



Evaluation Report

April 2017



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Introduction

Conflicts arise in every aspect of life: at home and work, in classrooms and communities. When conflicts are left unresolved, worsening tensions have a direct negative impact on health. But when effective communication strategies help reveal common ground, people are empowered to overcome their differences, work toward shared goals, and build healthy communities.

The National Conflict Resolution Center (NCRC) has an extraordinary record of providing training and services that transform conflict into resolution. Our core mission, "Empower People, Transform Cultures," focuses on families and communities in San Diego, especially in underserved areas. Each year, our programs touch the lives of 10,000 San Diegans, from middle schoolers to senior citizens.

In 2009, in partnership with the County of San Diego, NCRC launched the Exchange initiative to train underserved populations in communication skills and conflict management strategies. NCRC began participating in the Live Well San Diego (LWSD) Exchange in 2014 and became a recognized LWSD partner in 2015. During this time, NCRC has conducted 296 trainings and trained over 5,000 community members in San Diego County.

Our collaboration has focused on empowering historically disadvantaged residents such as homeless individuals, refugees, veterans, and at-risk youth through the LWSD Exchange. Furthermore, the Exchange 4-Hour training is focused on strengthening police-citizen relations.

NCRC collaborated with San Diego State University's Institute for Public Health (IPH) on an evaluation of the trainings, which encompassed pre- and post-tests completed by participants. As outlined in this report, the assessments show that the NCRC-LWSD partnership has had a sustained and measurable impact. Participants have told us that they now have the tools they need to manage conflict and the confidence in their ability to use those tools effectively. These positive outcomes have extended from individual participants to fortify the larger community.

We are especially heartened that our NCRC-LWSD police-citizen initiative has created a new culture of inclusive communication, conflict resolution, and trust between law enforcement officers and community members, including at-risk youth who need help avoiding the notorious "pipeline to prison." People who once were divided by long-standing "us vs. them" sociocultural barriers are now working together to understand each other's perspectives, identify shared goals and values, and realize the full potential of the communities they serve and cherish.

As this report shows, the NCRC-LWSD partnership has made San Diego a national model for empowering people, families, and communities to be healthy, resilient, and thriving.

Training Curriculum

The Exchange 4-Hour is a training where participants gain access to tools that facilitate inclusivity and cohesion in their communities. At the end of The Exchange training, participants have the ability to:

- Hone their individual communication skills.
- De-escalate conflict.
- Implement an array of techniques to manage conflict better
- Distinguish collaborative behavior from competitive or aggressive behavior in addressing differences with others in their community.
- Apply the principles of collaborative communication in their interactions with others who are members of divergent community groups.
- Express their perspectives in a non-confrontational way.
- Integrate the inclusive communication process to help others resolve differences both within and outside the community setting.
- Transform relationships between individuals and groups by utilizing the power of words in a positive way.
- Control their emotions in order to maintain their dignity and have more control of the outcome.

The Exchange is a practical and interactive course that teaches leaders useful conflict management skills. It adapts NCRC's time-proven mediation strategies by offering a step-by-step approach for resolving conflict. The course looks at the impact of conflict and the cost of not managing it effectively. At the end of the Exchange training, participants have the ability to:

- Implement a four-stage process assisting three or more parties to find mutually beneficial solutions.
- Successfully manage conflicts in a one-on-one setting.
- Create a collaborative community environment.

Methods and Results

Pre-Training Survey: Captures the baseline attitudes of participants before they complete the course. This tool was administered via a paper hand-out immediately before the course.

Post-Training Survey: Captures the change in attitude from the baseline results collected in the pre-training survey. This tool is administered via a paper hand-out immediately following the course.

Course Evaluation: Captures the overall thoughts regarding the course and the instructors as well as general applicability of communication skills learned throughout the course. This tool is administered via a paper hand out immediately following the course.

Since 2014, through NCRC's partnership with the LWSD initiative, over 100 trainings have been provided to organizations and community members in the county of San Diego. Over 1,500 people throughout San Diego County have been trained during the three-year initiative.

Live Well San Diego

The LWSD survey results focus on 663 participants who completed a training course through the LWSD initiative from January 2016 through December 2016; 491 participants completed a pre-training survey, and 528 participants completed a post-training survey. The results of the pre-training and post-training survey data are captured in graphs on pages 6 through 10.

In addition to the pre-training and post-training surveys, participants were asked to complete a course evaluation of the training. A compilation of 34 trainings with a total of 532 participants is used as a sample of the feedback we have received. The compilation of the course evaluations is found on pages 11 through 13.

Work Readiness Exchange

The WRE survey results focus on 286 participants who completed a training course through the WRE initiative from August 2016 through March 2017; 286 participants completed a pre-training survey, and 286 participants completed a post-training survey. The results of the pre-training and post-training survey data are captured in graphs on pages 16 through 21.

In addition to the pre-training and post-training surveys, participants were asked to complete a course evaluation of the training. A compilation of 4 trainings with a total of 94 participants is used as a sample of the feedback we have received. The compilation of the course evaluations is found on pages 22 through 24.

LWSD Executive Summary of Results

Evaluation data indicates the training curriculum used for trainings funded through LWSD is highly effective in teaching communication and conflict resolution skills in communities throughout San Diego County. Overall, participants reported significant positive changes in their perceptions of their awareness of their communication styles, communication skills, and conflict resolution skills between pre-training survey and post-training survey. On all items, there was over a **20%** increase in the number of participants who felt strongly confident about their ability to perform a specific skill between pre-training survey and post-training survey.

Examples of significant increases in confidence include:

- **I am able to consider and explore a wide variety of choices and potential solutions to the conflict.**
50% of participants reported they were completely confident of their ability to consider and explore a wide variety of choices and potential solutions to conflict before the training. After the training, 76% of participants reported complete confidence in this skill, which is a **26%** increase.
- **I am able to respond to conflict in a manner where the outcomes are positive, not negative.**
50% of participants reported they were completely confident of their ability to respond to conflict in a manner where the outcomes are positive, not negative before the training. After the training, 76% of participants reported complete confidence in this skill, which is a **26%** increase.
- **I am able to recognize my own cultural cues and their influence on the conflict and its resolution.**
46% of participants reported they were completely confident of their ability to recognize their own cultural cues and their influence on conflict and its resolution before the training. After the training, 71% of participants reported complete confidence in this skill, which is a **25%** increase.

Course Evaluation

Participants were asked how applicable they thought the skills learned in the trainings would be in their day-to-day lives. Results showed that **96%** of participants thought the skills would be applicable in their community with fellow community members, and **96%** of participants thought that the skills would be applicable with members of their families.

Testimonial – LWSD

Akaan Thomas and Michael Singletary met in 2016 as part of an effort to heal a community under stress. As they came to know each other, they found that they have the same goal in life: to be a successful person who contributes to society.

Akaan, a community relations officer in the San Diego Police Department, and Michael, a student at Lincoln High School, took part in NCRC's Live Well San Diego Exchange (LWSD) program to build a stronger community. Today, they enjoy one of the nicest benefits of real friendship: the ability to laugh together.

"We discuss serious issues in our circles," said Michael, "but there are times when we start cracking jokes and we wind up laughing and having fun."

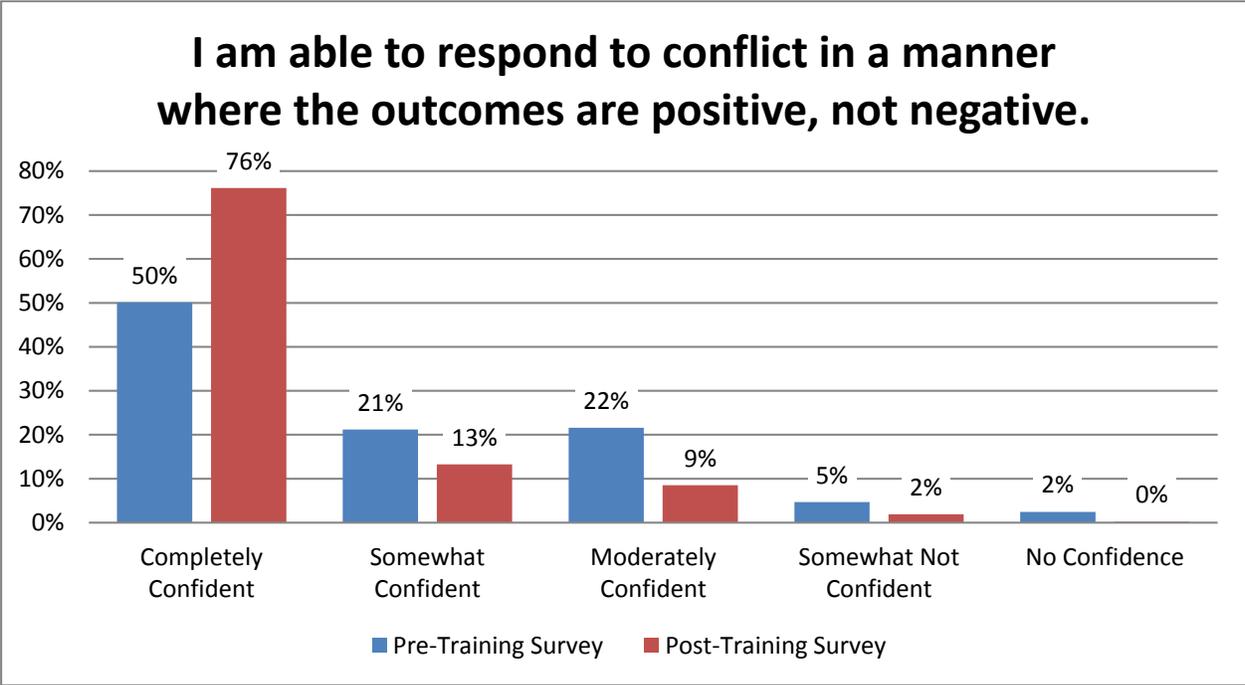


The LWSD Exchange training program was already underway in February 2016 when a skirmish between Lincoln students and a school police officer drove a wedge between law enforcement and community members. Within hours of the incident, NCRC staff arrived on campus to work on easing tensions. They brought officers and students into circles to exchange views and express concerns. This was made possible through our Restorative Practices programming funded by the San Diego Unified School District. NCRC also held small group trainings for police and community members focusing on collaboration and communication.

Enacting different roles in a fictitious traffic stop made a big impression on Akaan and Michael. For students, "it opened our eyes to the fact the police officers are just trying to do their job," said Michael. For law enforcement, "it reinforced the kinds of things that we should be doing as police officers," said Akaan.

The leadership skills that Michael gained from the experience helped him become captain of Lincoln's basketball team, and they will serve him well as a university freshman next fall. "If you can be open-minded and come together with other people," he said, "you can win at sports, and you can succeed in life."

LWSD Pre-Training and Post-Training Survey Results

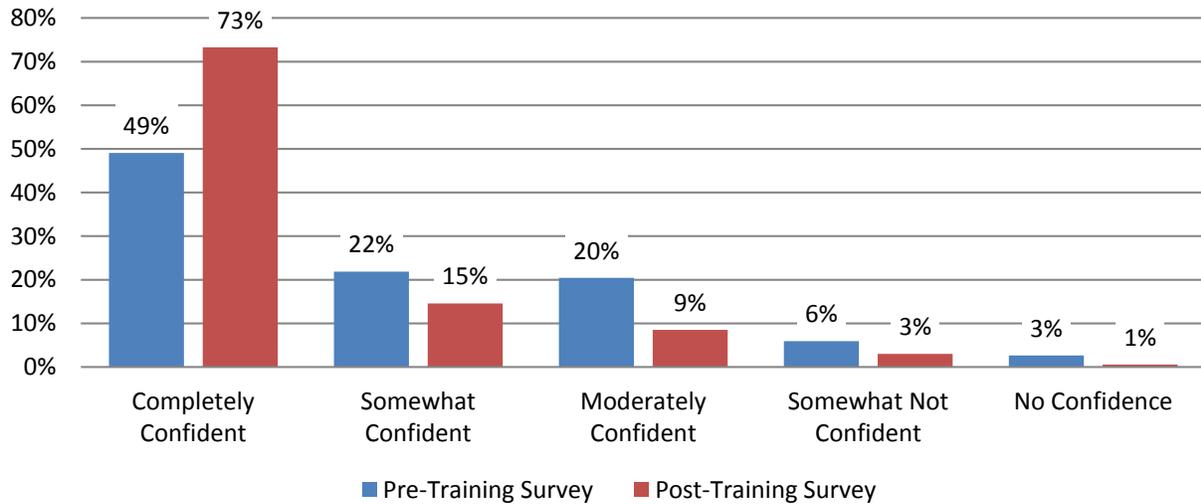


Participants showed a significant increase in their confidence to respond to conflict in a manner where the outcomes are positive, not negative. Where 50% of participants were completely confident of this skill before the training, 76% were confident after the training.



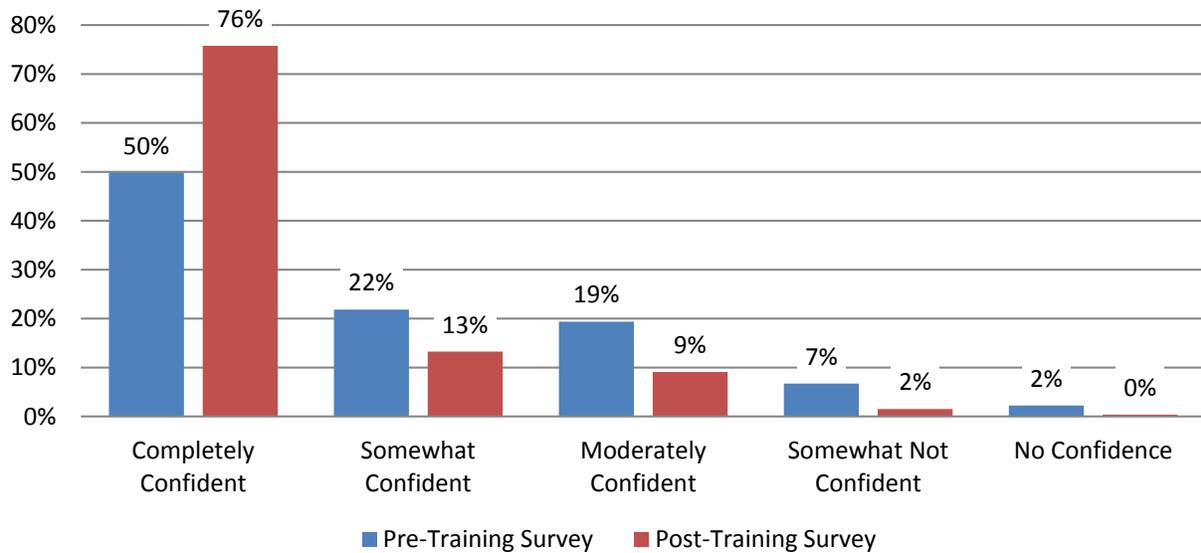
Participants showed a significant increase in their confidence to use active and reflective listening skills when managing conflict. Where 58% of participants were completely confident of this skill before the training, 82% were confident after the training.

I am able ask open-ended questions to determine individual's needs, feelings and values when managing conflicts.



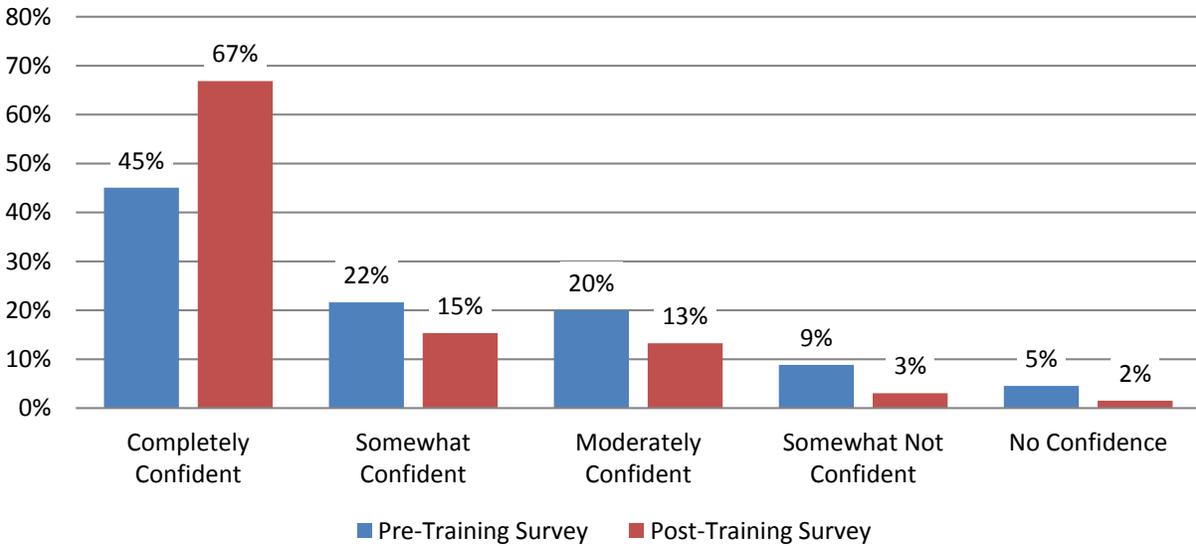
Participants showed a significant increase in their confidence to ask open-ended questions to determine individual's needs, feelings and values when managing conflicts. Where 49% of participants were completely confident of this skill before the training, 73% were confident after the training.

I am able to consider and explore a wide variety of choices and potential solutions to the conflict.



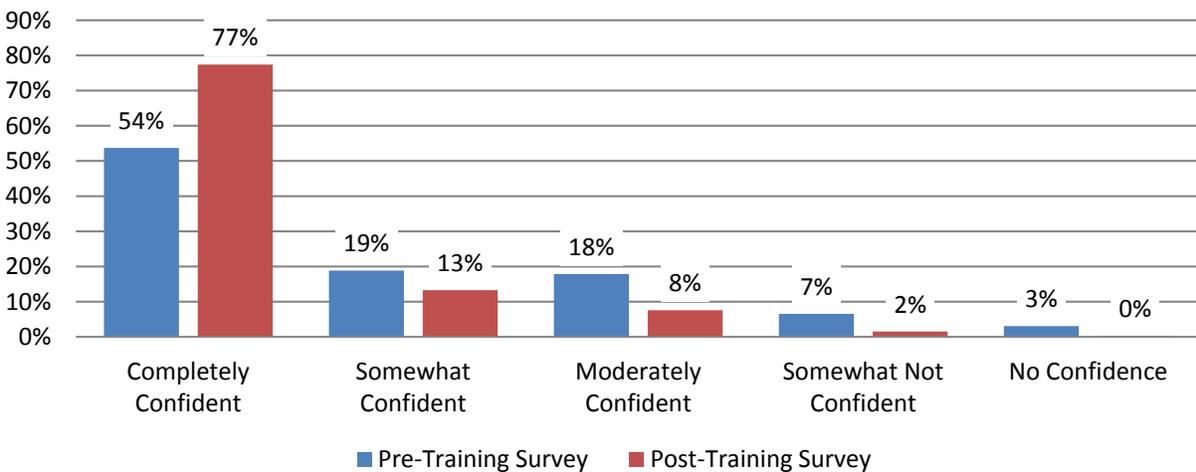
Participants showed a significant increase in their confidence to consider and explore a wide variety of choices and potential solutions to the conflict. Where 50% of participants were completely confident of this skill before the training, 76% were confident after the training.

I am able to avoid reacting to emotional outbursts.



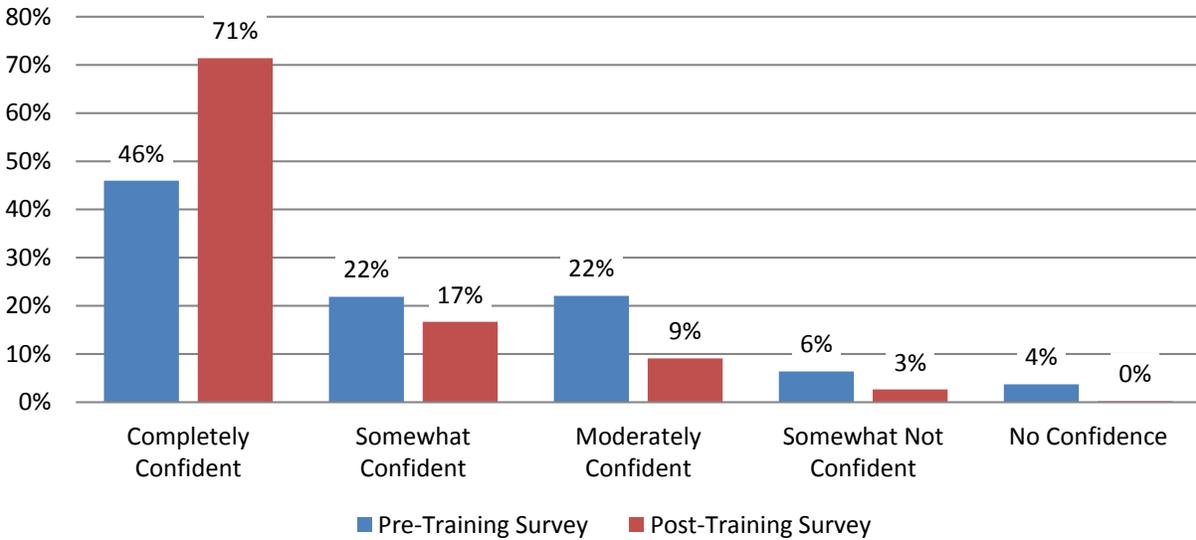
Participants showed a significant increase in their confidence to avoid reacting to emotional outbursts. Where 45% of participants were completely confident of this skill before the training, 67% were confident after the training.

I am able to watch for how differences in communication styles such as physical proximity, eye contact, and posture influence what is said and understood.



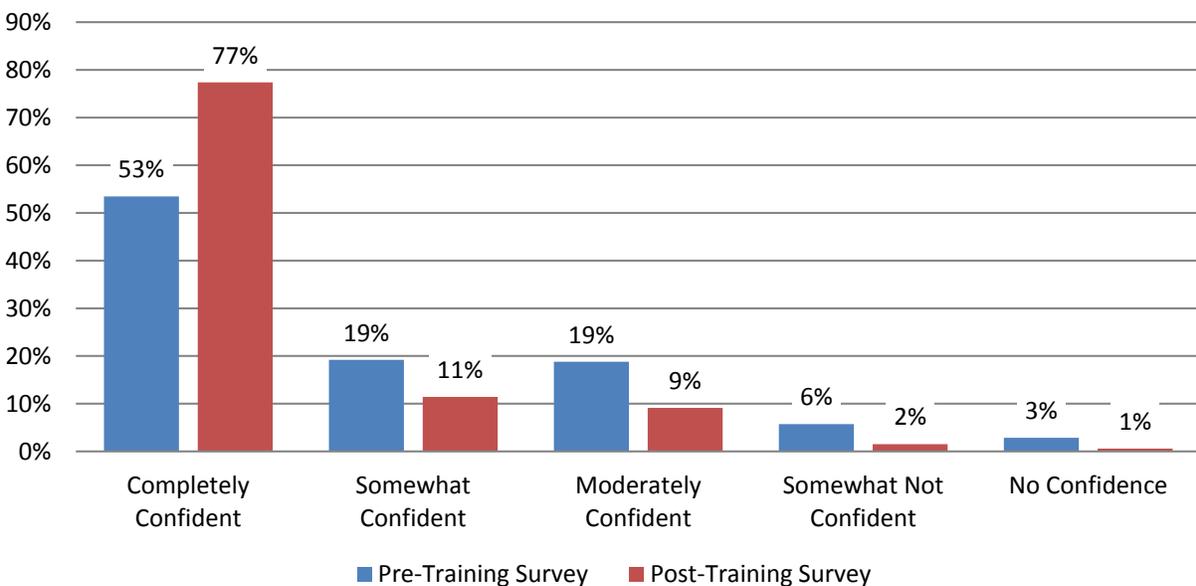
Participants showed a significant increase in their confidence to watch for how differences in communication styles such as physical proximity, eye contact and posture influence what is said and understood. Where 54% of participants were completely confident with of skill before the training, 77% were confident after the training.

I am able to recognize my own cultural cues and their influence on the conflict and its resolution.



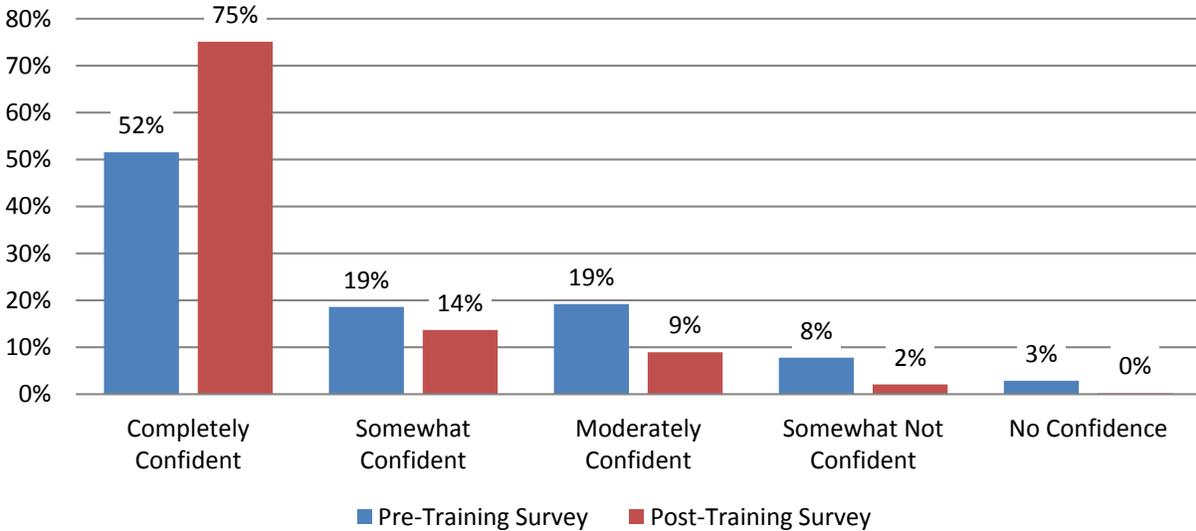
Participants showed a significant increase in their confidence to recognize their own cultural cues and their influence on the conflict and its resolution. Where 46% of participants were completely confident of this skill before the training, 71% were confident after the training.

I am able to identify the common ground between me and the person I'm in conflict with.



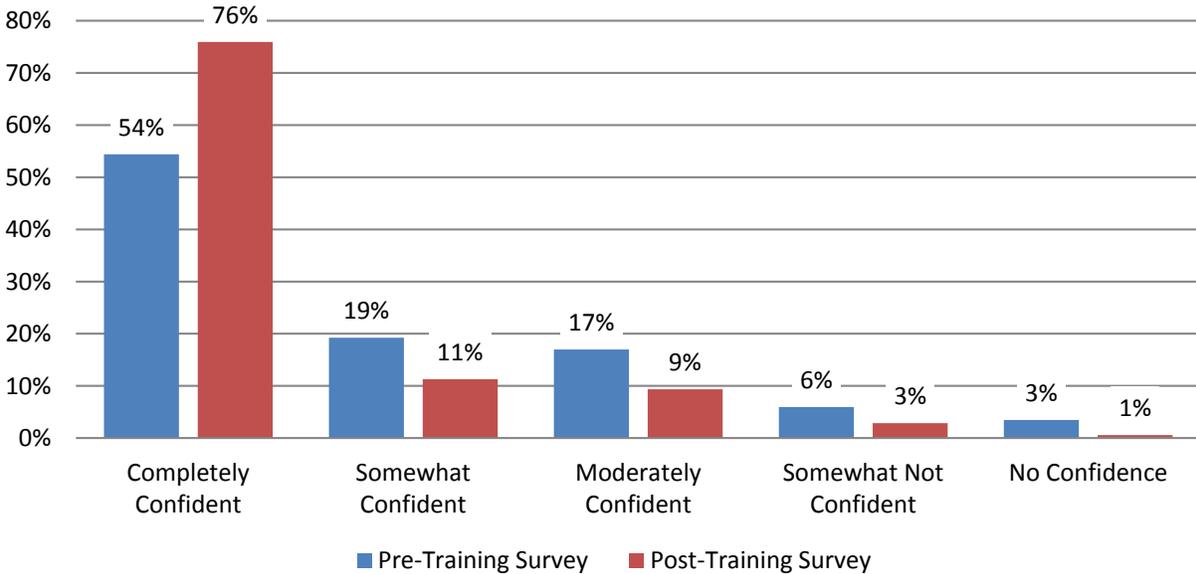
Participants showed a significant increase in their confidence to identify the common ground between themselves and the person they are in conflict with. Where 53% of participants were completely confident of this skill before the training, 77% were confident after the training.

I am able to perceive the conflict from the other person's world view.



Participants showed a significant increase in their confidence to perceive the conflict from the other person's world view. Where 52% of participants were completely confident of this skill before the training, 75% were confident after the training.

I am able to demonstrate a comfort level when discussing conflict.



Participants showed a significant increase in their confidence to demonstrate a comfort level when discussing conflict. Where 54% of participants were completely confident of this skill before the training, 76% were confident after the training.

LWSD Course Evaluation

At the conclusion of the training, course evaluations are distributed to measure the participants' initial reactions to the course and to the instructors. Quantitative results are tabulated into average scores, and comments are gathered into a report for immediate feedback to the course instructors and stakeholders.

The following results are from 34 trainings funded through Live Well San Diego in the 2016 calendar year. 532 participants took part in the course evaluation.

Course Evaluations (1 is low and 5 is high)

***All comments submitted by participants are copied verbatim and not edited for grammatical errors.**

General Applicability	
	<ul style="list-style-type: none"> • 96% of the surveyed trainees felt that the communication skills would be useful in their community with other community members.
	<ul style="list-style-type: none"> • 95% of the surveyed trainees felt that the communication skills would be useful at their workplace with coworkers.
	<ul style="list-style-type: none"> • 94% of the surveyed trainees felt that the communication skills would be useful in their workplace with clients/the public.
	<ul style="list-style-type: none"> • 96% of the surveyed trainees felt that the communication skills would be useful with their family/family members.

Course Evaluation	
The course met my expectations.	4.3
The course provided opportunities for me to participate and reinforce what was taught.	4.4
Comments about the Course: <ul style="list-style-type: none"> • It was really fun and taught me way more than I knew before. • It was very interesting and helpful. • I already know what I had to do during conflicts but the course was still helpful. • We got put into many groups, and sometimes we would've liked more time to deepen our discussion. • It was fun talking to new people. • Ideas were very well presented. Having us participate at first was nice. • I felt the content and material taught in the course was excellent. I feel more time should be given during group discussions. • A good amount of information and exercises. More practical exercises or visual aids on paper, possibly. • Conflict resolution has never been something which I would refer to as my strong suit. This class has given me something that I will use for the rest of my life. Thank you! 	

- I appreciate the actual practice of resolving conflict. The practice groups were fun.
- I was given many scenarios with which to find a common ground to communicate from.
- Some of the exercise directions weren't very clear or we moved very fast in to them, so I wasn't too sure what was going on.
- Love the space that was created for interaction.
- Second time with this conference and definitely had a new and fresh engagement.
- Great course. Great people. Keep doing what you're doing. Course exceeded my expectations.
- I did not know what the course was about, and I felt I had better things to do at first, but I am glad I came. I would recommend the course to others. Great course! I really enjoyed the class! Can't wait for the next one.
- The interaction and collaboration was great.
- Very eye-opening, it was great having the officers here.
- Best class ever!
- This course really opened up my mind.
- This training was great, and I really appreciated everyone's input.
- I enjoyed the engagement within the workshop.
- I found it eye-opening to get some new skills.
- It was broken down and easy to pick up with the exercises
- It was amazing and gave a great insight to my knowledge and gave me some new knowledge.
- Team worked well together and separately to keep interest level and communicate material in a professional manner.
- I have a previous career in law enforcement including training as a hostage negotiator and interrogator. Everything taught here were techniques that I used. Interactive/hands on/role play – all were great ways for me to learn in this type of environment!
- Really enjoyed the role playing, and the facilitator's gift of interaction. I wish that I had this course early in my life.
- Love the periodic group work.
- My second time taking this training – equally valuable this time!

Instructor Evaluation	
The instructors demonstrated knowledge of the material.	4.5
The instructors' responses to questions were clear.	4.5
The instructors conducted the course in a professional manner.	4.5
General Comments about Individual Instructors:	
<ul style="list-style-type: none"> • Engaging, interesting, and supportive. Very fun to deal with/talk to. • Engaging, life experiences from this enhanced training. • Very fun and knowledgeable! The personal narratives they told were really helpful! • Kendrick and Lisa were great. • Great positive attitude. Able to make the presentation flow nicely. • Professional, but also casual enough. • Well done. Held my interest, good use of interaction and not just talking at us. • The instructors did a good job presenting the material. 	

- Both instructors were great. I felt a part of the class. I felt involved.
- Eric and Peter are excellent teachers and provide resourceful information that I will use in the future.
- Professional attire and grooming add much credibility, especially in the first day.
- I learn to keep a open mind, to hear what people say and need.
- Both were clear on the presentation, and I had no problem understanding.
- You guys were very entertaining and funny
- Julio, when he spoke and opened up to us talking about his life, made me realize many things. I could compare myself to his life as well.
- You guys were great, Julio and Hanna.
- Highly enthusiastic, gifted public speakers who will go far and wide.
- They made the class interesting to the point where it was easy to take in information.
- Peter and Marc are awesome!
- Khalada and Bill are excellent communicators. The instructors were very personable – helped me to relax and concentrate.
- Bill and Carson displayed empathy and compassion while training us. I appreciate how they used real-life situations to convey what they were teaching us.
- Bill and Carson were amazing, very beneficial
- Contrast in presentation styles is very effective.
- They used real life to keep me engaged.
- Both were awesome. Very down to earth – funny – knowledgeable.
- Peter and Eric did a great job teaching this class and gave me some great tools for working through my anger issues.
- Peter and Eric were very good at what they did, and I will be a better communicator for it.
- Very personable and dedicated to what they do. Positive reinforcement – great guys.
- They are the best in their field. I really enjoyed this course and it is my favorite to date.
- I feel they did an exceptional job instructing the material and I will use that.
- They used humor well, including it in the classes.
- Great skills at teaching. Strong communication skills, helped me a lot.
- Lisa was fabulous!
- Not judgmental.
- Really helped to clarify questions raised – kept us on task
- Thank you to give us the chance to be more aware about each other and what to communicate with each other

WRE Executive Summary of Results

Through the course of our partnership with LWSD and the Work Readiness Exchange (WRE), NCRC learned that to capture the results from the refugee population effectively, the survey tool needed to be adapted to ensure accurate results from the Arabic-speaking refugee population. NCRC worked with Samara Hakim, who is our lead trainer with the refugee trainings, to adapt the survey. Each question was created in Arabic then translated to English to ensure clarity and direction for the participants.

Evaluation data indicate the training curriculum used for trainings funded through WRE is effective in teaching communication and conflict resolution skills to the refugee community throughout San Diego County. Overall, participants reported significant positive changes in their perceptions of their awareness of their communication styles, communication skills, and conflict resolution skills between pre-training survey and post-training survey. On many items, there was over a **20%** increase in the number of participants who said they learned a new skill between pre-training surveys and post-training surveys.

Examples of prompts that demonstrate significant attitude changes are:

- **I prefer to work with people who think like me.**
Before the training, only 24% of participants displayed a desire to work in a diverse work environment by disagreeing with the statement “I prefer to work with people who think like me.” After the training, 54% disagreed with the statement which is a **30% increase in participants who desire to work in diverse environments.**
- **I can still make good decisions even when I feel angry.**
Before the training, only 47% of participants disagreed with the statement “I can still make good decisions even when I feel angry.” After the training, 68% disagreed which is a **21% increase in participants who understand the importance of regulating emotions in the workplace.**
- **During a conflict, body language matters more than words.**
Before the training, 50% of participants agreed with the statement “During a conflict with someone else, body language matters more than words.” After the training, 81% of participants agreed with the statement which is a **31% increase of participants who learned that it is important to know how to read and decipher body language.**

Course Evaluation

Participants were asked how applicable they thought the skills learned in the trainings would be in their day-to-day lives. **84%** of participants thought that the skills would be applicable in their current or future workplaces. **82%** of participants thought that the skills would be applicable with members of their families.

Testimonial – WRE

As a humanitarian worker in his native Iraq, Rafid Albawi dreamed of moving to the United States and embracing democracy. But after he and his family emigrated to America, he discovered that life in an open society presents unique challenges. “We have more freedom now,” he said, “but we also have to learn new rules in this new culture.”

Rafid has become proficient in those rules by taking part in NCRC training provided through the Work Readiness Exchange (WRE) program at the Public Consulting Group (PCG) Human Services agency. He and other refugees benefit from their knowledge of NCRC’s style of conflict management, which focuses on communication, effective listening, and respectful responses.



“The trainers are amazing,” said Rafid. “They take you from situation to situation: how to deal with your supervisor, how to be patient, how to stay motivated. They build bridges between the job skills that make you a good worker and the life skills that make you a good co-worker.”

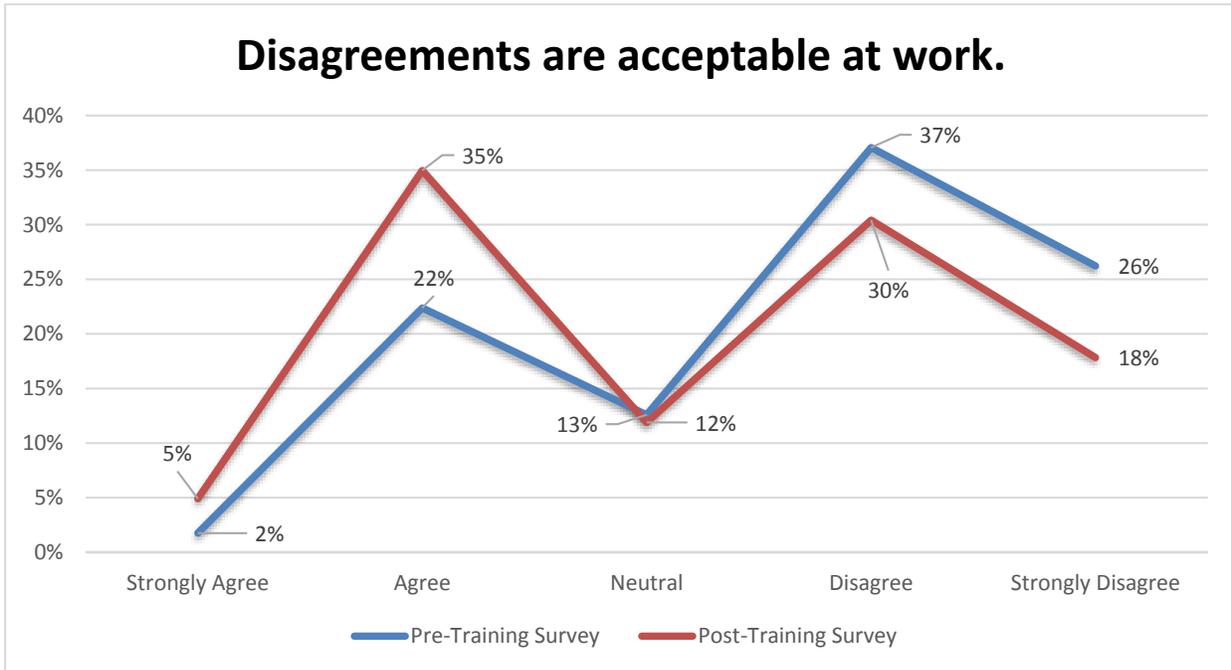
PCG Employment Training Instructor Noora Al Saegh said that a refugee’s top priority is earning a living.

“It can take six to eight months to learn English,” she said, “but a newcomer needs to face the complexities of getting and holding a U.S. job in the first month, and that’s the focus of the NCRC training.”

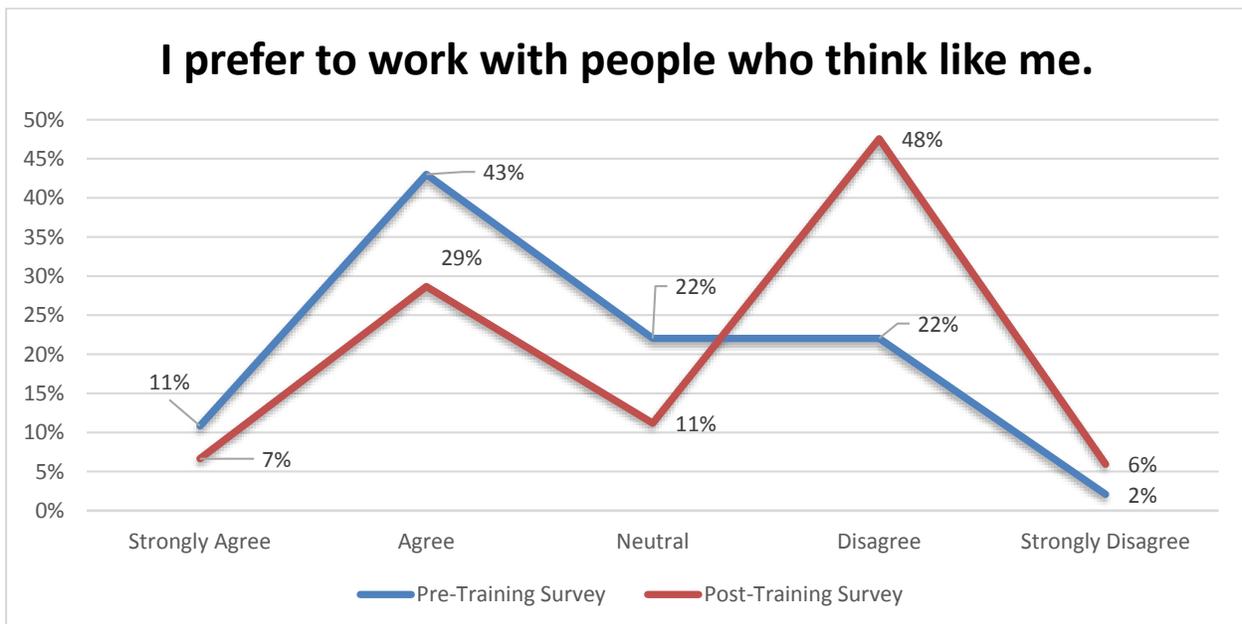
The 2-day classes are offered by Arabic-speaking instructors at PCG’s El Cajon offices, and students who complete the training are presented with certificates. “This is their first certificate as new Americans,” said Noora, “and it makes them so happy to receive it.”

For Rafid, NCRC has helped him chart a new path forward. “NCRC has shown me how to use my new skills to be successful in my new country,” he said. “They have given me the most important thing for my future – they have given me confidence.”

WRE Pre-Training and Post-Training Survey Results

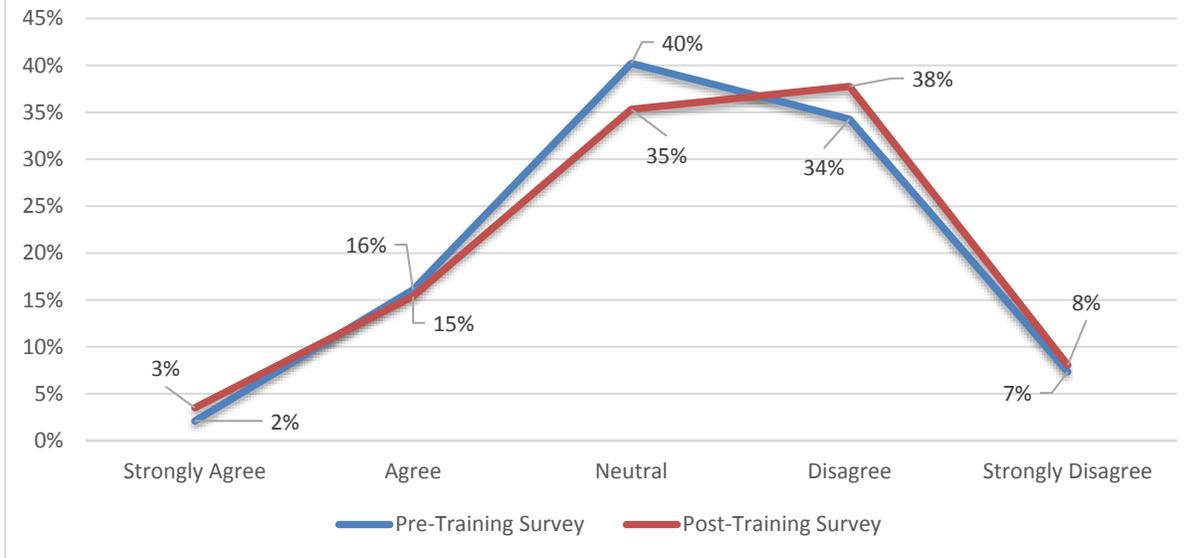


Before the training, 24% of participants agreed with the statement “Disagreements are usually acceptable at work.” After the training, 40% of participants agreed with the statement which is a 15% increase in understanding about conflict in the workplace.



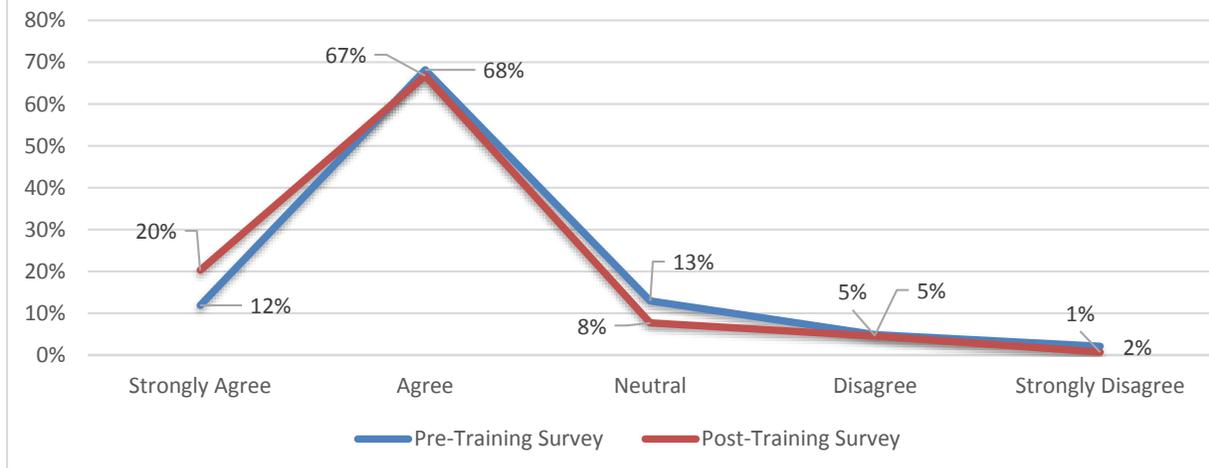
Before the training, 24% disagreed with the statement “I prefer to work with people who think like me.” After the training, 54% disagreed with the statement which is a 30% increase in participants who understand the value of working in a diverse workplace.

It is usually the other person who escalates the conflict.



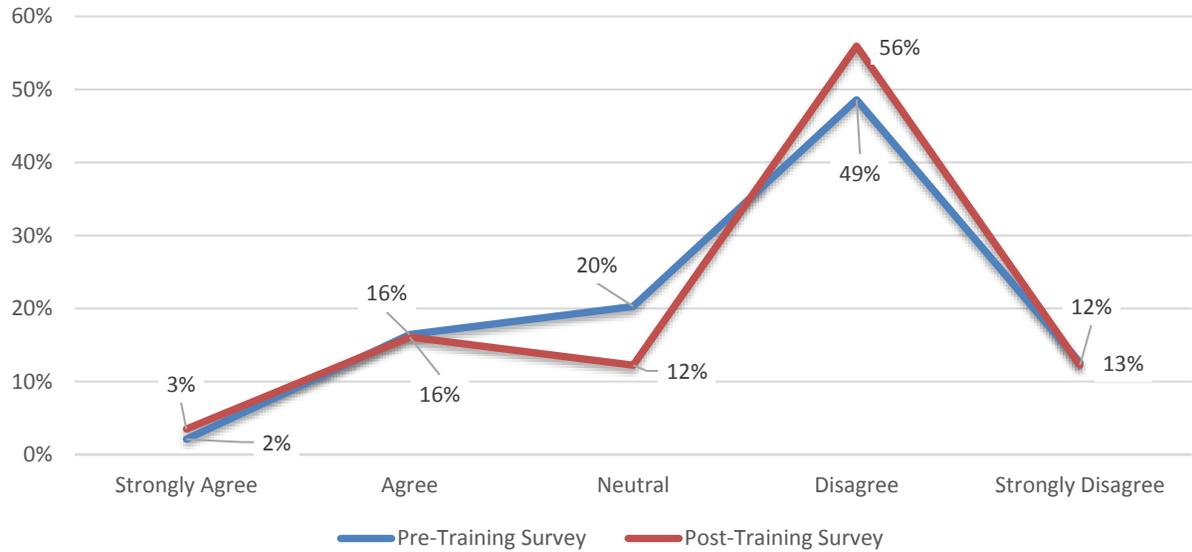
Before the training, 41% disagreed with the statement "It is usually the other person who escalates the conflict." After the training, 46% of participants disagreed with the statement which is a 5% increase in understanding about both parties may be a part of escalating an interpersonal conflict.

Although I may disagree with someone's position, I can understand their feelings.



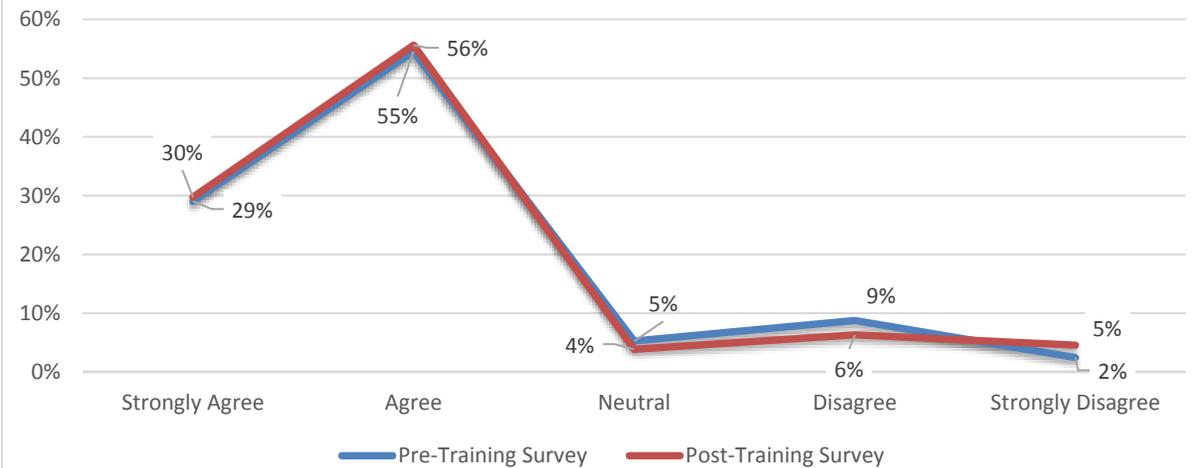
Before the training, 80% of participants agreed with the statement "Although I may disagree with someone's position, I can understand their feelings." After the training, 87% of participants agreed with the statement which is a 7% increase in understanding the value of considering the feelings of others.

I find it difficult to speak with someone after they have opposed me.



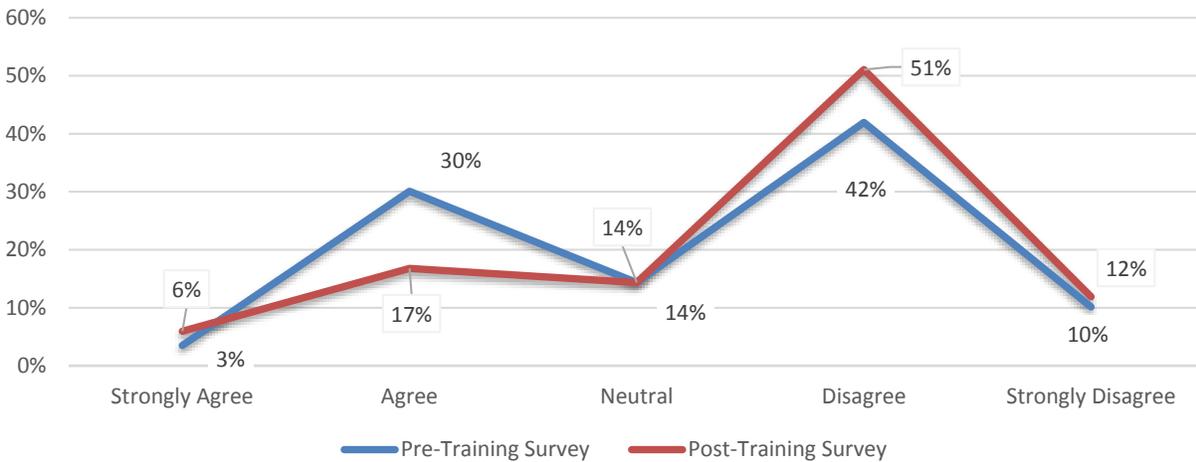
Before the training, 62% of participants disagreed with the statement “I find it difficult to speak with someone after they have opposed me.” After the training, 68% disagreed with the statement which is a 6% increase in participants who have confidence to speak with others who may oppose their thoughts.

For every problem, there is a right and a wrong solution.



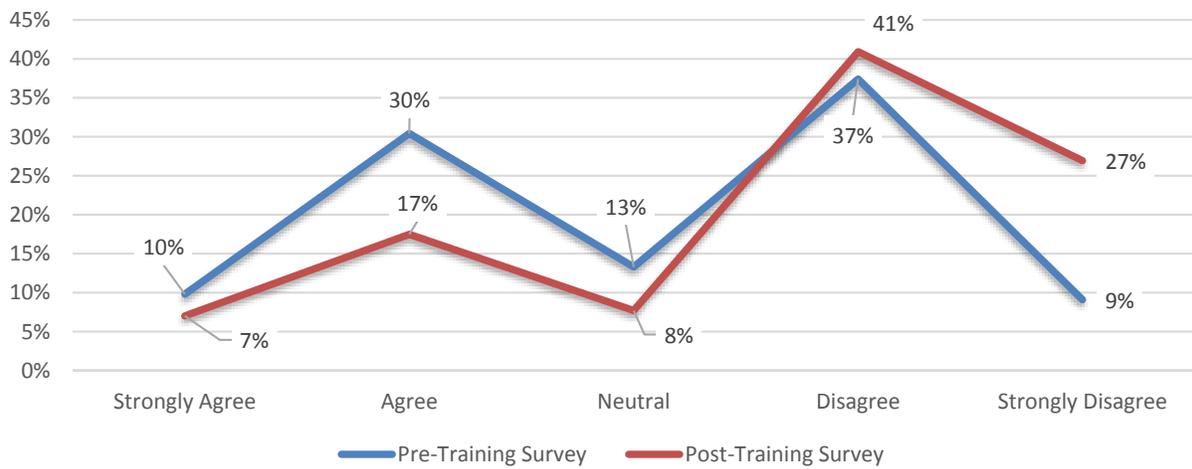
Before the training, 84% of participants agreed with the statement “For every problem, there is a right and wrong solution.” After the training, 86% of participants agreed with the statement which shows the training curriculum reinforces the idea that solutions can be found when problems arise.

When a person changes their position on an issue, it is because they were wrong to begin with.



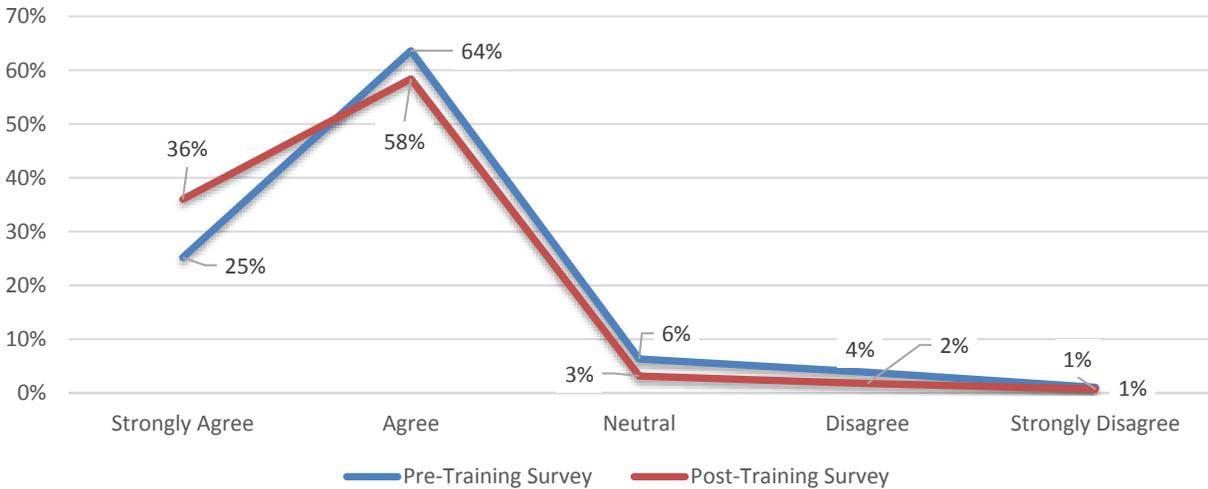
Before the training, 33% of participants agreed with the statement “When a person changes their position on an issue, it is because they were wrong to begin with.” After the training, 23% of participants agreed with the statement which is a 10% decrease showing participants learned that it is okay for people to change their minds.

I can still make good decisions even when I feel angry.



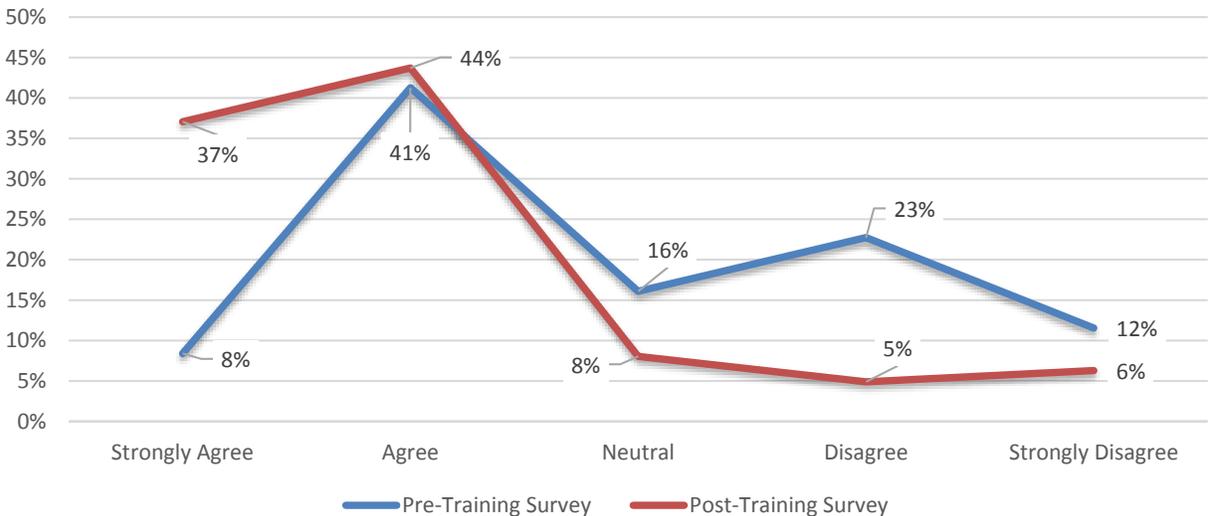
Before the training, 46% of participants disagreed with the statement “I can still make good decisions even when I feel angry.” After the training, 68% disagreed with the statement which is a 22% increase showing participants learned that it is best to make decisions from a calm and rational mindset.

Even if I disagree with someone, it is important to understand what they need.



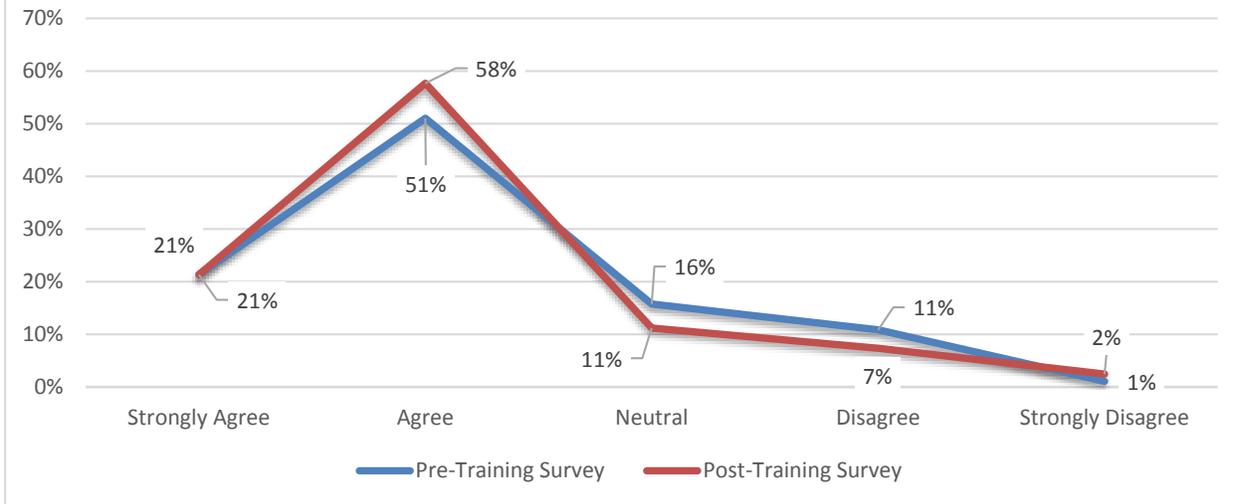
Before the training, 89% of participants agreed with the statement “Even if I disagree with someone, it is important to understand what they need.” After the training, 94% of participants agreed with the statement which is a 5% increase showing the training curriculum reinforces the idea that it is important to consider others’ needs.

During a conflict with someone else, body language matters more than words.



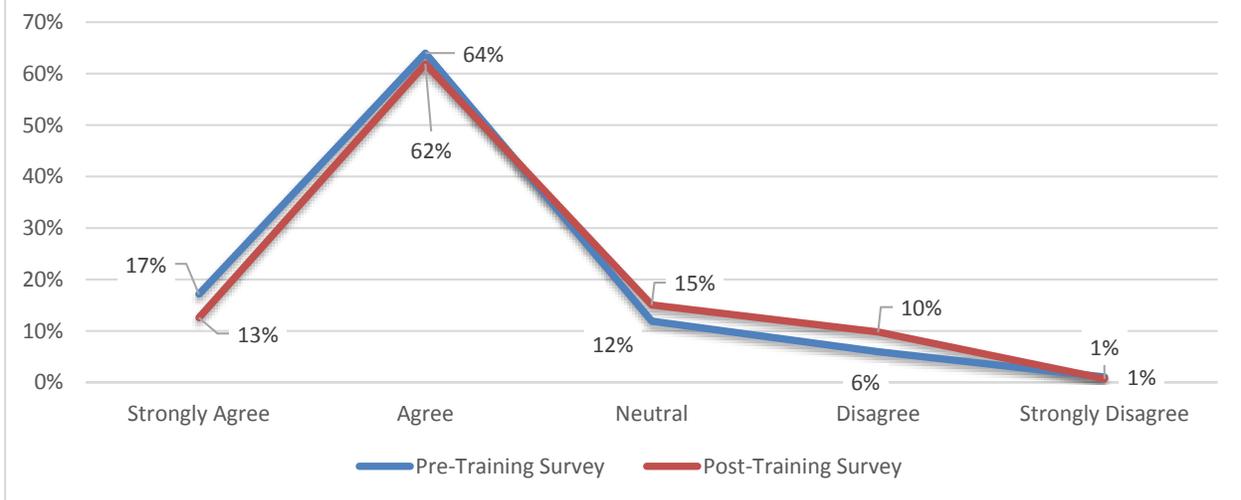
Before the training, 49% of participants agreed with the statement “During a conflict with someone else, body language matters more than words.” After the training, 81% of participants agreed with the statement which is a 31% increase showing participants learned that it is important to know how to read and decipher body language.

During a conflict, I am able to give up my position to reach a resolution.



Before the training, 72% of participants agreed with the statement “During a conflict, I am able to give up my position to reach a resolution.” After the training, 79% of participants agreed with the statement which is a 7% increase showing participants learned that sometimes there needs to be some compromise to reach a resolution.

A person would share their problem with me because they expect me to solve it.



Before the training, 81% of participants agreed with the statement “A person would share their problem with me because they expect me to solve it.” After the training, 74% of participants agreed with the statement which demonstrates that the training curriculum reinforces the idea that people may not always want an immediate solution to their problems.

WRE Course Evaluation

At the conclusion of the training, course evaluations are distributed to measure the participants’ initial reaction to the course and to the instructors. Quantitative results are tabulated into average scores and comments are gathered into a report for immediate feedback to the course instructors and stakeholders.

The following results are from four Arabic Work Readiness Exchange trainings hosted at Public Consulting Group between the months of October 2016 and January 2017. 94 participants took part in the course evaluation.

**Course Evaluations
(1 is low and 5 is high)**

***All comments submitted by participants are copied verbatim and not edited for grammatical errors.**

Course Evaluation	
The course provided opportunities for me to participate and reinforce what was taught.	4.2
I can see myself using these skills in the workplace (current or future).	4.2
I can see myself using these skills with my family.	4.1
<p>Comments about the Course:</p> <ul style="list-style-type: none"> • Thank you for your efforts. This training made me happy. We had a good time and the training was good. • The course was good and clear. • I’ve learned patience and how to be more wise, as well as listening to other’s opinions. • The training was easy and fun. We’ve learned the content well. • We benefitted and understood things in the right way. • The training was good. My family and I benefitted. • Training was very good and I learned about a new culture. • Training was very good regarding our career and family lives. • The training was beneficial and will help us in our career lives. • New information and course duration were good. • Need more time or fewer students. • The training was excellent and their effort to clarify content was good. We needed the idea behind this course in our community. Also, there was an amazing effort from the teachers. Thank you. • Very good. Thank you for your cooperation, even with so many students. • The training made me confident. It helped me learn how to create balance between family and work and being patient to become successful. • Everything mentioned in this training exists in all religions. • I’ve learned how to deal with the environment with love and respect, and show patience when we have problems and finding correct solutions. 	

- It was very good and we benefitted from the workshop. Thank you.
- The course was very important and we will use what we learned in our lives. Thank you.
- The training was comprehensive, it covered all the materials that we need to be prepared for a new life (in America), and how one should deal with cultural conflicts.
- Training was very beneficial; also it clarified a lot of concepts we misunderstood.
- It was new and beneficial and can change the life of an individual, making life easier and helps you settle into a new culture and society.
- The training has taught me flexibility in my career and personal life, to be prepared to listen to other opinions, to acknowledge people’s needs, to face challenges in a calm demeanor and how to find solutions.
- It was excellent and we benefitted greatly. If they could add a section on the laws in the USA, that would be great.
- I learned quite a bit from this training. This includes forgiveness, respect, calmness and how to best interact in your profession and at home and also how to raise your kids with the utmost respect.
- The explanation was clear and the content will help us in our new life in America, both from a personal and professional perspective.
- The training was excellent. We thank them and appreciate them providing us with skills to express ourselves and explain our needs.
- The training taught us a lot of positive skills such as forgiveness, teamwork, and hope to start a new life here in America. Additionally, it taught us how to communicate with our kids at home and co-workers in a professional environment. Thank you.
- This training helped me communicate better with everyone and taught me how to control my anger. It was very beneficial.
- The manner and style of training was excellent and we benefitted greatly. Personally, I learned new skills including body language, tone of voice, and word usage / vocabulary. Also, I learned how to be patient and not to get frustrated when faced with hardship and to learn from all challenging situations in life.

Instructor Evaluation

The instructors demonstrated knowledge of the material.	4.5
The instructors’ responses to questions were clear.	4.6
The instructors conducted the course in a professional manner.	4.6

General Comments about Individual Instructors:

- They were professional and good communicators. Thank you so much.
- The teachers were excellent. They explained how to find solutions clearly.
- I respect their efforts and the way they train. Thank you so much.
- Very good and they trained us about a new life (in America). Thank you.
- Excellent communicators.
- Very good at explaining and managing the session. Aous was very good at giving examples from our real lives.
- Beyond amazing. Both of them did their job in a professional and fun way.

- Thank you for your efforts in explaining the content in a very good way.
- I was really comfortable and excited to attend this training. Thank you for your cooperation and efforts.
- Instructors were amazing. Thank you for your efforts to make this workshop successful.
- Thank you for your efforts, cooperation, and taking care of us. Wish you all the best.
- Thank you for explaining the concepts in a clear manner and the assistants for helping us find ways to solve problems.
- They did their best to communicate the key messages to everyone. In my opinion they were good at this.
- Thank you so much for this amazing training, and for the effort. I appreciate the positive energy in this session. I wish you all the best.
- Thank you so much, I benefited a lot from this training and I've learned new concepts in life.
- The instructors were excellent in their knowledge of the content and their responses to our questions. They were professional. Thank you.
- They were excellent and hard working.
- Great communicators. The instructors were also aware of the different culture and educational levels of the students.
- I want to thank the instructors; they taught us new insights; we benefited from this as we needed the information provided.

Groups and Organizations Served

AmeriCorps	National City Police Department
Barrio Logan College Institute	Neighborhood Housing Association
Boys and Girls Club	Oasis Clubhouse
Catholic Charities	Otay Ranch High School
CHIP: Community Health Improvement Partners	Palomar High School
Chula Vista Collaborative	Project Aware
Chula Vista Police Department	Public Consulting Group
Chula Vista Promise Neighborhoods	ResCare
Community Action Service and Advocacy (Casa)	Resident Leadership Academy
Crawford High School	San Diego Futures Foundation
Gompers Preparatory Academy	San Diego High School
IMPACT	San Diego Police Department - Central Division
Interfaith Community Services	San Diego Police Department - Northern Division
International Rescue Committee	San Diego Police Department - Southeastern Division
Jewish Family Services	San Diego Police Department - Western Division
Job Corps	San Diego Rescue Mission
Kearny High School	Somali Family Services
Lincoln High School	South Bay Community Services
Madison High School	