

# Incident Management, Organizational Culture and the Creation of Sustainable Change: An Introduction

Washington, DC

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In cooperation with  
RCM of Washington, DC

The following are the unedited evaluations from those who submitted forms at the end of the class.

## 1. What is your overall evaluation of this program?

- Very good intro. Seems there is more to cover.
- Very helpful, great insight.
- I truly enjoyed it. The information provided and shared ideas were valuable!
- Great, covered a lot of tools that can be useful in the organization.
- Good information; Good practicals; Help everyone view issues wholistically.
- Excellent
- This was a very helpful meaningful class; "The mission".
- Each topic might require an individual training day. The topics listed are too involved to condense into one training. Overall, the contents of the training are good, especially regarding organizational mission.
- Informative with very good info that can be applied to daily work behavior/habits.
- Excellent.

## 2. What do you believe is (are) the program's major strength(s)?

- Focus on mission. Getting people to think in big picture terms. Practical strategies to use in our organizations.
- Wealth of knowledge in organizational change, helpful in swaying some of my thoughts.
- The information provided was relatable to my organization. It caused me to gain a different perspective.
- The trainer and his use of experience; The training material is very relevant to the field.
- Good orator; Practical information; Information easy to implement.

- It provides a positive, can do attitude related to documenting and follow-up on incident.
- “Mission Statement”
- Training involved class participation and involvement.
- The constant message of effective communications through all ranks of the company.
- Yes.

3. What do you believe is (are) the program’s major weakness(s)?

- Stay on the cutting edge of best practice and trends.
- Could benefit from the 2 day training.
- I wish it would been two days so there was more time for details.
- ?
- Have more time to cover additional info.
- Getting everyone in a mandatory meeting everyday.
- Getting everybody together.
- Topics are too involved for a one day training; Time constraints limits group participation which is essential in an adult learning environment.
- None at this time.
- n/a

4. Other comments:

- (No response)
- (No response)
- Wonderful
- (No response)
- This was really good
- (No response)
- I really enjoyed this class and please e-mail me about any incident management classes.
- (No response)
- (No response)
- Keep up excellent job.