

## **Tough Times Toolbox Testimonials**

### **Benefits**

This course far exceeded my expectations. I really had no idea what to expect so it was a real gift!

I really like the Toolbox metaphor. It's exactly what this class provides.

Learning to THINK rather than recoil or avoid has been so very helpful to my improving mental health.

Realizing I was not alone. Feeling my self-confidence grow. Knowing that I have the skills to deal with stress and anger and frustration.

### **Instruction**

It felt like Maureen had tailored the course just for me. I looked forward to each week and also to the emails with additional resources. Maureen applied all the tools we were learning about as we progressed through each session, and this was very helpful for me to see how I could use these tools in my situation.

I felt very grateful to have an instructor who is very skilled in every aspect of the course and who was so skilled at facilitation. Every course needs to have that so the participants can relax and know that the instructor will keep us 'on point.' I felt safe, cared for, and protected. We learned so much because of the instructor's knowledge and obvious experience.

Excellent instructor who struck the correct balance between humour and seriousness, individual feedback and moving the class forward, a personal touch with remaining the instructor. Maureen's careful listening followed by caring feedback was eye opening for all of us time and time again.

### **Learning**

I feel much more balanced now. I use my tools daily and I have learned to trust my energy levels and boundaries.

Part of our course work was planning how we'd continue practicing these new skills once the course was over. I know that practicing these skills until they become familiar and automatic is a process that takes time and commitment, so this part made the course so useful to me. I'm following my plan and growing my new skills.

I learned so much due to the knowledge and experience of the instructor and the tools (reading material and videos) she provided.

## **Confidentiality**

I feel completely safe regarding confidentiality.

I discussed confidentiality with Maureen prior to committing to the course and felt reassured that this would be addressed at the first session with all participants.

I felt completely comfortable and trusting from beginning to end.

I believe everyone came to understand the need to treat the class and its members with confidentiality. It was also important to allow people who are comfortable talking about the benefits of the class to other islanders to be able to do that, provided no names are mentioned. I think that helps spread the word about the class and demonstrates the high level of confidentiality offered.