

The Powerful Apology: A Workshop for Academic Administrators
March 14th, 2013

Attendance

- Eleven individuals attended and six completed evaluations.

Quantitative Results from the Evaluation Form

My participation in this workshop has helped me to further develop my leadership skills.

	Frequency	Percent	Cumulative Percent
Disagree	1	16.7	16.7
Agree	1	16.7	33.3
Strongly Agree	4	66.7	100.0
Total	6	100.0	

I feel I have a better understanding of how to perform a powerful apology.

	Frequency	Percent	Cumulative Percent
Agree	1	16.7	20.0
Strongly Agree	4	66.7	100.0
Missing Data	1	16.7	
Total	6	100.0	

I feel better equipped to continue with my current leadership role at NDSU after participating in this workshop.

	Frequency	Percent	Cumulative Percent
Strongly Disagree	1	16.7	16.7
Agree	4	66.7	83.3
Strongly Agree	1	16.7	100.0
Total	6	100.0	

I would recommend this workshop to others.

	Frequency	Percent	Cumulative Percent
Strongly Disagree	1	16.7	16.7
Strongly Agree	5	83.3	100.0
Total	6	100.0	

How would you rate the overall quality of this workshop?

	Frequency	Percent	Cumulative Percent
Below Average	1	16.7	16.7
Above Average	3	50.0	66.7
Excellent	2	33.3	100.0
Total	6	100.0	

Qualitative Results from the Evaluation Form

1. What questions do you still have about leadership and the skills necessary to be effective in your leadership position after attending this workshop? Please list any topics related to leadership that you would like to receive additional information about or ideas that need further clarification.
 - What if your supervisor needs this desperately and does not recognize it?
 - Case studies were great!

2. What do you think were the most helpful or valuable aspects of this workshop?
 - Excellent presenter – very clear. Great topic. Not something I would have thought about – simply saying “sorry” seemed enough but clearly is not especially as you move up.
 - Reviewing the parts of the powerful apology.
 - The specific process given for how to mend relationships.
 - Clear and compelling communication by the presenter; honest and genuine presentation of self; openness to questions and thoughtful responses and tolerance of my many questions! 😊
 - Discussion leader is clear.
3. What is one tip or strategy you learned today that you will be able to implement to improve your leadership skills?
 - If you’re going to apologize you may as well do it right! An apology is a statement; a powerful apology is a conversation.
 - Reviewing the parts of the powerful apology was very helpful.
 - Ask for forgiveness!
 - How to engage in some dimensions of “challenging” and “crucial” conversations.
 - Late apology = weak apology.
4. How could this workshop be improved to be more beneficial to you?
 - More people attending.
 - Make it more interactive.
5. Please provide any additional comments you have about today’s workshop and/or the FORWARD program in general below or on the back of this page.
 - This was helpful but many leaders who should hear this were not here – not too good!
 - Thanks much!