
All completed presenter.	d forms will be reviewed by the host organization a	ınd	ser	nt o	n to	th	e
A: CIRCLE	THE APPROPRIATE NUMBER BENEATH EACH	Ql	JES	STIC	ИС	:	
	our overall rating of the presenter?  7 = EXCELLENT)	1	2	3	4	5	6 (7)
	our overall rating of the workshop?  7 = EXCELLENT)	1	2	3	4	5	6 ⑦
	material presented in an organized, understandabl 7 = COMPLETELY)	e m 1	anı 2	ner	?	5	6 T
	l learned something you consider valuable? 7 = VERY VALUABLE)	1	2	3	4	5	6 <u></u>
B: PLEASE	WRITE CLEARLY AND CONCISELY.						
1. BRIEFLY	YEVALUATE THE WORKSHOP PRESENTER AN	1D	MA	TE	RIA	L.	
							Trade Torontonon
			·				
2. WHAT R PRESENTA	ELATED TOPICS COULD BE ADDED TO FUTUI	RE.					
***							
						-	

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

, , , , , , , , , , , , , , , , , , ,
Location: Nuevcargue Celvary
Date:
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
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
B: PLEASE WRITE CLEARLY AND CONCISELY.
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.
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: Invercaign Public Library
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:
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.
Really good, great advice. Well presented.
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?  How to deal with where 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	
All completed forms will be reviewed by the host organization and ser presenter.	nt on to the
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH QUES	ITION:
1. What is your overall rating of the presenter? (1 = POOR 7 = EXCELLENT) 1 2	3 4 5 6
<ul><li>2. What is your overall rating of the workshop?</li><li>(1 = POOR 7 = EXCELLENT)</li><li>1 2</li></ul>	3 4 5 6
3. Was the material presented in an organized, understandable mann (1 = NOT 7 = COMPLETELY) 1 2	ner? 3 4 5 6
4. Have you learned something you consider valuable? (1 = NO 7 = VERY VALUABLE) 1 2	3 4 5 6 %
B: PLEASE WRITE CLEARLY AND CONCISELY.	
1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MA	TERIAL.
Bost workshop we've had	Very
useful.	. ,
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?	

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Presenter: Edmond Otis
Location: 100 W City Wordery
Date: 11221
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.
Useful but too much talking
couldn't been carefed in less
time
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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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
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, honever
I do not feel the workshop is the
Presenter is very good, honever  I do not feel the workshop is the  Style & content lor me.
2. WHAT RELATED TOPICS COULD BE ADDED TO FUTURE PRESENTATIONS?

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Presenter: Edmond Otis			,			
Location: INVORCACINE LIBRE	- B	سي	1.			
Date: 30/11/21						
•						
All completed forms will be reviewed by the host organization a presenter.	nd	ser	nt o	n to	the	
A: CIRCLE THE APPROPRIATE NUMBER BENEATH EACH	QI	JES	STIC	ON:	;	
<ol> <li>What is your overall rating of the presenter?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1	2	3	4	56	7
<ol> <li>What is your overall rating of the workshop?</li> <li>(1 = POOR 7 = EXCELLENT)</li> </ol>	1	2	3	4	5 6	7
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Presenter: Edmond Otis Location: Library - Ingill	
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# Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council - Invercargill City Libraries

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

Presenter: Edmond Otis

Location: invocargill
Date: 30/11/27
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## Dealing with Difficult People - Making Libraries Safe & Sane Invercargill City Council - Invercargill City Libraries

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

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

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

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

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