

Illinois Health Care Association
58th Annual Convention and Trade Show
W-116. Meals or Milkings? True Dining Experience or "Herding" Ritual?
Wednesday, September 10, 2008
Speaker: Clint Maun

The following is a summary of the evaluations that IHCA received following the session. We received 85 evaluation forms.

1. The information presented was thorough and easy to understand.
 - 79 out of 85 strongly agreed
 - 5 out of 85 agreed
 - 1 out of 85 were neutral
 - 0 out of 85 disagreed
 - 0 out of 85 strongly disagreed
 - 0 out of 85 had no comment

2. I will be able to put the information to immediate use.
 - 63 out of 85 strongly agreed
 - 15 out of 85 agreed
 - 6 out of 85 were neutral
 - 0 out of 85 disagreed
 - 0 out of 85 strongly disagreed
 - 0 out of 85 had no comment

3. I enjoyed listening to and learning from the speaker(s).
 - 81 out of 85 strongly agreed
 - 3 out of 85 agreed
 - 1 out of 85 were neutral
 - 0 out of 85 disagreed
 - 0 out of 85 strongly disagreed
 - 0 out of 85 had no comment

4. The speaker interacted well with the audience.
 - 83 out of 85 strongly agreed
 - 1 out of 85 agreed
 - 1 out of 85 were neutral
 - 0 out of 85 disagreed
 - 0 out of 85 strongly disagreed
 - 0 out of 85 had no comment

5. The session met my expectations.
 - 74 out of 85 strongly agreed
 - 7 out of 85 agreed
 - 3 out of 85 were neutral
 - 1 out of 85 disagreed
 - 0 out of 85 strongly disagreed
 - 0 out of 85 had no comment

6. The objectives listed in the program book were met.

71 out of 85 strongly agreed

11 out of 85 agreed

3 out of 85 were neutral

0 out of 85 disagreed

0 out of 85 strongly disagreed

0 out of 85 had no comment

7. The handouts will be helpful for future reference.

65 out of 85 strongly agreed

15 out of 85 agreed

4 out of 85 were neutral

1 out of 85 disagreed

0 out of 85 strongly disagreed

0 out of 85 had no comment

Additional Comments:

Very good.

Excellent, as always.

Very entertaining and good information.

Terrific!

A very good session.

Very entertaining and knowledgeable.

Have seen Clint twice in past. Always a great session. Entertaining and informative.

Awesome speaker. Looking forward to afternoon session.

I feel he has actually been in my facility at meal times!

Clint is a fabulous speaker! Thanks for bringing him to the convention.

Excellent speaker. Keeps info very upbeat.

Outstanding and so true!

Funny, insightful, excellent speaker.

Your company is the greatest!

Fantastic speaker.

Very motivating and truthful.

Illinois Health Care Association
58th Annual Convention and Trade Show
W-140. The Activity Department's Role in Enhancing Customer Service
Wednesday, September 10, 2008
Speaker: Clint Maun

The following is a summary of the evaluations that IHCA received following the session. We received 55 evaluation forms.

1. The information presented was thorough and easy to understand.
 - 50 out of 55 strongly agreed
 - 4 out of 55 agreed
 - 0 out of 55 were neutral
 - 0 out of 55 disagreed
 - 0 out of 55 strongly disagreed
 - 0 out of 55 had no comment

2. I will be able to put the information to immediate use.
 - 48 out of 55 strongly agreed
 - 5 out of 55 agreed
 - 0 out of 55 were neutral
 - 0 out of 55 disagreed
 - 0 out of 55 strongly disagreed
 - 0 out of 55 had no comment

3. I enjoyed listening to and learning from the speaker(s).
 - 52 out of 55 strongly agreed
 - 3 out of 55 agreed
 - 0 out of 55 were neutral
 - 0 out of 55 disagreed
 - 0 out of 55 strongly disagreed
 - 0 out of 55 had no comment

4. The speaker interacted well with the audience.
 - 53 out of 55 strongly agreed
 - 2 out of 55 agreed
 - 0 out of 55 were neutral
 - 0 out of 55 disagreed
 - 0 out of 55 strongly disagreed
 - 0 out of 55 had no comment

5. The session met my expectations.
 - 52 out of 55 strongly agreed
 - 3 out of 55 agreed
 - 0 out of 55 were neutral
 - 0 out of 55 disagreed
 - 0 out of 55 strongly disagreed
 - 0 out of 55 had no comment

6. The objectives listed in the program book were met.

51 out of 55 strongly agreed

4 out of 55 agreed

0 out of 55 were neutral

0 out of 55 disagreed

0 out of 55 strongly disagreed

0 out of 55 had no comment

7. The handouts will be helpful for future reference.

50 out of 55 strongly agreed

3 out of 55 agreed

1 out of 55 were neutral

1 out of 55 disagreed

0 out of 55 strongly disagreed

0 out of 55 had no comment

Additional Comments:

Very funny! Just great!

Poor handouts.

Clint was great speaker. Best thing I learned "Come with me!" Simple, easy.

Listening to Clint is like giving in to a guilty pleasure. Looking forward to putting this in action.

Very interesting. Love BSCIP, KAI, and Come with me.

Very good. Lighthearted. Enjoyed the topic.

Very useful information and humorous.

Excellent speaker and excellent presentation of ideas.

Wonderful. Funny. I like my job again.

Marvelous!

Educational and fun.

I wish more of our facility were here to listen.

Everyone could relate to something he spoke about or shared.

**Illinois Health Care Association
58th Annual Convention and Trade Show
R-101. It's a Jungle Out There
Thursday, September 11, 2008
Speaker: Clint Maun**

The following is a summary of the evaluations that IHCA received following the session. We received 75 evaluation forms.

1. The information presented was thorough and easy to understand.
 - 68 out of 75 strongly agreed
 - 7 out of 75 agreed
 - 0 out of 75 were neutral
 - 0 out of 75 disagreed
 - 0 out of 75 strongly disagreed
 - 0 out of 75 had no comment

2. I will be able to put the information to immediate use.
 - 65 out of 75 strongly agreed
 - 10 out of 75 agreed
 - 0 out of 75 were neutral
 - 0 out of 75 disagreed
 - 0 out of 75 strongly disagreed
 - 0 out of 75 had no comment

3. I enjoyed listening to and learning from the speaker(s).
 - 70 out of 75 strongly agreed
 - 5 out of 75 agreed
 - 0 out of 75 were neutral
 - 0 out of 75 disagreed
 - 0 out of 75 strongly disagreed
 - 0 out of 75 had no comment

4. The speaker interacted well with the audience.
 - 70 out of 75 strongly agreed
 - 5 out of 75 agreed
 - 0 out of 75 were neutral
 - 0 out of 75 disagreed
 - 0 out of 75 strongly disagreed
 - 0 out of 75 had no comment

5. The session met my expectations.
 - 69 out of 75 strongly agreed
 - 6 out of 75 agreed
 - 0 out of 75 were neutral
 - 0 out of 75 disagreed
 - 0 out of 75 strongly disagreed
 - 0 out of 75 had no comment

6. The objectives listed in the program book were met.

69 out of 75 strongly agreed

6 out of 75 agreed

0 out of 75 were neutral

0 out of 75 disagreed

0 out of 75 strongly disagreed

0 out of 75 had no comment

7. The handouts will be helpful for future reference.

64 out of 75 strongly agreed

11 out of 75 agreed

0 out of 75 were neutral

0 out of 75 disagreed

0 out of 75 strongly disagreed

0 out of 75 had no comment

Additional Comments:

- Powerful! Excellent! Received some new ideas.
- Clint is the best speaker. Sure knows the healthcare world
- Great
- I am motivated
- Great start to the day
- Great
- Great Presentation
- Very enjoyable, very applicable
- Absolutely wonderful
- The best session ever
- Excellent speaker. Wonderful for first thing in the morning
- This session was the first in 24 years of working in healthcare and attending conventions that someone actually understood and hit on the hardest and most difficult concerns of being a healthcare professional.
- Very funny and motivating

**Illinois Health Care Association
58th Annual Convention and Trade Show
R-133. Managing Absenteeism and Tardiness
Thursday, September 11, 2008
Speaker: Clint Maun**

The following is a summary of the evaluations that IHCA received following the session. We received 45 evaluation forms.

1. The information presented was thorough and easy to understand.
 - 40 out of 45 strongly agreed
 - 5 out of 45 agreed
 - 0 out of 45 were neutral
 - 0 out of 45 disagreed
 - 0 out of 45 strongly disagreed
 - 0 out of 45 had no comment

2. I will be able to put the information to immediate use.
 - 35 out of 45 strongly agreed
 - 9 out of 45 agreed
 - 1 out of 45 were neutral
 - 0 out of 45 disagreed
 - 0 out of 45 strongly disagreed
 - 0 out of 45 had no comment

3. I enjoyed listening to and learning from the speaker(s).
 - 44 out of 45 strongly agreed
 - 0 out of 45 agreed
 - 0 out of 45 were neutral
 - 0 out of 45 disagreed
 - 1 out of 45 strongly disagreed
 - 0 out of 45 had no comment

4. The speaker interacted well with the audience.
 - 42 out of 45 strongly agreed
 - 2 out of 45 agreed
 - 0 out of 45 were neutral
 - 0 out of 45 disagreed
 - 0 out of 45 strongly disagreed
 - 1 out of 45 had no comment

5. The session met my expectations.
 - 43 out of 45 strongly agreed
 - 2 out of 45 agreed
 - 0 out of 45 were neutral
 - 0 out of 45 disagreed
 - 0 out of 45 strongly disagreed
 - 0 out of 45 had no comment

6. The objectives listed in the program book were met.

45 out of 45 strongly agreed

3 out of 45 agreed

0 out of 45 were neutral

0 out of 45 disagreed

0 out of 45 strongly disagreed

0 out of 45 had no comment

7. The handouts will be helpful for future reference.

39 out of 45 strongly agreed

5 out of 45 agreed

1 out of 45 were neutral

0 out of 45 disagreed

0 out of 45 strongly disagreed

0 out of 45 had no comment

Additional Comments:

- Useful, funny delivery. No nonsense information. Great!
- Very Good. Keep them laughing and you will keep them listening- You did
- Very good thoughts. I hope I can put them to use
- Good ideas
- Enjoy and learned
- Enjoy hearing him each time he is here. Really understand where we are coming from