



## Refocus, Renew, Resolve...

2010 EAP/MAP Conference

JUNE 28-29, 2010

[Villanova Conference Center, Radnor, PA](#)

**Session:** There's No Such Thing as Difficult People (Session 2-1)

**Presenter(s):** Dana Lightman

**Ratings Average** (5 = Excellent; 1 = Poor)

How relevant was the information to your work?	4.67
Please rate the speaker(s) overall performance?	4.90
Speaker(s) preparedness	4.90
Speaker(s) knowledge	4.90
Speaker(s) openness to questions	4.90
Speaker(s) clarity/organization	4.86
Did the information meet your expectations?	4.86
What is your overall evaluation of this workshop?	4.86

**# of Evaluations:** 21

### Comments:

Would take another class from Dana.

Very good.

Impressive program. Very helpful, beneficial information. Inspiring.

Dynamic presenter. Interesting content and presented in an engaging way.

Wonderful job! Thanks for all your efforts. Room was very hot.

Love your energy! Great presenter. I can feel your passion for the topic!

Great presentation both in content and style!

What an excellent speaker and workshop. This was informative and useful.

Very eye opening and informative. Thank you!

Great speaker - valid information.

Room too warm and too small.

Could be an all day conference.

I like the emphasis on being centered. Very creative and relevant

presentation. Simplified but not simplistic. Need a bigger room next time.