



After Action Report

"How To Be A Team Leader" Program Presented to the Social Security Administration on 9/11/07

Results of the evaluation conducted at the end of the program

- 79% of the attendees rated the value of the content outstanding
 - 18% of the attendees rated the value of the content great
 - **97% RATED THE VALUE OF THE CONTENT OUTSTANDING OR GREAT**
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- 94% of the attendees rated the speaker delivery outstanding
 - 6% of the attendees rated the speaker delivery great
 - **100% OF THE ATTENDEES RATED THE SPEAKER DELIVERY OUTSTANDING OR GREAT**
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Please comment on how this training has helped you?

- To be a better leader
- Lighten my outlook and attitude
- Re-evaluate myself
- Helped me to open up to doing group activities
- Help to understand what it takes to be a team leader
- New way of thinking when it comes to workplace relations
- Team leaders need love too
- Helped change my attitude dealing with SSA's culture
- Build skills to improve my personality, value people and manage team
- Hopefully, not mind others grumpiness and say thank you more often
- Provided me with the tolls to use with my team members
- The seminar has helped me to be a better leader
- Better understand what type of personality I am
- How better to relate to people
- More aware of things that can a difference on the job
- The unusual presentation which held my interest a lot
- Helped me think about my attitude and reactions towards others
- Motivating
- Definitely think about/consider the "small" concept
- More information on leadership
- Realize that leaders and staff have to work to understand each other
- Showed me the value if focusing on the positive in our workforce
- Great hints for networking
- Acknowledge the wall I've built



- I got a few strategies I can use
- It was an eye opener, it confirmed a sermon I heard at church yesterday
- Realize that professional doesn't always mean "stiff & uptight" and the techniques for overcoming low morale

What will you do as a result of this seminar?

- Ease Up
- Get along better with others
- Practice what I have learned hoping to get along with other better
- Talk to people more
- Learn what I have to do to move up in the job world
- Recommend this to others
- Thank my team leader for her efforts and support
- Try not to be upset when people don't smile or speak in passing
- Open up my mind
- Pay more attention to what's right, not what's wrong
- Work towards becoming a team leader
- Share with others what I have learned
- Appreciate everyone's contributions
- Practice what I have learned
- Listen better, ask questions – positive reinforcement
- Try to have a better attitude
- Think more about the way I need to approach things
- Practice what I learned in the workshop
- I will try to think about everyone as an individual
- Be more positive
- Think more about how I present myself to my staff
- Try to be a better team leader
- Be more explicit in directions and deadlines
- Try to be friendlier, more positive with people
- Maintain positive attitude, quit complaining about others
- Work to bring down the wall
- I will use some of the strategies to assist in managing my assigned team
- New perspective
- Work to apply some of the concepts/ideas
- Change the way I interact with others in the office
- I found it very helpful
- I will try to shut off the "blah, blah" in my brain

What did you like best about the seminar?

The instructor's knowledge of the program
Involvement
Participation



- Speaker interaction with audience
- The instructor was engaging
- It was funny
- The energy of Pegine
- The participation
- Practical tips to cope with working at SSA
- Pegine's ability to involve the group
- Pegine's motivation
- Everything
- The spontaneity
- Audience participation
- Group exercises / participation - how Pegine got everyone involved
- It made me laugh and interact with people I didn't know
- The speaker
- The presenter
- The energy of the instructor
- Energy
- Liveliness and audience participation
- The speaker was excellence in training
- The unique activities
- Pegine lots of energy
- New ways to connect and network
- The cooperative learning was superb
- The positive energy in general
- The energy taking us outside of our boxes
- I loved the instructor, her energy, knowledge, wit, enthusiasm

What will you tell others about Pegine's presentation?

- Sit back and take in the energy
- Fun
- Yes
- Great Ideas
- It was great, this is something the GS-14 and 15 should take
- How the speaker was. I swear it's the only class I never fell asleep in
- That it is a fun day, unlike any other training course
- Useful information and a great time
- It was inspirational. I wish it was mandatory for all SSA to attend
- It was fun
- Yes
- Funny, entertaining, objective
- I recommend you take her seminar
- The presentation was very educational
- That it should be attended by all OPUM (managers and employees)
- Very interesting instructor



- One of the best classes I have attended
- Attend!
- It was great an informative seminar
- Recommend to others
- A training class to take in
- Worth attending
- That it was a nice general introduction to learning key leaders leadership qualities
- Take it!
- The presentation promotes a lot of laughter reminds us of what you do to contribute to the situation
- Very positive, insight for self-evaluation
- They need to sign up for it
- It is different than other classes- Suggestion_ don't have current T.L.'s in the class; might be hard for class to open up when their T.L.'s are in the next row
- The instructor was outstanding!!!

Rating	5(Outstanding)	4(Great)	3(Good)	2(Poor)	1(Terrible)
Content	26	6	1	-	-
Speaker Delivery	31	2	-	-	-
Audience Participation	28	4	1	-	-

Suggestions for future topics:

Topic	Requests For Program
Coping With Change	11
How To Communicate Your Value	12
How To Communicate Effectively	13
Leading In A Diverse World	15