

Appendix V. Data Summary Table: Finding 2

	Name	What They Needed to Learn		
		Knowledge About Content	Understanding of Process	Assertiveness
1	Mollie	X CI	X	
2	Hank	X		
3	Morris	X CI		
4	Debbie		X	
5	Doris		X	
6	Anthony	X		
7	Anne		X	
8	Brent	X		
9	Angela	X	X	X
10	Jane		X	
11	Brad	X	X	
12	Dexter	X		
13	Frankie	X	X	
14	Sally	X	X	
15	Shana	X CI		
16	Lin		X	X
17	Carin		X	
18	Fay	X		
19	Connie	X		
20	Julia		X	
TOTAL		13 (65%)	12 (60%)	2 (10%)

*CI denotes data obtained from critical incident.