

## 2015 CENTS University Speaker Feedback

Speaker: Richard Arlington

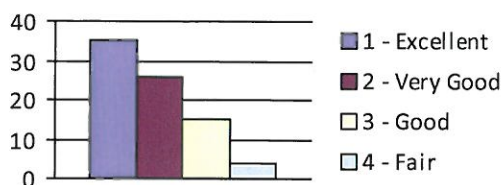
Session Title: Managing Personalities and Processes not the People

Session Date: January 7, 2015

1:30 PM

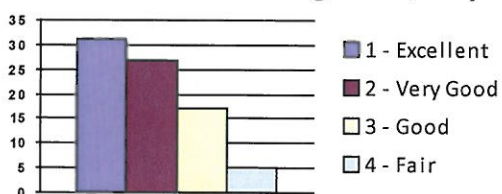
Session #: W25

### 1. Program content was consistent with the program title and description.



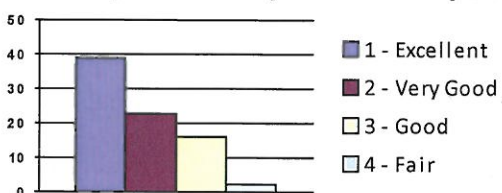
1 - Excellent	35	43.8%
2 - Very Good	26	32.5%
3 - Good	15	18.8%
4 - Fair	4	5.0%
<b>Total #:</b>	<b>80</b>	

### 2. Presentation was well-organized, easy to follow offered ways to apply the learning.



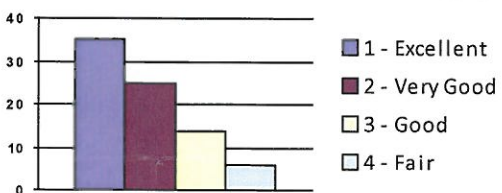
1 - Excellent	31	38.8%
2 - Very Good	27	33.8%
3 - Good	17	21.3%
4 - Fair	5	6.3%
<b>Total #:</b>	<b>80</b>	

### 3. Level of speaker's subject matter expertise.



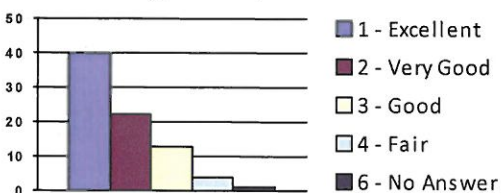
1 - Excellent	39	48.8%
2 - Very Good	23	28.8%
3 - Good	16	20.0%
4 - Fair	2	2.5%
<b>Total #:</b>	<b>80</b>	

### 4. Course content was relevant and useful to my work and professional development.



1 - Excellent	35	43.8%
2 - Very Good	25	31.3%
3 - Good	14	17.5%
4 - Fair	6	7.5%
<b>Total #:</b>	<b>80</b>	

### 5. Overall rating of the presentation.



1 - Excellent	40	50.0%
2 - Very Good	22	27.5%
3 - Good	13	16.3%
4 - Fair	4	5.0%
6 - No Answer	1	1.3%
<b>Total #:</b>	<b>80</b>	

## 2015 CENTS University Speaker Feedback

Speaker: Richard Arlington

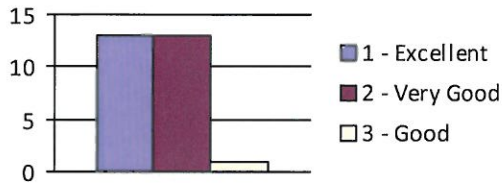
Session Title: Snow & Ice: Equipment Selection and Maintenance for Best Performance

Session Date: January 8, 2015

9:30 AM

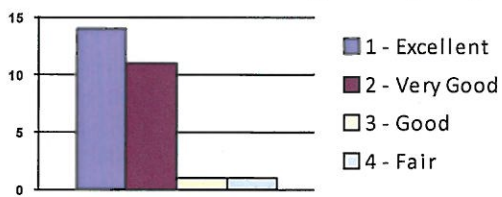
Session #: T09

### 1. Program content was consistent with the program title and description.



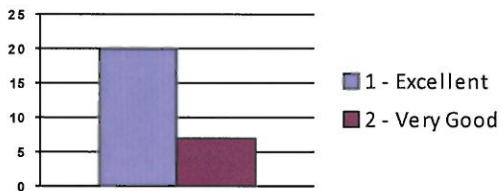
1 - Excellent	13	48.1%
2 - Very Good	13	48.1%
3 - Good	1	3.7%
<b>Total #:</b>	<b>27</b>	

### 2. Presentation was well-organized, easy to follow offered ways to apply the learning.



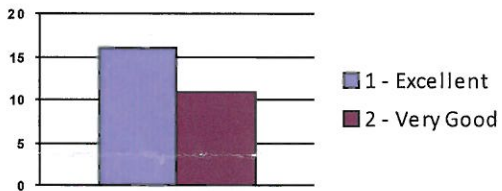
1 - Excellent	14	51.9%
2 - Very Good	11	40.7%
3 - Good	1	3.7%
4 - Fair	1	3.7%
<b>Total #:</b>	<b>27</b>	

### 3. Level of speaker's subject matter expertise.



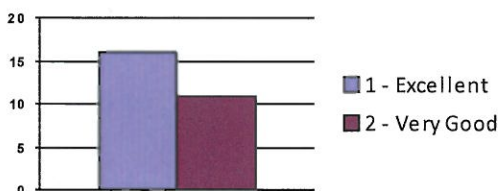
1 - Excellent	20	74.1%
2 - Very Good	7	25.9%
<b>Total #:</b>	<b>27</b>	

### 4. Course content was relevant and useful to my work and professional development.



1 - Excellent	16	59.3%
2 - Very Good	11	40.7%
<b>Total #:</b>	<b>27</b>	

### 5. Overall rating of the presentation.

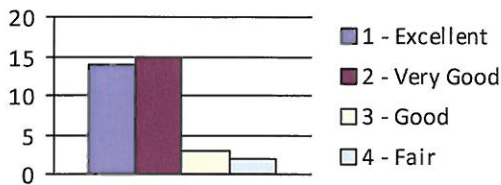


1 - Excellent	16	59.3%
2 - Very Good	11	40.7%
<b>Total #:</b>	<b>27</b>	

## 2015 CENTS University Speaker Feedback

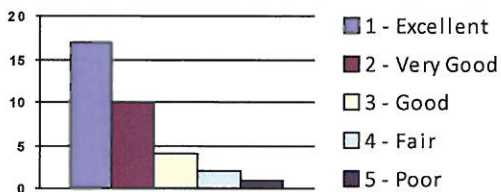
Speaker: Richard Arlington  
 Session Title: Generating a Successful & Profitable Snow & Ice Business  
 Session Date: January 8, 2015      2:30 PM      Session #: T34

### 1. Program content was consistent with the program title and description.



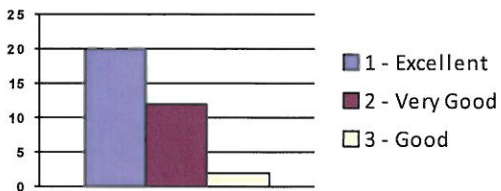
1 - Excellent	14	41.2%
2 - Very Good	15	44.1%
3 - Good	3	8.8%
4 - Fair	2	5.9%
<b>Total #:</b>	<b>34</b>	

### 2. Presentation was well-organized, easy to follow offered ways to apply the learning.



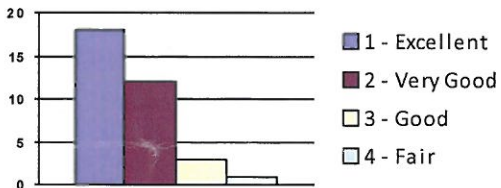
1 - Excellent	17	50.0%
2 - Very Good	10	29.4%
3 - Good	4	11.8%
4 - Fair	2	5.9%
5 - Poor	1	2.9%
<b>Total #:</b>	<b>34</b>	

### 3. Level of speaker's subject matter expertise.



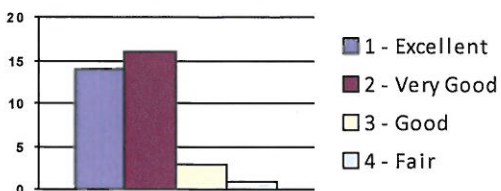
1 - Excellent	20	58.8%
2 - Very Good	12	35.3%
3 - Good	2	5.9%
<b>Total #:</b>	<b>34</b>	

### 4. Course content was relevant and useful to my work and professional development.



1 - Excellent	18	52.9%
2 - Very Good	12	35.3%
3 - Good	3	8.8%
4 - Fair	1	2.9%
<b>Total #:</b>	<b>34</b>	

### 5. Overall rating of the presentation.



1 - Excellent	14	41.2%
2 - Very Good	16	47.1%
3 - Good	3	8.8%
4 - Fair	1	2.9%
<b>Total #:</b>	<b>34</b>	

**2015 CENTS University Speaker Feedback**  
**Attendee Comments**

Speaker: Richard Arlington

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Session Title: Snow & Ice: Equipment Selection and Maintenance for Best Performance

Session Date: January 8, 2015                      9:30 AM      Session #: T09

Practical.

Very knowledgeable presenter.

Very knowledgeable.

He covered exactly what was needed.

With over 15 years' experience in the industry for snow myself.

He knows what he is talking about doing.

Very informational.

Needed more time to go over everything.

I learned a lot about maintenance that I thought I already knew.

He has a wealth of knowledge.

Covered a lot of information in short time.

He is not a boring speaker.

He went fast and did not cover everything.

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Session Title: Generating a Successful & Profitable Snow & Ice Business

Session Date: January 8, 2015                      2:30 PM      Session #: T34

Very arrogant.

I will be looking into seeing if Rich is coming back next year.

This is the perfect for an upcoming landscape manager.

Presenter talked about a 4 hour class, would be willing to pay for this class if arranged for it next year.

Very good information and good speaker.

Presenter has big ego.

Technical experience based solely on statistics.

Not very well organized with walk away information.

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Session Title: Managing Personalities and Processes not the People

Session Date: January 7, 2015                      1:30 PM      Session #: W25

Presentation probably a bit too general and lacked industry specifics and realities.

Speaker described personalities but didn't tell us how to do anything with that information.

I would have enjoyed more information on personality differences (examples) and less on personal experiences.

It's definitely worth expanding this presenter's opportunities.

Speaker was a great communicator, experienced, and relates well to everyman.

It took too much time and left the remaining information with too short a time frame.

I experienced a little too much "I" talk that didn't seem relevant.

It was an enjoyable and informative session.

I loved the enthusiasm and humor.

NOTE: last phrase hard to decipher.

I have a couple good take homes and food for thought (the soft growth of people).

Please come back! Presentation was entertaining.

Session Title: Managing Personalities and Processes not the People

Session Date: January 7, 2015 1:30 PM Session #: W25

It was great to have a person who knows the green industry and gets the issues.

It was entertaining, but not informational.

Presenter did too much talking down on things or people.

Fantastic! Presentation could have been longer to go into more detail.

Presentation was entertaining and informative.

Presentation was kind of all over the board.

Presentation was very good.

Speaker kept my attention.

Awesome.

The analogies were good.

Good presenter and yet, a little too much about himself.

Great speaker who was easy to listen to.

Awesome.

Presentation was interesting, but got off track.

It was not very positive and there are other ways to say it.

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