



EVALUATION REPORT



“Diverse Voices, Common Needs: Building Peaceful Communities Together” Training course by SCI International Secretariat 12-18 November 2024

Evaluation report

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Preface

This report includes a summary and analysis of the answers from questionnaires received from the participants in the ***Diverse Voices, Common Needs: Building Peaceful Communities Together*** training course (12-18.11.2024), part of the [Peace in Diversity](#) project led by Service Civil International in 2024 and 2025.

Our project partners were PVN Albania, EdUcAntwerp Belgium, CVS Bulgaria, SCI Catalunya, SCI Germany, Utilapu Hungary, VSI Ireland, GAIA Kosovo, CID North Macedonia, SCI Poland, and YRS Serbia. The project was co-funded by the European Union.

The training course gathered as many as 32 learners, 2 trainers, and 1 logistic person. The group came from 10 countries, and there were many more nationalities in the group.

The trainers were Natalie Jivkova (Bulgaria) and Goška Tur (Poland).

We were interested in learning about the level of satisfaction of the course participants with various aspects of the training courses and wanted to read opinions and proposals for improvement for future courses of this type.

Evaluation process

The evaluation survey, shared with the participants straight after the training course, measured the satisfaction level with the training and it also collected ideas for improvement of similar events to be organised.

We received 23 responses to the evaluation survey (the response rate being 72%).

With the knowledge that always a few people do not fill in the evaluation surveys, this percentage was a sufficient base for the evaluation of the training course.

Key findings

“Diverse Voices, Common Needs: Building Peaceful Communities Together” Training Course received very positive evaluation results:

- **30.4%** of participants said they were *extremely satisfied* with the whole training,
- **47.8%** were *very satisfied*,
- **13%** were *rather satisfied*,
- **4.3%** were *neither satisfied nor dissatisfied*,
- **4.3%** were *rather dissatisfied* with the experience.

When it comes to more detailed aspects of the course, the course received various *satisfaction level* results. In the calculation below, 100% corresponds to the highest grade, *extreme* satisfaction, and 83% is the equivalent of *very high* satisfaction.

- Preparation stage: the communication and support before the course: **97%**
- Content of the programme: **79%**
- Training methods: **88%**
- Meeting needs and expectations: **77%**
- Group atmosphere: **85%**
- Actively participating in the training: **93%**
- Trainers' team: **93%**
- Accommodation: **73%**
- Food: **38%**
- Participant's level of understanding of the follow-up activities: **92%**

The exact measurement method and all answers are provided in the next chapter of the report.

One can note from the above breakout of the various training aspects that the level of **overall training satisfaction is very high**.

From the detailed answers, we can see that the participants **liked and enjoyed the training course and the learning moments it provided**. They had the possibility to explore and try out **various tools and techniques to improve inner peace**. Participants share that they **found ways and developed their skills for practising mindfulness, gratitude, and happiness**. They learned more about **how to deal with stress** as well.

They also **learned more about themselves**, and are grateful for having this time dedicated to **practicing** different techniques for inner peace during the training. Additionally, participants note that they have **developed their teamwork and communication skills**.

One of the most **appreciated moments from the training was the Open Space** where participants had various opportunities for practising and learning about **meditation, yoga, journaling, developing trust, and deepening their knowledge of very specific issues** (e.g. well-being of sugar cane workers and the political situation in the Dominican Republic).

Many participants shared that they made **new friendships** and that they **felt in a safe and inclusive environment** where they **enjoyed discussing and sharing with the other participants**.

The participants see themselves as **capable of putting the acquired knowledge and skills into practice** and are **confident about the follow-up actions**.

Some participants liked the moments with the **activities and the work in small groups**, others those moments when we were **all together in such a diverse group**, while some enjoyed the **outdoor time** and the **time for reflection**.

The **trainers' and organisers' team** received only positive, heart-warming comments, and their role and guidance during the courses were assessed as helpful, supportive, and amazing.

The participants' comments are included on the next pages.

Regarding **recommendations for improvements**, most of the recommendations are connected to the **logistics**. The most common point was that the participants were dissatisfied with the quantity and diversity of the food served. The second point, pointed out by far fewer people, was the simple accommodation in the training venue - Het Scoutshuis in Antwerp.

Additionally, recommendations included going more in-depth in the topics of the training as well as incorporating meditation every day and doing more outdoor activities. All recommendations have been discussed within the project team and taken into consideration for future events, with the obvious limitations in mind (e.g. that it is impossible to work outside in rainy Belgium in November or that Erasmus+ project budgets don't allow for staying in fancy hotels with private rooms).

All in all, the content and process of the "Diverse Voices, Common Needs: Building Peaceful Communities Together" Training Course were evaluated **positively** by the participants, and the proposals for improvement provided us with ideas and suggestions for bettering similar courses to be organised in the future.

On the next pages, we present all the evaluation statistics and the participants' additional feedback.

EVALUATION SURVEY – COMPLETE ANSWERS

The next section of the report presents the statistical measurement of the satisfaction indicators and a compilation of all answers and suggestions (anonymised, if needed) provided by the training participants.

Overall satisfaction with the training

The participants first answered the question:

“Please rate your satisfaction level with the training course”

from 1 – *Extremely unhappy/dissatisfied* to 7 – *Extremely happy/satisfied*

The results were:

Choice	No. of answers	% of answers
1	0	0%
2	0	0%
3	1	4.3%
4	1	4.3%
5	3	13%
6	11	47.8%
7	7	30.4%

Modal value (most common result): **very satisfied**

Average result* in %: 83%

Explanation:

The higher the percentage of the average result, the bigger the satisfaction level. E.g.:

- A score of 100% would mean extreme satisfaction for 100% of participants;
- A score of 83% here would mean that the training course participants expressed on average very high satisfaction.

Therefore, a result of 83% means that the participants on average were between “very high” and “extreme” satisfaction.

The average result calculation is based on assigning points to each answer, summing them up, and then calculating a percentage of points reached in comparison to the maximum possible result.

- Answer no. 7 – extremely satisfied = 6 points
- Answer no. 6 – very satisfied = 5 points
- Answer no. 5 – rather satisfied = 4 points
- Answer no. 4 – neither satisfied nor dissatisfied = 3 points
- Answer no. 3 – rather dissatisfied = 2 points
- Answer no. 2 – very dissatisfied = 1 point
- Answer no. 1 – extremely dissatisfied = 0 points

Satisfaction level with various aspects of the course

Next, the participants rated 10 statements on the “strongly disagree-strongly agree” scale.

1. I am satisfied with the information and support I received from the organisers BEFORE the training.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	0	0%
Agree	2	19%
Strongly agree	21	81%

Modal value (most common result): **strongly agree**

Average result* in %: **97%**

Explanation:

100% means the highest possible result (extreme satisfaction, happiness, engagement etc., depending on the nature of the question).

The average result calculation is based on assigning points to each answer, summing them up, and then calculating a percentage of points reached in comparison to the maximum possible result.

In the above question and the next ones:

- Strongly agree = 3 points
- Agree = 2 points
- Disagree = 1 point
- Strongly disagree = 0 points

“I don’t know” answers are not used for calculation.

2. I am satisfied with the training content.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	2	9%
Agree	13	56%
Strongly agree	8	35%

Modal value (most common result): **agree**

Average result in %: **79%**

3. I am satisfied with the training methods.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	4	17%
Agree	7	31%
Strongly agree	12	52%

Modal value (most common result): **strongly agree**

Average result in %: **88%**

4. The training course met my needs and expectations.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	2	9%
I don't know	3	13%
Agree	10	43%
Strongly agree	8	35%

Modal value (most common result): **agree**

Average result in %: **77%**

5. I enjoyed the group atmosphere.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	1	4%
Agree	10	44%
Strongly agree	12	52%

Modal value (most common result): **strongly agree**

Average result in %: **85%**

6. I actively participated in the training.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	0	0%
Agree	5	22%
Strongly agree	18	78%

Modal value (most common result): **strongly agree**

Average result in %: **93%**

7. I am happy with the trainers' team.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	1	4%
Agree	5	22%
Strongly agree	17	74%

Modal value (most common result): **strongly agree**

Average result in %: **93%**

8. I am satisfied with the accommodation.

Choice	No. of answers	% of answers
Strongly disagree	2	9%
Disagree	0	0%
I don't know	4	17%
Agree	7	31%
Strongly agree	10	43%

Modal value (most common result): **strongly agree**

Average result in %: **73%**

9. I am satisfied with the food served.

Choice	No. of answers	% of answers
Strongly disagree	7	30,5%
Disagree	7	30,5%
I don't know	3	13%
Agree	2	9%
Strongly agree	4	17%

Modal value (most common result): **disagree and strongly disagree**

Average result in %: **38%**

10. I have a good understanding of what is expected from me for the follow-up activity.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	2	9%
Agree	5	22%
Strongly agree	16	69%

Modal value (most common result): **strongly agree**

Average result in %: **92%**

Learning outcomes

Below you will find answers to the question *What have you gained/learned/developed during the training?*

- Many new soft skills and tips. Also many new acquaintances and good memories!
- All of the sessions were full of information, which was given to us in dynamic and engaging ways. I enjoyed learning about mindfulness, inner peace and how "strong" communities begin with strong individuals.
- The main thought that stayed with me after the training is "inner peace" and its importance in my daily life.
- I have learnt a lot of things. I gained new friends (my roommates) and I keep in touch with them (and sure to be in the future as well and work for common sake).

I found out about political processes going on in The Dominican Republic from the person very actively involved in change and I was lucky to have her as a roommate. The stories were considerably moving and made me really and profoundly interested in the topic. I am going to learn more about it and I find it of the utmost importance.

I found out the connection between inner peace and building a peaceful community, which I was not totally aware of and which I find very useful.

I really liked the idea of Open Space and I found the workshops very diverse and relevant.

I developed my communication skills and learnt a lot (a lot really!) of methods and techniques that I am definitely going to use in my work group. I actually used one of the tools today in the classroom (I teach in high school :-)) and students were really happy I did it.

I learnt about mindfulness and gratitude, which I find absolutely useful.

To sum up, I find the content of the training 200% useful, adequate and relevant.

- Peacefulness
- I have gained various skills, including collaboration and teamwork, communication, leadership, personal growth, intercultural understanding, and meditation.
- I've learned lot of new ways that will help me to find peace in myself and also to bring peace to my friends and family.
- I have gained a greater understanding of what peace consists of and hope to implement actions on a personal level as well as on an institutional level for my organisation.
- I have gained new methods and techniques that will help me improve my inner peace and wellbeing. I have also gained new friendships and contacts and I have developed my skills in a way that I can confidently organize a follow-up activity.
- New activities and methods to apply at my work as convivence and coeducation coordinator in a school for adult people.
- I've gained tools that will help me cultivate inner peace, as well as a deeper appreciation of diversity.
- It was already information that I knew about, however this was the first time for me to use it in a practical way, so I learned that.
- It was useful for me in the sense that it allowed me to do some introspection, and even though I already knew some of the techniques, it was very enriching to spend one day just focusing in our selfcare in terms of peace, not worrying about other things, and applying techniques related to achieving the improvement of our inner peace.
- I have gained a new perspective and information about happiness and peace, how they are correlated with each other and how to boost one's happiness

- I have learned to be at peace with myself first in order to spread peacefulness in the rest of the world. All I realised being grateful even for the smallest of things is the way to true happiness in life.
- I learned more specific things about this project things like the A personality type
- Inner peace information, meditation techniques, happiness boosters, gratitude in our daily life, connecting with nature, and working in diverse communities.
- This training gave me the chance to reflect everything in my life, how to improve it, my expectations, my emotions' management. I also learned about some new things and by actually analysing subjects like inner-peace, happiness, well-being etc., it gave me the chance to reflect about the importance of them in everyone's life motivating me to talk about this training to everyone and of course about the follow-up activity.
- I especially developed working in a group and during and after this training it was easier for me to open myself to other people.
- I learned mostly about myself and what can I do to help others and myself live in more harmony and peace.
- Not that much on a professional level but I learned a lot about myself during these difficult times :)
- Tools to better understand how to deal with my emotions and appreciate life more in general. Mental health hygiene tools.
- During the training, I gained profound insights into the interconnectedness of inner peace and peace with the natural world. By engaging in mindfulness practices, reflective exercises, and possibly immersive activities in nature, I learned to cultivate a deeper sense of self-awareness. This awareness helped me recognize how my thoughts, emotions, and actions influence both my internal state and the environment around me.

Most enjoyable moments of the course

The following moments were named the most enjoyable ones, answering the question *Which moments did you enjoy the most?*:

- Group activities
- The park and the interview
- Working in small groups and sharing our ideas together, yoga session, meditation methods, our follow up activities ideas, information about distress and eustress.
- The training emphasized the importance of slowing down and being present, which allowed me to develop a greater appreciation for the natural rhythms of life. Observing the simplicity and resilience of nature provided inspiration for managing personal challenges, fostering a sense of balance, and embracing change.
- Solo time in Nature, Energizers
- The 100 things we are grateful for list was my most favourite time.
- Difficult to choose :-)

There were a lot of inspiring and great moments but after long reflection time :-) I find one of the workshops (the one by Micely and Lejla) the most beneficial for me because it gave me an opportunity to feel totally involved in the physical activity, which I really needed :-), in particular some dancing and non-pressure atmosphere of learning from each other.

I also loved the time of Micely's presentation.

I loved the gratitude list of 100 things I'm grateful for.

I loved many group chats, but I am not able to remember their content in detail right now. What I am sure is they were really beneficial to me. I am sure I will use information I gained both in my private and professional life. I really enjoyed a lot of moments during the training.

- There were some open classes and also some game tasks that I really enjoyed.
- The connections with people

All the discussions we made when we were separated into groups.

The cards

Connection with nature

How to deal with stress?

The final party 🙏 (I tried lol)

Basically everything...

- The open-air activities. Some group and pair activities.
- Group tasks
- I enjoyed the free day and the walk in nature.
- I have enjoyed the most the workshops in groups where we had opportunities to share our experiences on the given topic.
- I enjoyed the most the solo walk at the park, it has been a long time since I last did something like that, and I can see why the trainers decided to include that in our agenda.
- I enjoyed group work and spontaneous dance parties with new friends.
- Hanging out with people and group work. :)
- I enjoyed the most activities in groups.
- I enjoyed living in the moment, so working in different groups made the experience even more fun. It allowed me to get to know many people and see just how diverse the group was.
- I enjoyed the mindfulness segment a lot.
- I really enjoyed the open space moment: the journaling session and the yoga session with Zuzia, and Monika's trust game were my favourites. I also enjoyed the walked in nature and the concert played by Del. In addition, I really liked how we had the freedom to organize each night some activities to be all together with the group. I really appreciate the fact that we had a cosy place to be together once the planned activities were finished. I also enjoyed the reflection time with my since it was a safe place in order to share how we were feeling about the training.
- The energiser sessions, the practical exercises/tasks, and the walk on the wild side.
- I enjoyed the most moments when I could work in small groups and also when I was sharing my opinions with others. About exercises two of my favourites were "Eggsercise" and 100 things I'm grateful for.
- Mindful walk in the park, sharing experiences with other participants, "egg" team building activity, sharing opinions on the forum with other participants, 100 things you are grateful for.

Food and accommodation

The training course was organised in a standard Belgian scout centre (Het Scoutshuis in Antwerp), which regularly hosts groups. The accommodation was in rooms for 4-7 people (which was announced beforehand). The food were standard Belgian meals.

The Belgian cuisine was difficult to accept for many participants from other countries. They missed vegetables and could not accept the amount of sugar that is served in Belgian for breakfast in different

forms. When our SCI team saw that for some participants this cultural shock was too much to handle and with no flexibility on the Scoutshuis side, we started buying additional fruit, vegetables, hummus, spreads, etc. to serve it on the top of the regular Belgian meals.

However, the strongest comments we received were related to the food quantity. The issue was a hot one because there were a few meals at the beginning of the course when the hostel did not prepare enough food and the SCI team had to take emergency measures (like buying additional meals outside of the hostel, and sometimes cooking ourselves). The situation was seriously discussed with the hostel management to prevent it from repeating but this initial bad impression stayed with the participants until the end of the course.

We received the following comments on food and accommodation:

- I was hesitating about the accommodation. First I didn't like it that much because it was very far from the city centre, neither in the countryside nor in the city :-) and the view around was not spectacular, either. It was also quite cold at the beginning.
Anyway, I then marked it "I agree" [being satisfied with the accommodation] because I really loved the company of people I shared the room with and I absolutely appreciate the fact there were 4 of us in one room (not e.g. 7 like other people had). I think we were very good team and I'm quite sure all of us liked this room sharing so I am really grateful to the organizers for organizing it that way :-).
- As for the food... many people complained, but actually I wouldn't complain. Only the first or the second day the food was kinda inedible. Then it was OK, just normal vegetarian food (I'm not vegetarian but I knew it pretty well before coming that it's going to be veggie so I was prepared for it).
Some dishes very really good, especially dinners. I also appreciate hummus because I like it and I find it very healthy.
- The food was terrible, we even didn't had enough food to eat. The food amount wasn't enough and there was no food for some people. Also they told us not to take much food and so I felt hungry during all the training. Every day same food, only cheese, one night the didn't had enough bread for all of us. It was the worst food I've ever eaten. The food didn't taste good and there was no variety. Also it's not hygienic for 30 people to use 3 bathrooms or 4 showers. Even in army or prison they have better conditions and better food. The training methods were very good but the food and accommodation wasn't. It's not fair to sleep 7 people in one room.
- I was really disappointed with both the accommodation and the food. The accommodation was not great, especially since there were only two keys for one room, which caused a lot of frustration. It made things much harder for us to manage. As for the food, it was a big letdown. There wasn't enough for everyone, and some of us didn't get any at all. What we did get was bland and flavourless, with very little variety. It was disappointing and definitely didn't meet our expectations.
- Please, change the venue for the next training. Food quality and quantity were unacceptable.
- As we all know food provided left a lot to be desired. Not sure what could be done if the venue is used again. Perhaps get some participants to help prepare additional food - with advance notice of this.
- What I didn't like was only breakfasts because every day, for the whole week, was one by one absolutely the same. Bread was not healthy, either, because it was 'plastic' toast bread and I eat at home wholemeal bread :-). But it's not my home and many people like rolls, so :-))...

As for other dishes all those complaints that I could hear from people around I find an exaggeration frankly speaking. That was normal and standard vegetarian food. When Goška and Natalia started adding salads it was for me more than enough and I felt fed :-) so I don't really complain about the food. Ah, but I definitely would change one thing. Coffee. I guess it had 0% caffeine in it, really :-). But it's not so important, it's not a training for chefs, for God's sake... :-)))

Suggestions for the next training course

In this section of the survey, we asked about suggestions for improvement for the next similar training to be organised in the future.

We collected the following feedback:

- Gong and that people will be always on time
- Maybe more variations, more interaction, more movement from the participant so they are not just sitting on a chair and then listening
- Maybe adding more practical methods of meditation techniques like a session of yoga in the morning or something similar, which you can use also as an energizer.
- Incorporate examples and case studies from diverse cultures to highlight different approaches to inner peace and environmental harmony.
- More outdoor activities and more energizers
- I'd only suggest including more countries and fewer people from one country. In this training I felt there are too many people from same country /region. I think it would be better to add more diversity to the group
- I would consider only one thing...

There were quite big groups of people from one country, and in particular from one region, The Balkans (North Macedonia, Kosovo, Serbia, Albania). These people were keeping quite close together and sometimes it was difficult to, hm, get reach to them for people from other regions.

So I would reconsider if it's a perfect idea to create such big groups from one region and not rarely share a language. On the other hand, as far as I know, some of those participants got on really very well with each other :-)) (there were couples etc. :-)) so, taking into consideration not always those countries have had a smooth history of co-existence in the Balkans, maybe the idea of combining them in one project is a great one :-).

It was just an impression, not a real suggestion :-).

- Food and accommodation, people need good food to have energy and also good room conditions too.
- In a training in Bosnia that I participated in July, when people would be late, there would be like funny punishments like singing a song, squats etc. and probably you could try it out yourselves with the people you are training.
- Please, no more trainings in Belgium with "Belgian" food.
- More discussions without interrupting the participants
- I'm sure that you also know that accommodation and your strict work etiquette were a bit much sometimes, so perhaps if you create a more peaceful space, participants will be happier 😊
- My suggestions for improvement for similar training courses in the future are regarding the quantity and the quality of the food.
- I think a little more flexibility could have been better. For example, 20 min breaks instead of 30, and then using the 10 mins we saved to finish earlier the overall agenda of the day.
- I would suggest more assertiveness from the trainers and better food.
- Maybe to balance theory and practice a bit more!
- Food and accommodation choice.
- My suggestion is to keep the balance between theory and practice while ensuring there's enough time for participants to connect and share their experiences. Maintaining the current structure but adding optional follow-up resources could also enhance the experience

- Maybe a little more theory/explanation. For example, I would have liked to learn more about prejudice and stereotypes, how they are formed and how we can better work with them in order to peacefully co exist.
- Maybe for the next trainings it would be great to start with a Meditation session of 10 minutes. In addition it would be great if the weather allows it to do some of the activities outdoors, because I felt kind of overwhelmed after spending all day inside the hostel.
- In relation to the training course, I was kind of the disappointed at the beginning since I expected to learn more technical stuff about how to achieve inner peace. I enjoyed how we were working in teams all the time, but I would have preferred to learn more from people who are trained in this competence.
- More emphasis that sessions should be 'digital free' except where required for actual course content (i.e. use of phones). I'm not sure how time-keeping (for participants) could be improved apart from constantly restating the issue of punctuality.
- I think the training was great and I would love to take part in an experience like this again. The only thing that should be improved is food on training.
- More space for participants to share their opinions. I have had this impression that the program was rushed sometimes and sometimes quality discussions were cut without proper closure.
Deeper understanding of mental health hygiene and mental health issues – they were introduced superficially.

Feedback to the team

In one of the last questions, we invited the participants to provide feedback to the team. These are the comments we received:

- Thank you! Love you!
- I think you make a dream team
- You rock!
- The team was amazing. They took great care of us! A small comment I have is that Goška appeared visibly stressed during the food distribution, particularly due to delays and participants engaging in parallel conversations during the training. She was trying to make sure we were okay and while such situations are understandably stressful, they also presented a valuable opportunity to embody and model the principles of inner peace that were central to the training. Demonstrating these practices in real-time could have reinforced their application in challenging scenarios and served as a practical example for participants.
- They all did their very best and I am so happy by their support. They always have a smile on their face and is always ready to help
- Both trainers are amazing! After taking part in some training courses I can clearly see the difference and I'm so happy to have experienced a training course with them.
- I really very much enjoyed the care, involvement and professional content prepared by Goška and Natalie. I cannot say much about Eve but I'm sure she did a perfect job as well :-)) but as for Goška and Natalie I loved all their work. They were perfectly prepared and really did they best to solve all the problems, however small they seemed sometimes to me for instance :-)).
They are perfect trainers and I am happy I could learn from them.
I hope to be able to learn from both Goška and Natalie one day again :-)).
- Natalie is an amazing trainer, she is calm, spreading love and is very friendly. She has nothing to improve.
- Everything was nice. The three of them were very communicative, kind and understanding.

Thank you ❤️

- I enjoyed the wide array of activities, but I think it would be better to include some theoretical lectures, like how to build organizations and stuff like that, and some game nights established in the programme.
- More discussions without interrupting the participants, everything else was perfect!
- Natalie is such a kind and good person, I loved her personality. Goška was like a mama bear to Natalie. They were like good and bad policemen.
- I really appreciated the efforts Natalie and Goška put into responding to our needs, especially their efforts with the food.
- I think they did their work the best it could have been done.
- Thank you all for your hard work!
- I find the whole team organised and prepared, and everything went smoothly, thanks to your efforts. I would put a bit more games and practical activities. :)
- Thank you for a peaceful training. It was a good experience for me.
- I really appreciated the positive energy and support from Eve, Goška, and Natalie. They were super kind, engaging, and created a welcoming environment. Honestly, everything felt perfect, and I don't have any suggestions for improvement - thank you for such a great experience! :))
- Great training. Don't have any complaints apart from the accommodation; primarily the food.
- In relation to management and the trainers' team, I really appreciate how you fixed the food situation. Also, Eve's management of all our data and how she did the groceries for us was very nice of her. Something I disliked was how we were adapting all the time to the schedule since sometimes I would have liked to stay longer doing some of the dynamics.
- I very much enjoyed all of the input from the team, it was well-informed, respectful and delivered in a calm and composed way.
- I loved the sessions with Natalie, those were my favourite :)
- Thank you for your patience, kindness and professionalism.

Other comments

In the last section of the evaluation survey, dedicated to remaining comments, we received the following input:

Comments

- Thank you I am very grateful!!
- Thank you for this opportunity and wonderful experience.
- Thank you for being an amazing team!!!
- I love you to the moon and back and keep it up! You rock!
- Thank you :-)
- Maybe less participants from Kosovo-Albania and Serbia and Poland because they make their own groups and it is hard to be integrated.
- It was a good decision to divide participants in rooms by age.
- Lastly, I would have liked, at the beginning, to have more people from Italy, Portugal, or France, since I think there were a lot of people from the Balkans, and at the beginning, it was easier for them to get along since some of them share the same or similar languages, as well as some cultural aspects. In the end, I felt very good with the group, since they were all very outgoing and friendly.

- Just to re-iterate the issue of the use of phones and time-keeping. To me, it shows a remarkable lack of respect for the trainers when people are constantly looking at their phones during an actual training session. Multi-tasking is all well and good - but not during a training session. I know there was a vast age range of participants (all with different 'normalities') but being late for sessions does show a lack of respect for other participants as well as the trainers.
- Thank you all for this amazing experience :)
- Thank you for organizing such a meaningful and well-structured training. It was an incredible experience, and I'm grateful for the opportunity to learn, grow, and connect with amazing people. :))

Conclusions

Evaluating training courses is a standard practice in SCI. We do it for continuous improvement and ensuring that future participants have the best possible experience and this was also our aim while collecting the participant feedback and preparing the report for the “Diverse Voices, Common Needs: Building Peaceful Communities Together” Training Course.

The result analysis has proven that the training course was generally very well-received by participants, with many expressing appreciation for the trainers' efforts and the overall experience. The overall satisfaction with the training was very high, with 30.4% of participants “extremely satisfied” and 47.8% “very satisfied”.

When it comes to the satisfaction level with various aspects of the training course, the results are the following:

Highest Satisfaction:

- Preparation stage (communication and support): 97%
- Actively participating in the training: 93%
- Trainers’ team: 93%
- Participant’s level of understanding of follow-up activities: 92%

High Satisfaction:

- Training methods: 88%
- Group atmosphere: 85%
- Content of the programme: 79%
- Meeting needs and expectations: 77%
- Accommodation: 73%

Lowest Satisfaction:

- Food: 38%

Participants were highly satisfied with the preparation stage, training methods, trainers' team, and their own active participation. Areas with lower satisfaction included accommodation and, notably, the food.

During the training course, participants gained various skills related to inner peace, mindfulness, gratitude, communication, and teamwork.

Enjoyable moments included group activities, open space sessions, experience sharing and the focus on inner peace.

Feedback for the trainers and organizers was overwhelmingly positive.

Recommendations for improvement mainly focused on the quantity, quality, and diversity of the food, as well as some accommodation issues and suggestions for more in-depth topics and outdoor activities.

The SCI team agrees that what needs to be worked upon are a few logistical improvements, and mostly the food issue. Whereas it might be difficult to find a budget training venue in Belgium that agrees to change their standard menu, another possibility would be to emphasise the peculiarities of the Belgian cuisine already during the recruitment phase and make sure that everyone who decides to join the training is aware of what to expect regarding meals and agrees to this intercultural experience.

Without forgetting the low satisfaction with the food, what we would like to emphasise at the end of this report is that we are delighted with the positive feedback on what mattered to us the most in the “Diverse Voices, Common Needs: Building Peaceful Communities Together” Training Course: its programme, methods, trainers, atmosphere, and its learning outcomes. All the positive ratings and comments not only validate SCI efforts to provide high-quality non-formal education but also motivate us to continue delivering exceptional training experiences in the future.

For more information on the training course and this evaluation summary, please contact the report authors at training@sci.ngo.

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