

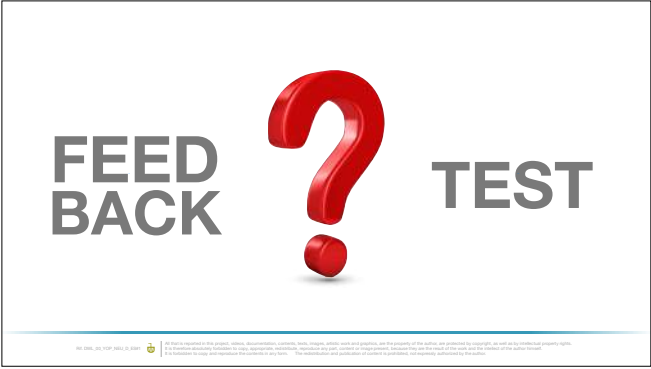
USE

Y OUR

VOICE



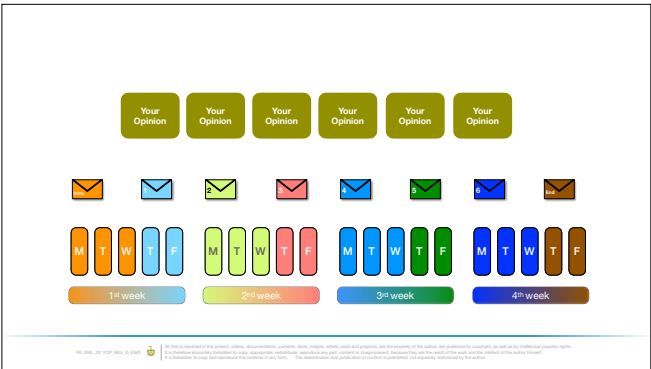
Tu opinión



¿Cómo pedir feedback a los participantes sin que parezca una prueba?



Hemos privilegiado la calidad de los datos recopilados y el aumento del aprendizaje.






Durante el curso intervienen pequeños módulos de “Tu Opinión”, con este mismo fin:



Cada actividad permitirá al participante expresar su opinión, de forma anónima, respondiendo a 3 preguntas de forma novedosa: Ninguna respuesta es incorrecta, pero una es especialmente correcta. No es una prueba, sino nuestra forma de aumentar el aprendizaje de los participantes. De hecho, podrá comprobar inmediatamente las respuestas, mejorando su comprensión de lo que ha aprendido. En función de la respuesta, se proporciona el feedback adecuado para la mejor comprensión del tema. El participante no está obligado a contestar, pero si lo hará, recibirá el Certificado de Participación al finalizar el curso.

The two important aspects

- Excellent  Experience and contact
- Great  Experience and quality
- Good  Contact and product/service

Ninguna respuesta es incorrecta, pero una es especialmente correcta.
No es una prueba, sino nuestra forma de aumentar el aprendizaje de los participantes.

Your opinion

(optional, for personal certificate)

Results Score: 86.7%
8/10 points

The end customer ...

- This is whoever buy or uses our products or services
- Anyone who deals with our products or services
- Only who buys our products or services



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- Only who buys our products or services

10/10 points
Yup! Having clear who benefits from the fruit of our work allows us to focus our energies on what is most important

The direct customer ...

- Can be internal or external to the company (intermediary)
- It is whoever uses the fruits of our labour
- It may coincide with the final customer



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- It is whoever uses the fruits of our labour
- It may coincide with the final customer

10/10 points
Yup! colleagues, other departments: who uses the fruit of our work?

The two important aspects for the customer are:

- Experience and contact
- Experience and quality
- Contact and product/service



- Experience and contact
- Experience and quality
- Contact and product/service

6/10 points
True, quality is important, but it depends on the

De hecho, podrá comprobar inmediatamente las respuestas, mejorando su comprensión de lo que ha aprendido.

Your opinion

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intellectual
property

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