

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MV Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He had good ideas I will implement
going forward.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I like that his approach is to be simple
and direct. Don't overthink situations
just be consistent & deal w/ the problem
as it occurs.

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

Time to meet w/ your department
& de-brief & put into practice what
we learned.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location:

Mission Viejo Library

Date:

3/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I appreciate how Edmond explains human behavior, which can seem overwhelming at times, and how to deal with it.

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

Any publications from Edmond or anyone he recommends to further learn about dealing with humans would be great.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Missouri Urejo

Date: 3/14

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 and concise
well organized presenter
key areas presented
successfully

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Good info for the work place, informative
and helpful

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 03/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 and presenter was very informative
and helpful!

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

No further ~~yet~~ comment. Thanks!

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great information. I hope we can use
his materials effectively.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Helpful & interesting

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library / Council Chamber

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great helpful material & presenter,
Body language info ~~was~~ was very
informative.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MISSION VIEJO LIBRARY

Date: 3-14-25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location:

Mission Viejo Library

Date:

3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I learned the side stand

that I never knew before

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I liked the specific suggestions and
recommendations how to deal with difficult
patrons. The humor and jokes made the training
more interesting and go by quickly.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edward is an engaging presenter. The material is relevant and helpful. The breakout groups are good for learning how to use the suggestions

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: City of Mission Viejo Library & City Hall Conference Room

Date: 3/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 **6** 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond was charming and kept the workshop
engaging and ^{he} was very good at explaining
the ideas of his various methods.

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

I have no ideas.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 03/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Some of exercises were repetitive.

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

The communication and feedback from employees how a policy works out in.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3-14-25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

"I don't care" should say that less.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

I loved the repetition of advice
throughout - it made the info easy
to absorb.

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

Advice for interacting with the
mentally ill would be
appreciated.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MISSION VIEJO LIBRARY

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

GOOD FOR OPENING DIALOGUE ABOUT DIFFICULT
SITUATIONS + ADDRESSING POTENTIAL POLICY
INCONSISTENCIES

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

DISCUSSING WHY PEOPLE MAY REACT THE
WAY THEY DO TO DIFFICULT / CONFRONTATIONAL
SITUATIONS (LIKE WHY WOMEN / RACIAL MINORITIES)
ETC. MIGHT NOT BE ABLE TO REACT CONFIDENTLY
TO THE SAME SITUATION)

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo

Date: 3/19/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 good presentation! Thanks for keeping it
light but informative.

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

Manager → employee relationships
more in depth

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Not enough time for breakout activities, lack of clarity
with papers / slides

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3-14-25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 (7)
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 Presenter was very helpful explaining the
material and was very engaging. The material
was very helpful and insightful.

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

How to deal with people with difficulties they cannot
control.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3.14.2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 interactive. I loved
the participation scattered throughout.
Great opportunity to work with other dept. employees

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

Food policies in libraries

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Communication 2 step workshop not
effective, just awkward; point was made/
understood in presentation itself

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

What to do if these don't help

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3:30

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 fine, but I wish we had more practice
& more about deescalation

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

What to do if others/coworkers are not
showing good customer service

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Incredible! I've been through this training
before and it's still so valuable, especially
for new managers

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

Performance Review, supervisor/supervisee
dynamics

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond Otis is very knowledgeable and
knows how to engage w/ a large crowd.

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

Ways for Staff to build confidence on how
to deal w/ difficult patrons or situations instead
of kicking it up to a Supervisor/Manager

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/13/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 GPS method was a new concept to
me that I really connected with
Edmond's humor made the day enjoyable

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location:

Mission Viejo Library

Date:

3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 **5** 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 presenter was very personable + had very good insights on how to speak to patrons + specific situational advice.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great info + just enough (not overwhelming)
to be able to put into practice. Personable
& professional, appreciated how Edmond listened.

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

Difference between Difficult people
vs. people w/ difficulties - how to tell
them apart, approaches, etc.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/24

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MISSION VIEJO

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great presenter & useful material. Some of
our most difficult patrons have issues that
are not easily addressed by these techniques. such as
those with no computer skills who need help with something
complex

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Vieja Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Great control of the group and the material
presentation

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Edmond gave clear and valuable instruction that was relevant to the library. The interactive parts were very helpful and I learned a lot about how to deal with situations.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location:

Mission Viejo Library

Date:

3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY)

1 2 3 4 5 6 7

4. Have you learned something you consider valuable?

(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE)

1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MISSION VIEJO

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

GREAT JOB! VERY RELATABLE

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3-14-2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Good material - lots of good ideas - Mrs. Otis was
engaging and informative.

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

It would be helpful to have a set of library
rules which give us consistency in our attempts to
enforce them.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: Edmond Otis

Location: Mission Viejo Library

Date: 3/14/2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 **7**
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 useful information
Presenter very good speaker and clearly
with information

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation: Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: INV Civic Center

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

Presentation was very good - relatable to our work.
Much repetition.

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 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 understandable and comfortable environment
to ask questions. I really appreciated
being able to ^(talk about) see real examples from our day to day.

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

While I liked practicing with each other -
I think we can be timid or so it can
be difficult to think of things to say - maybe
a video showing interactions would be helpful
as well.

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: MV Library

Date: 3/14/25

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

We received some good techniques
to use when dealing with difficult
people. (at work & in life)

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

EDMOND OTIS & ASSOCIATES

www.edmondotis.com www.aact-now.org

Workshop Evaluation:

Dealing With Difficult People: Making Libraries Safer & Better Places To Be

Presenter: **Edmond Otis**

Location: Mission Viejo, CA

Date: 3-14-2025

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 AT ALL 4 = SOMEWHAT 7 = COMPLETELY) 1 2 3 4 5 6 7
4. Have you learned something you consider valuable?
(1 = NO 4 = SOMEWHAT 7 = VERY VALUABLE) 1 2 3 4 5 6 7

B: PLEASE WRITE CLEARLY AND CONCISELY.

1. BRIEFLY EVALUATE THE WORKSHOP PRESENTER AND MATERIAL.

He was excellent. Thoughtful,
concise + very funny
well researched, good, practical ideas
presented.

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