



CANADIAN ASSOCIATION OF
PHARMACY TECHNICIANS
~ Vancouver REOC ~
www.captvancouver.ca

October 28th, 2009

Michelle Ray – “The Attitude Adjustor”

We would like to thank you for your presentation on 'Power of Personal Leadership - Attitude Makes The Difference' at our 4th Annual CAPT Vancouver Conference on October 17th, 2009. The conference attracted 127 participants.

Out of the 71 participants completing evaluations, we received positive ratings of the conference. The overall rating of your presentation was 4.9 on a scale of 1 (poor) to 5 (excellent).

Thank you again for taking time out of your busy schedule to share your expertise. We fully recognize that we would not receive such positive feedback from conference participants without the excellent presentations and stimulating discussions provided by talented individuals such as you. Please refer to the detailed conference evaluation below for your presentation. Thank you once again, for the time and effort you put into making this session so successful. We look forward to your participation in future activities.

Sincerely,

Bal Dhillon
CAPT Vancouver REOC – Chair
Conference Coordinator

Note: Detailed Conference Evaluation attached for your specific presentation.

**4th Annual CAPT Vancouver Conference
October 16th and 17th, 2009**

Please complete this evaluation to assist us in improving and planning for the next CAPT Vancouver Conference program. Please circle the number that reflects your assessment of each of the following aspects with #1 indicating poor and #5 excellent.

| Please rate the PRESENTATION on a scale of 1 (poor) to 5 (excellent): | | | | | | Please rate the SPEAKER on a scale of 1 (poor) to 5 (excellent): | | | | | | |
|---|---------------------|------------------------------|-------------------|--------------------------|---------------|--|---------------------|------------------------|------------------------|--|--|---|
| Overall content | Quality of handouts | Opportunities for discussion | New & Useful Info | Will assist me in my job | Content level | Knowledge of topic | Presentation skills | Quality of visual aids | Overall Speaker rating | What were the 2 strongest features of the presentation? | What changes would improve the presentation? | Now that the presentation is over, what are your remaining learning needs with respect to this topic? |
| | | | | | | | | | | | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | thanks for the new ideas of how to deal with difficult situations. | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | | | |
| 5 | | | 4 | 5 | 5 | 5 | 6 | 5 | 6 | well worth more than her 6 nubytes - hot idea- | | |
| 4 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 10 | 10 | awesome so funny. | | I have along way to go |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | assertive = good. Emphasize positive | | |
| 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Fun but alittle too long | | |

SAT SESSION

Michelle Ray - Power of Personal Leadership - Attitude Makes The Difference

| | | | | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|---|---|--|-----------------------|--|
| | | 5 | 3 | | 5 | 4 | 5 | 5 | 5 | 5 | | | | |
| | | | | | | | | | | | | positive empowerment. Great points to put into practice. Inspiration. Motivation. | | be positive and have self confidence. You control only yourself. |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | put this information to the test. |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | | 5 | 3 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | very motivational | | |
| | | | | | | | | | | | | very good. Enjoyed. Help me with personal issues | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | 4 | 4 | 3 | 4 | 5 | 5 | 4 | 4 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | humor she takes feedback | more uplfiting advice | your awesome |
| | | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | getting involved | none | really doing what I have learned. |
| | | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | GREAT! Learned so much | | |
| | | | | | | | | | | | | Needs to bring this to mgmt in reatil settings to chg opinions of employees!! To positive. Thx also. | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | relatability. | | |
| | | 5 | 4 | 3 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | interaction. Dynamic | | |
| | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | | | |

| | | | | | | | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|---|---|--|---|--|
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | awesome. | interactive. Funny. Kept me captivated. Fantastic | |
| | | 5 | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | interacting | nothing | to havethis available to therest of our staff. |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | the storys | make a little shorter | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | we can make a difference | | |
| | | 4 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | funfilled learning., great opics. She should write a book. | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | energy | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | conflict resolution, and positive thinking | a bit too long and the end of the conference | apply the knowledge. |
| | | 5 | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | dynamic speaker. Well prepared | | |
| | | | | | | | | | | | 5 | | | |
| | | 5 | | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | |
| | | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 4 | | | |
| | | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Personable and warm presentation | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Perceptions. Dealing with aggressive people | nothing | nothing. I liked the talk. |
| | | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | very upbeat , interactive. Taking charge of yourself | another great talk | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | it was amazing | |
| | | 5 | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | everything | | |
| | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | many | | |

| | | | | | | | | | | | | | | |
|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---|--|------------------|------|
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | how important is conflict | too lengthy | |
| | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | shorter duration | |
| | 5 | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 4 | 4 | | | | |
| | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | by giving example so we can know how to say it or feel it. | | |
| | 5 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 4 | 4 | | 5 | 4 | 4 | 5 | 5 | 4 | 4 | | | | |
| | 5 | 4 | 2 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 5 | 4 | 4 | 5 | 4 | 4 | 5 | 5 | 4 | 5 | | | | |
| | 5 | 5 | 5 | 4 | 4 | 4 | 5 | 5 | 4 | 4 | | life skills. Excellent information | na. shorter | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | the presenter. Interaction | none | none |
| | 5 | | 5 | 5 | 5 | | | | | 5 | | interactive and dynamic speaker | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | | | |
| | 4 | 4 | 4 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | | | | |
| | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | | humor | | |
| AVG | 4.9 | 4.7 | 4.8 | 4.8 | 4.7 | 4.8 | 5.0 | 4.9 | 4.8 | 4.9 | | | | |