



## After Action Report Social Security Administration

"" Program presented to the Social Security Administration on 06/19/2008.

### Results of the evaluation conducted at the end of the program

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- 63% of the attendees rated the value of the content outstanding
  - **91% RATED THE VALUE OF THE CONTENT OUTSTANDING OR GREAT**
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- 73% OF THE ATTENDEES RATED THE PRESENTER OUTSTANDING
  - **97% OF THE ATTENDEES RATED THE PRESENTER OUTSTANDING OR GREAT**
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### What will you do as a result of this program?

- Smile More
- Relax, Think, Reflect
- Try to pass positive to my staff members
- Be a better leader
- Try to be a better leader
- Take it to the workplace
- Will use for personal improvement
- Work on building enthusiasm with staff
- Think about my leadership style
- Take the things I learned and share with my team
- Try to work on one leadership quality for a month
- Try out in work place and home
- Try harder
- Implement all of the great leadership ideas
- Work on leadership principles
- Work more on motivating the team
- Hopefully put principles to use
- Engage staff more. Have fun with my team!
- Be more proactive
- Apply items learned
- Evaluate my skills as a manager
- Always try to improve my management skills
- I will use some of the information
- Attempt to give better feedback to staff
- Get more involved; Smile More; Appreciate my staff so they know it!!
- I will use the SSA Resources more often. I will build a better relationship with my team players
- Keep leadership principles front and present. Work at the 21 day concept to make it routine
- Lead better in a positive way
- Reinforce my management style. Interact more with everyone on the staff
- Smile more. Communicate often with employees. Be honest. Keep it simple
- Attempt to use the information learned today



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- Implement
- Apply on a daily basis
- Connect more with my employees
- Work on a couple of the leadership principles
- Not be so hard on myself as a manager and walk around more in my office
- Apply them in the office
- Take risks
- Help others to succeed
- Work at being a better leader
- Try to make more time for staff meetings
- Work on more team communication
- Implement many of the ideas that were highlighted
- Think more about building camaraderie in my staff.
- Try to do a better job
- Smile
- This refreshed my commitment and communicate better
- Communicate with my staff more
- Practice lessons taught
- Try to communicate more
- Try to do things that are uncomfortable
- Share with staff and implement
- Be a better manager
- Go back to work and practice what I have learned
- Be a better manager
- Better myself
- I will strive to be a better manager especially in terms of communicating with others and make decisions I've put on hold
- Use principles learned
- Look within and reassess
- Put the good in practice
- Try harder and be smarter
- Put the new leadership skills at work with my team
- Communicate and listen better
- Practice, practice, and practice
- Re-evaluate my principles
- Take more risks
- Look at myself and make necessary changes
- Use all of the information and strategies learned
- To use material in the work place
- Try to interact more
- Rethink a lot
- Continue to improve as a leader. Better motivate stuff
- Hopefully I will improve as a manager
- Share information with the team
- Keep a more positive attitude at work
- Enjoy leadership
- Bring knowledge and share with staff
- Improve my leadership skills



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- Be more positive. Ask for input from others
- Work on communication
- Work on improving some leadership areas
- Focus on my employees and not myself
- Apply some of the principles I learned
- Think
- Be a better leader
- Think about how I relate to my staff and superiors
- Momisms, Torch, Value
- Read her book
- Continue to do the best I can
- Be a better leader
- Listen to co-workers
- Be more perceptive
- Spend time developing relationships with employees
- Simplify the process
- Focus on areas that need improvement
- Think more about persevering
- Not much as I was doing most of what you said. It's nice to know I am on the right track.
- Employ new awareness
- Try to be a better leader
- Apply principles to work
- Smile more and network
- Try to become a better manager and actively apply some of the techniques I learned
- Apply some of the principles
- Motivate team with more laughter
- Share this information with staff
- Remind my staff how grateful I am to work with them
- Work on my communication
- Work on enhancing my leadership skills
- Be a more effective leader and teammate
- Not feel bad about insecurities, continue to try to bring energy to my team and co-workers
- Take a look at my leadership smiles and areas to improve
- Work more on lightening up the work environment
- Re-evaluate my approach
- Pass on information to employees
- Work on my leadership skills – one at a time
- Reflect on information provided
- Communicate more and in a different way
- Focus more on maintaining my enthusiasm. It's easy to forget how important that is.
- Be a more effective leader
- Communicate more often with staff and keep them updated
- Make up for a lost day over the next several work days
- Try to incorporate the principles of leadership
- Continue to do what I am doing
- Act more proactively



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- Feel better about my leadership style – more confident
- Try to be more of a “wal-er”
- Create a memory with folks; red light
- I will walk around more
- Avoid others
- Continually do succession management, train, mentor and motivate staff. Making leadership principles fun
- The skits and hat dance. I will try to build better relationships with co-workers who can’t or won’t do their job effectively.
- Try to pass positive feedback to my staff members
- I will be more open to meeting managers in higher positions

### **What did you like best about the program?**

- Exercises
- Warmth and laughter
- Meeting new people
- Presentation
- The speaker really held your interest
- Speakers
- Commissioner was very informative
- Humor
- Stories showing leadership
- Everything
- Mary’s and Mike’s presentation
- Meeting new people; Mexican hat dance
- Speaker
- Keeping the audience excited about participating in the activities
- Leaving to network and meet my SSA Family
- Participation
- Exercises by attendees
- Interaction
- Networking and hearing about ways to lead that I had not thought of before
- The energy
- The ABCD’s Exercise. It generated much good discussion at our table
- Interactive portions of the program and the audience participation
- The interaction with instructor and participants and the enthusiasm of the instructor
- The speaker was knowledgeable
- The program was very helpful in my management style
- Excellent speaker. Great humor
- Upbeat
- Audience involvement and humor
- Very motivating and the networking was great. I met a group of people from OAG, OPLM
- Everything!
- High energy
- Audience participation and music
- Mary’s and Mike’s impact



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- Engaging and interactive
- Audience participation, energy, and networking
- Information delivered
- Energetic and fun
- Speaker presentation and her energy
- Participation and humor
- Commissioner's speech
- Interaction with everyone
- Participation and life-related stories
- The interactive activity
- Pegine's presentations
- Audience participation
- Audience participation
- It was a good self evaluation. A lot of the things I do as a manager were validated some I need to improve upon
- Participation
- The interaction of the participants and presenters
- Use of humor and stories
- About leadership
- The humors and personal stories
- Interaction
- Meeting so many people
- Interacting with unfamiliar individuals
- All the activity
- Energy and humor
- The energy
- Pegine's energy
- Interaction and meeting new people
- Pegine!!!  
Energy, subject matter and audience participation
- Everything – tips – insights – sharing – advice – fun – stories – suggestions – outpouring – recognition – etc – opportunities
- Good audience participation
- The presenter – content – interaction – networking opportunities
- Principles of leadership
- All of it
- Everything was great! Loved all of it!
- Pegine's energy and humor
- Short yet comprehensive
- Interactive activities
- Energy
- Commissioner's message
- The energy and enthusiasm of the presenter
- All things were complete and clean
- The humor
- Team activities
- Interaction and learning basic concepts that can be used everywhere I go to make the world a better place



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- Very high-energy; delivered a positive message
- Fun and positive message
- Format in which information was presented
- Towel
- Entire program was outstanding
- Demonstration (Instructor) personality. Everything was outstanding
- Pegine's energy
- The interaction and positive enforcement
- Pegine got everyone to participate in the activities
- Pegine did a terrific job giving the concepts in a clear and fun way
- Participation
- Enthusiasm
- Her energy
- She used fun techniques to teach about leadership
- Mary and Mike live the principles they presented
- Offsite; relaxed; instructor; the content of the material
- Meeting people
- Upbeat
- The interactive-ness
- Seeing people, I know and meeting new people
- Mexican hat dance
- Humor – Common sense approach to reinforce leadership skills
- Dialogue – principles of leadership
- You were loud and spoke clear. It moved along
- Energy and humor
- Mary's and Mike's 12 stops to being a leader – good leader
- The content of the program
- Participation
- The energy
- Delivery style of the presenter
- Forced participation – teapot
- Group participation; getting out of comfort zone. Allow yourself to be embarrassed
- Total energy
- The messages delivered by the presenter
- The energy, lots of activities
- Momisms, towel exercise
- The commissioner
- Meeting folks whom I've never had face to face contact
- Humor
- Humor, fun, MGC & Mike's advice
- Leadership principles
- The interaction
- Pegine's presentations were very good. Mary and Mike's presentation to get their views
- The stories Pegine told us
- I found a lot of it entertaining
- Meeting new people
- The quote, "You can accomplish great things if you don't care who gets the credit."



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- Pegine's sense of humor
- Speaker was engaging and had good energy
- Interaction with audience and activities
- Pegine's energy and comedy
- The commissioner/ Mary & Mike's question and answer
- I enjoyed some of your analogies
- Nothing
- The openness and humor
- Camaraderie – acquaintances with Table team
- Humor – Hearing Mike and Mary's leadership vision
- Cross discussion and management style and other leadership issues

### **What will you tell others about Pegine's presentation?**

- Energetic
- Great Presentation
- Energetic and positive attitude
- Must see
- It's excellent
- Full of energy
- Good presentation
- To go see her if you have the opportunity
- Fun
- Great presentation – to attend a future presentation
- Very good!
- Very good
- Try it!
- Great motivator and great speaker
- Energetic
- That this is an excellent leadership training presented by an outstanding instructor
- She is energetic
- Motivational and energizing
- It was outstanding
- Lively, challenging
- Very interesting personality and a lot of experience
- It's a must see
- Very informative and entertaining
- She has energy
- Pegine definitely enjoys her job
- It was motivational
- Excellent
- She is a great motivator, funny and a great speaker
- Fun and lively
- Presentation was great
- Great learning experience
- It was high energy
- Get her – she's worth every minute
- Highly recommended for leadership building and developing strategies for success



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- Worthwhile
- She is a great inspiration and she was great
- Excellent presentation
- High energy
- It was exciting
- That it is beneficial
- Great, I would encourage all to attend
- Outstanding
- Must see
- I would recommend attending
- Excellent and motivating
- Different but fun and valuable
- Excellent
- Her story and use of humor
- Humor
- She's fabulous
- Makes you think
- It was an outstanding presentation
- Awesome
- That it was informative and fun
- Build teams
- Yes
- Great presentation
- Had fun!
- That they need to see her presentation – AWESOME
- Very inspiring
- Great!!
- Energetic and informative
- Energizing; motivating
- To attend one of Pegine's motivational classes
- Very worthwhile. Would recommend the training to them
- She is absolutely the greatest
- Too cool
- That it was very upbeat and entertaining
- Very good presentation
- She is an excellent presenter – also very motivating
- You need to get involved
- That it was a great experience
- How energetic and interesting your presentation was
- Excellent and wish they were there to share the experience
- She's awesome
- It was worth the time
- Very enthusiastic and upbeat
- Excellent and very well presented!!
- She is a good instructor
- You need to go to one of presentations. It was excellent
- Pegine's approach to teaching leadership is unique 0 using everyday examples, comparisons and humor to teach



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- It was terrific
- Most energetic presentation I have ever attended
- Wonderful
- People are very important to the success of the agency.
- It was entertaining and educational
- Fun and thought provoking
- They must be apart of the next presentation
- A lot of fun!
- She's good and worth the time. Very energetic
- Enjoy
- Great presentation for all levels of managers
- Energetic
- It was eye opening, it's nice that my higher boss is now human and the past ones thought they were better than the one's under them.
- Fun and informative
- Very good programs
- Very high energy
- It was good
- We did the dances
- Participations and team growth
- She was very good
- Fantastic
- Very interesting and fun
- 2<sup>nd</sup> time around – always a pleasure
- It was thorough and professionally presented
- Interactive, fun, on point, and thoughtful
- Take advantage of opportunities to participate
- Yes
- Leadership is hard work but can be fun
- She's peppy, good sense of humor
- Very interactive
- That it was entertaining
- She is fun and keeps your attention
- Energetic
- Go see her!
- Ok but too much audience participation
- This is not my style for learning
- Take it to mental institutions
- How much I enjoyed it and I think everyone else did as well
- Go and enjoy the presentation

<b>Rating</b>	<b>5(Outstanding)</b>	<b>4(Great)</b>	<b>3(Good)</b>	<b>2(Poor)</b>	<b>1(Terrible)</b>
Content	99	45	9	3	1
Speaker Delivery	115	38	4	-	1
Was This Useful?	91	55	11	-	1



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