



# EVALUATION REPORT



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## “From Conflict to Collaboration: Building a Culture of Peace in Diverse Communities”

Training course by SCI International Secretariat

2-8 April 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 ***From Conflict to Collaboration: Building a Culture of Peace in Diverse Communities*** training course (2-8.04.2024), 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 28 learners, 2 trainers, and 1 logistic person. The group came from 10 countries, and there were 18 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, including the second project event ***Diverse Voices, Common Needs: Building Peaceful Communities Together*** training course to take place in November 2024.

## 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 21 responses to the evaluation survey (the response rate being 75%).

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

“From Conflict to Collaboration: Building a Culture of Peace in Diverse Communities” Training Course received very positive and extremely positive evaluation results:

- **42.9%** of participants said they were *extremely satisfied* with the whole training,
- **42.9%** were *very satisfied*,
- **14.3%** were *rather satisfied*,
- **nobody** was *dissatisfied* with the experience.

When it comes to more detailed aspects of the course, the course received even better average *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: **94%**
- Content of the programme: **87%**
- Training methods: **95%**
- Meeting needs and expectations: **87%**
- Group atmosphere: **95%**
- Actively participating in the training: **92%**
- Trainers' team: **95%**
- Accommodation: **73%**
- Food: **43%**
- Participant's level of understanding for the follow-up activities: **83%**

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 encountered a **broader perspective of the concept of peace** and learned a lot about **the different levels of peace**. They learned more about **emotional and social intelligence** as well.

They also practised and learned **new techniques and exercises to provide more inclusive and diverse opportunities when working with young people**. One of the most appreciated and mentioned **skills developed during the training is Nonviolent Communication (NVC)**. After the training the participants know better about as well feel more confident in using NVC in their personal and professional lives.

Many participants shared that they found **new friends**, expanded their network and that they **felt in a safe and inclusive environment** that supported the sharing among the 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 simulations**, others enjoyed when we were **all together in such a diverse group**, while some enjoyed the **time for reflection**.

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

The comments – uncensored – are included on the next pages.

Regarding **recommendations for improvements**, most of the recommendations are connected to the **logistics**. One point was that the participants were dissatisfied with the quality and diversity of the food served and the second point was about the location of the scout house that was not easy to reach. Additionally, a recommendation was to go more in-depth in the topics of the training. All recommendations have been discussed within the project team and taken into consideration for future events.

All in all, the content and process of the “From Conflict to Collaboration: Building a Culture of Peace in Diverse Communities” Training Course were evaluated **very positively** by the participants, and the proposals for improvement helped us to plan the second training course within the project.

We would like to share a beautiful **quote** from a participant summarising **the effect of the training course**:

*“I also want to mention the moments when my perspectives shifted. There were so many moments during the training course that, because of the training and educational methods, my perspectives on lots of things changed and I’m thankful for that.”*

**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	0	0%
4	0	0%
5	3	14.3%
6	9	42.9%
7	9	42.9%

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

Average result\* in %: 88%

### 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 88% 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	4	19%
Strongly agree	17	81%

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

Average result\* in %: **94%**

#### 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	0	0%
Agree	8	38%
Strongly agree	13	62%

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

Average result in %: **87%**

### 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	2	10%
Agree	3	14%
Strongly agree	16	76%

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

Average result in %: **95%**

### 4. The training course met my needs and expectations.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	3	15%
Agree	7	33%
Strongly agree	11	52%

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

Average result in %: **87%**

### 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	3	15%
Strongly agree	17	81%

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

Average result in %: **95%**

### 6. I actively participated in the training.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	1	4%
I don't know	4	19%
Agree	2	10%
Strongly agree	14	67%

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

Average result in %: **92%**

**7. I am happy with the trainers' team.**

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	0	0%
I don't know	0	0%
Agree	3	15%
Strongly agree	18	85%

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

Average result in %: **95%**

**8. I am satisfied with the accommodation.**

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	3	15%
I don't know	5	24%
Agree	7	33%
Strongly agree	6	28%

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

Average result in %: **73%**

**9. I am satisfied with the food served.**

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	6	28%
Disagree	4	19%
I don't know	4	19%
Agree	3	15%
Strongly agree	4	19%

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

Average result in %: **43%**

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

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	0	0%
I don't know	1	4%
Agree	10	48%
Strongly agree	10	48%

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

Average result in %: **83%**

## The following individual explanation was received regarding the above rating:

- The accommodation itself is okay, but the location is bad. No transport connection and some of us had to walk long distances carrying our luggage and missing our trains. Too stressful! And the food is not okay too, even for vegetarians.
- Presenting concepts in black and & white colours, a bit too much theory.
- The food wasn't the best especially dinner.

## Learning outcomes

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

- I learned about the 4 steps of Nonviolent Communication and also about the jackal and giraffe languages. During the games, we learned a lot about how to communicate properly in peace between different cultures.
- Lots of knowledge, self-reflection, friends and contacts
- Cross-Cultural Communication, Conflict Resolution, Collaboration and Teamwork, Inclusive Leadership
- Understanding of peace as a broader concept, group dynamics and what it means to be an inclusive, diverse community.
- I've learnt more tools and workshops to put into practice when working on peace education with different targets, and I also have learnt a lot about my peers' approaches to the topic. It's been very interesting to learn from such different points of view. I also have gained a lot of self-confidence about the possibility of starting a professional path in Erasmus+ and non-formal education. I've also developed more experience and skills when working with multicultural groups and observing their points of meeting and friction.
- Understanding of different cultural aspects in the international atmosphere, Attributes of Nonviolent Communication, Social & emotional intelligence, Different levels of peace
- I have learned a lot about the concept of peace, about NVC etc.
- So many skills that I can use in my professional development. Especially NVC, inclusion and diversity, and emotional and social intelligence.
- The act of nonviolent communication. I started practising this immediately in my home and the result is unbelievably amazing!
- I am still under so many impressions, so I need to organise everything in my head to get an overview. For sure there is more developed knowledge and sense for peaceful and nonviolent communication in everyday life.
- NVC, peace of culture, other genders
- I work in an international environment, so knowledge about minimising conflicts often resulting from intercultural differences is very valuable to me.
- I have learned a lot about nonviolent communication and much more.
- Improved NVC knowledge, learnt about the levels of peace and that I can make a difference in my community, I learnt about this circle of influence (?) - probably not the correct term but I got inspired by this idea, I learnt new games and energizers.
- I dove deeper into the training topic and learned new aspects, theories and approaches in the field which I will study further. I also learned more about NVC which is super essential in the field of youth work especially.
- I am particularly grateful for learning nonverbal communication
- How to adapt quickly toward the changes and to interact with another properly
- Personal skills that improve how I interact with others



- I learned about NVC and I'm very happy that now I can use it in my daily life.
- Better conflict resolution
- I learnt the different aspects of peace

## 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?*:

- The games organised by the trainers.
- Common activities and games
- Playing card games and partying at night
- The games, as well as the reflection times. Also the NVC
- From the contents, Barnga and the "egg" game.
- From the team building, both the game night and the final party were a very sweet detail to be prepared by the trainers. We know it is an effort and I really appreciate it, because the group became even closer and better after these dynamics.
- NVC workshop, Werewolf games
- The learning through games and interaction among us, theatre, and the videos provided gave useful messages.
- The little moments we had as a group, all together. The last activity where we were able to say goodbye to everyone. But I also want to mention the moments when my perspectives shifted. There were so many moments during the training course that, because of the training and educational methods, my perspectives on lots of things changed and I'm thankful for that.
- The Barnga game which was used to teach assumptions and misconceptions. It was an experience I will never forget.
- The whole sessions during the week and free time with other members of the group with so many games :)
- Interactive plays and learning moments
- I liked the classes on emotional intelligence the most
- All the games we played
- Conversations with people from different countries in our free time, games and energizers, methods that connect with other people, open space theatre ;)
- Outdoor reflection teams
- the drama activity on inclusivity
- I enjoyed the most the people who gathered there and the positive vibes.
- Diversity games
- I enjoyed almost everything, especially the activities where we worked by ourselves and had the opportunity to reflect on our feelings and emotions.
- Interactions and diversity in the group
- In fact, because of the robbery, I had a rough time in the project but overall I can say the whole project and its feminine vibe made an exceptional experience.

## Suggestions for the next training course

In this section of the survey, we asked about suggestions for improvement for the next similar training to take place in November 2024.

We collected the following feedback:

- Keep it great
- For me, some activities were short of time and we really couldn't go deep into the subject, when the group was safe and confident enough to share and do it. I'd like to have some activity in which we could talk more about our backgrounds and share our difficulties instead of, for example, talking very superficially about many countries that weren't represented in the group.
- Food and accommodation. The training itself was great. I'm fully satisfied.
- Can't think of anything at the moment.
- Location matters. And even if the location in the woods is to be used, a transport hire to commute to and from the location will be great. Vegan food should also be more colourful. Thanks
- More theatre in general ;) (but without the need to perform for the plenum) and more exercises (for the NVC for example) in small groups, more time for self-reflection/ talking to just one person (about feelings etc.)
- Keep it up the way it is! You were amazing!
- consideration of an accessible location and non-restrictive food diet
- Food must be better even if it's vegan

## 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:

- I enjoyed everything, same as the personnel.
- They are all amazing. Thank you so much for your kindness, your professionalism, your work, your patience, your effort and for being such great models of what I would love to become one day.
- The fact that they used personal stories in the training meant a lot. Alaa helped me a lot in the reimbursement process and Gośka, and Natalie were always willing to help with anything possible.
- Thank you all. I'm framing my certificate (and our group picture) because this was truly an incredible experience.
- Can't even find fault in these people. They're just perfect for the job in my opinion. Nothing to take away, nothing to add. They carried out all their duties and tasks to a satisfactory level!
- Just keep up the good work as you do it now :D
- A bit more relaxed approach, less intense training.
- I enjoyed your spirit and teamwork together, it felt very smooth and harmonic to me :) I loved your stories from home Goska and both your humour... and ofc your methods and the way you speak and explain (slowly and understandably)
- Something I'm thinking about is: how can we include everyone in discussions? Some people were pretty dominant (for example talking all the time). In general, I sometimes think that people coming from African countries are less included in the group.
- All three of them were very helpful and clear about the instructions and I am very happy to have them in the team! I felt well integrated and informed and thus I would rate them 10 out of 10.
- the preparedness of the coordinators
- Organise transport upon arrival getting lost while carrying bags was a bit too much.
- You are the best.
- Amazing team and very supportive

## Other comments

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

### Comments

- It's been meaningful, in many ways. Thank you so much for making it possible, and I really hope to meet you soon and keep learning from you in future occasions.
- The food was good, in my opinion.
- It's an experience of a lifetime for me. I won't forget it in a hurry. You have invested in the right person. Rest assured that this person will make a difference in our world by promoting peace and Intercultural relations among diverse people and communities.
- I love YOU! Thank you very much for the amazing memories and training!
- A great team indeed.

**For more information on the training course and this evaluation summary, please contact the report authors at [training@sci.ngo](mailto:training@sci.ngo).**

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