

# Evaluation Report

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Do better!



## “Empowering Youth Workers: Building Resilience and Managing Stress” Training Course by SCI Poland

22-28 February 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 *Empowering Youth Workers: Building Resilience and Managing Stress* training course (22-28.02.2024), part of the *Stop. Reflect. Do Better* project led by Stowarzyszenie Jeden Świat – SCI Poland in 2023 and 2024.

Our project partners were CVS Bulgaria, SCI Catalunya, SCI Germany, Útilapu Hungary, VSI Ireland, SCI Italy, CID North Macedonia, Para Onde? Portugal and Zavod Volontariat – SCI Slovenia.

The training course gathered as many as 30 participants from the 10 above-mentioned countries, and of as many as 17 nationalities.

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

Even though it is not the first project we have organised, we were very interested in learning about the level of satisfaction of the course participants with various aspects of the training courses, as well as we wanted to read opinions and proposals for improvement for future courses of this type, including the second event from the same project.

## 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 27 responses to the evaluation survey (the response rate being 90%).

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

## Key findings

Empowering Youth Workers: Building Resilience and Managing Stress training course received extremely positive (and sometimes: very positive) evaluation results. **59.3%** of participants said they were ***extremely satisfied*** with the whole training (with a further **25.9%** being ***very satisfied***, and **11.1%** – ***rather satisfied***), and **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 (100% meaning the highest grade, *extreme* satisfaction):

- preparation stage: the communication and support before the course: **91%**
- the content of the program: **79%**
- the training methods: **84%**
- meeting needs and expectations: **83%**
- enjoying the group atmosphere: **95%**
- actively participating in the training: **89%**
- the trainers' team: **93%**
- accommodation: **93%**
- food served: **77%**
- participant's level of understanding for the follow-up activities: **90%**

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 learn that the participants **liked and enjoyed the course**. They learnt a lot about **how to improve and boost their own and others' well-being, how to manage stress, build resilience, and be mindful**.

They also **developed their soft skills** as well as practiced and learned **new techniques and exercises to use when working with young people**.

Many participants shared that they found **new friends**, expanded their network, and that they **feel motivated and inspired** to continue exploring the topic of well-being.

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

Some of the participants liked most the moments with practical activities, others the outdoor exercises, others enjoyed when we were all together, while some enjoyed the work in small groups, the little talks, and the Silent Afternoon. Some participants pointed out the specific topics that were part of the training, others – the discussions. And **most of the participants shared that they enjoyed all the moments and the overall training experience**.

The **trainers' team** received only positive, heart-warming comments, and their role and guidance during the courses were assessed as professional, with enthusiasm, and amazing. All comments – uncensored – are included on the next pages.

Regarding **recommendations for improvements**, we received various ideas, however, they were always based on personal preferences.

Most of the recommendations are connected to the logistics – either having extra spaces for working, socialising, breaks, or recommendations for the food served. Some people were less open to accept food that differed from their own local eating habits, while others were curious to try various Polish dishes. The typical Polish dish that divided the group into 2 camps – haters and big fans – were dumplings with strawberries. For some people, a sweet dinner was an experience that was too much outside of their comfort zone.

Regarding other differences. some participants wanted more time in small groups (for discussion), others – more practice time. There are recommendations for even more activities outside (even if the weather was very rainy and cold), having a longer Open Space, and also making fewer topics but going deeper on those included in the programme.

All in all, the content and process of the “Empowering Youth Workers” Training Course were evaluated **very positively** by the participants, and the proposals for improvement can help us to plan the second training course within the project.

**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 (impersonalised, 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	1	3.7%
5	3	11.1%
6	7	25.9%
7	16	59.3%

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

Average result\* in %: 90%

*\*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.*

*Extremely satisfied (answer no. 7) = 6 points, very satisfied (answer no. 6) = 5 points, rather satisfied (answer no. 5) = 4 points, neither satisfied nor dissatisfied (answer no. 4) = 3 points, rather dissatisfied (answer no. 3) = 2 points, very dissatisfied (answer no. 2) = 1 point, extremely dissatisfied (answer no. 1) = 0 points.*

*The higher the percentage, the bigger the satisfaction level.*

### 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	1	4%
Agree	7	26%
Strongly agree	19	70%

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

Average result\* in %: **91%**

*\*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.  
 100% means the highest possible result (extreme satisfaction, happiness, engagement etc., depending on the nature of the question).  
 "I don't know" answers are not used for calculation.*

**2. I am satisfied with the training content.**

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	1	4%
I don't know	0	0%
Agree	15	55%
Strongly agree	11	41%

Modal value (most common result): **agree**  
 Average result in %: **79%**

**3. I am satisfied with the training methods.**

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	2	7%
I don't know	0	0%
Agree	9	33%
Strongly agree	16	60%

Modal value (most common result): **strongly agree**  
 Average result in %: **84%**

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

<b>Choice</b>	<b>No. of answers</b>	<b>% of answers</b>
Strongly disagree	0	0%
Disagree	2	7%
I don't know	3	11%
Agree	8	30%
Strongly agree	14	52%

Modal value (most common result): **strongly agree**  
 Average result in %: **83%**

### 5. I enjoyed the group atmosphere.

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	0	0%
I don't know	0	0%
Agree	6	22%
Strongly agree	21	78%

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	0	0%
Agree	7	26%
Strongly agree	19	70%

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

Average result in %: **89%**

### 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	0	0%
Agree	6	22%
Strongly agree	21	78%

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	0	0%
Disagree	2	7%
I don't know	2	7%
Agree	1	4%
Strongly agree	22	82%

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

Average result in %: **93%**

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

Choice	No. of answers	% of answers
Strongly disagree	0	0%
Disagree	2	7%
I don't know	5	19%
Agree	11	41%
Strongly agree	9	33%

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

Average result in %: **77%**

### 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	0	0%
Agree	8	30%
Strongly agree	19	70%

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

Average result in %: **90%**

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

- I loved the venue because we were two people in a room, because of the lake and because there were places to go for a walk in nature, go for a run or just sit, surrounded by vegetation.
- My expectations about the training were in a direction where we would learn some methods and specific tools to apply in our professional life with youth, instead, we were challenged to look deeper (inside) and be more introspective, which I wasn't prepared for. I had to make adjustments to my expectations during the course and had some moments (a lot more than what I was expecting) where I felt "triggered". Despite that, I think the course was very rich and of course the methods that were used made it (more) interesting.
- The group was very diverse in every aspect, the participants were chosen thoughtfully and brought wide range of perspectives and points of view, this added much value to the training course
- Thanks for having me, I would love to participate in the next project, but sadly my calendar is almost full for the project dates.
- In general, I'm really satisfied, the experience was just amazing and I can just be thankful of everything I lived there.
- I think if we look at the topic we just scratched the surface and repeated stuff we all know, read, and or heard but don't actually knowing how to practice/ apply them. This didn't actually help/fulfil the goal of the training course. Having more content techniques, practices, and methods, that we could have actually practised from start to conclusion would have helped. I feel there was a lot of time for self-reflection which was great but there was not so much to process it or deal with it or make something positive come out of it.
- I think that the organisers are very professional, I loved the communication between them and how they delivered things. Even though I expected a bit more concrete methods and techniques, I am still glad for the learning outcomes. I am also very happy with the accommodation and food.

- Sometimes I feel we were given too many sweets and the dinner's amount was too little, especially if you don't like sweet food.

## Learning outcomes

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

- I improved my mental health.
- stress management, being better
- That we are all different but at the same time we all have challenges and be gentle to ourselves and others. I have also learned a lot of techniques and I am so grateful for this opportunity.
- A lot, more understanding of myself and others, more well-being techniques and resolutions. More ideas, tools and creativity.
- Many ways to improve my well-being.
- I made amazing friends of 17 nationalities.
- I learned how to bring myself back to the present moment and mastered mindfulness techniques.
- I practised public speaking skills.
- I gained confidence in myself and at a silent lunch ,I found the answer to 2 very important questions about my life.
- I learned a lot of new energisers.
- I rebooted, rested, and gained critical knowledge that will help me in the coming months in working with youth and developing their communication skills
- I learned a lot and had the opportunity to practice some techniques which I found useful and I will try to implement them in my daily life.
- Mostly I felt that I gained more awareness about prioritising myself. The 100 things to be grateful had a huge impact on my energy and mindset. I also took a lot of ideas for future activities, workshops and trainings.
- I have broadened my knowledge of the differences in the group dynamics in different parts of Europe, what is the awareness of LGBTQ + issues and gender-neutral language in different countries, I gained in-depth understanding of what are the main causes of stress and anxiety of young people in Europe.
- I have gained new friendships and new tools in my survival kit. Also, I have developed a sense of how important well-being is for self-esteem.
- For me, it was one of the best courses I've ever attended because of the trainers and the community!
- First of all, I made new friends.
- I learned some new ways to live a happier life and about VUCA.
- I learned the 8 factors of wellbeing, different ways of communication to me more inclusive and attentive. Could see different perspectives, ideas, directions, needs, and problems which was great. It was also great for me personally to interact more, be more confident, be more extroverted.
- I think I'm going home full of love and learnings. The best survival kit for all the VUCA moments that are about to come in my life, new ways to focus, writing, sport... Also the silence afternoon was really important for me, it made me learn a lot about the reason why I'm sometimes getting really anxious, and I think that I'll be able to manage it better next time. I'm going home with a calm mindset and with tools to use when it's getting crazy in my head again. But more personally even, I learned that it's okay to talk in public, that my opinion matters and it's fine to think differently than others and that with mistakes you learn.
- How to better work collaboratively to address real issues that youth workers and activists face in our field of work.
- The training provided me with some means that I can use to manage stress, boost my mental health and apply methods for others.



- Clarity, friendships, and that I shouldn't dwell on my feelings.
- Thanks to the training I met many inspiring people (participants and trainers) from whom I learned about different ways to deal with stress and anxiety. I also think that I further developed my soft skills.
- Acquired knowledge about the topics of mental health and well-being. Developed techniques and tools to further my personal well-being.
- The tips concerning the training method.
- During this training course, I have learned and developed the capacity to apply useful and productive tools that may help me and provide me with the ability to assist those around me in successfully managing stress and building resilience. Throughout the course, various practical examples and tools were presented, allowing everyone to gain important and practical knowledge in the field. Moreover, the discussions among group members were also helpful; being open-minded to out-of-the-box ideas allowed me to learn from everyone. Overall, I have learned from everyone, including fellow trainees and course members, which highlights the dynamic and interactive nature of the course. As a youth worker, I look forward to putting this knowledge into practice and contributing to the well-being of those around me, always prioritising my own well-being first.
- Self-confidence.
- Deeper understanding of how stress influences our actions, many great tactics to relieve stress, how to work in a multicultural group.
- knowledge about the topic of well-being, (organised) time for myself, the possibility of discussing the topic with different people, experience new things (like the silent afternoon).
- Understanding the meanings of greatness and mindfulness, building new interpersonal connections.
- I understood a lot about myself, my feelings and how to work with young people and encourage them to think about themselves and their well-being first.
- The training was useful to have an overview about the topics.
- Clear knowledge about well-being and how to apply it to my personal needs.

## 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 energizers
- The random group works
- The practical exercises
- The silent afternoon, the open spaces, the sharing moments
- The activities outside and around the lake.
- Silent afternoon, mindfulness exercises, team work, atmosphere and support among participants, PEOPLE, self-organising
- I enjoyed immensely the silent afternoon, the group hug and the "vosho" energy ritual. Another thing I really liked were the "goodbye" activities and especially the circle with the closed eyes when the others are touching you.
- Doing the 100 things to be grateful :) I was really present but still travelling in my mind towards some beautiful memories/moments and appreciate them.
- Outdoor activities, sharing, and discussions in the reflection groups, the topics of happiness, mindfulness, stress, survival kit.
- I really enjoyed the exercise of writing down 100 things I am grateful for and the creative spaces.
- To be honest for me the best moments were the outdoor activities and the "free to go" program because I had a chance to meet all the people.

- The moments where everyone participated and took part in the conversation. Also the open workshops were great so informative especially Charlotte's and Carine Mambou's!
- I enjoyed all the little moments, the walks in the nature, the deep talks we shared between us. It was my first Erasmus+ project and I am fascinated with this way of education, I enjoyed the activities where we had to use our creativity and to do it as a team but I also enjoyed that I had time to reflect for myself. The best moments were shared with all this beautiful people that came to the project.
- The growing group dynamic and the culmination of life-long friendships, witnessed through the anon hugging.
- I especially like Silent Afternoon.
- When we expressed our feelings, and I realized that sharing is actually helpful.
- I really enjoyed the walk and talk workshop, especially because we could choose partners that we haven't spent so much time with until that point. That gave me the chance to get to know them more and the questions were really nice for the conversation flow. I also really enjoyed the silent afternoon, especially with the things provided by the organizers – the books, the cards etc.
- Silent Afternoon, reflection periods at the end of the day with stimulating questions and individual workshops in the Open Space.
- Every day. I will say each day was very invaluable.
- There have been several moments I enjoyed during this training course. The experience was intense and dynamic. Naturally, there are particular moments I can highlight, such as the session where we chose pictures or random sentences and then explained the meaning behind them, as well as identifying with them. Additionally, the group meetings were significant, as they allowed me to meet people from diverse cultures and understand how unique everyone's perspective can be, while still showing a shared commitment to well-being and mental health. Overall, I appreciated the opportunity to develop myself, considering both my professional and personal well-being.
- Creating our own workshops.
- Every group work! Even the small team discussions. And of course, open space! It was amazing to learn from so many people around.
- I enjoyed all the proposed activities and the time outside the sessions.
- Walking by the lake and talking about well-being, open space and dancing with the locals.
- The walk around the lake while sharing experiences with other participants. Dancing with everyone. The creativity and motivation that people show in each project.
- The reflections together to the others and the collective work inside a group.
- Silent Afternoon, Outside Activities.

## 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 May 2024. We collected the following feedback:

- Shorter introductions before the activities
- Keep it as it is.
- More keys, a room we can use till night, more topics about deeper psychology (less common cases: traumas, neurodivergences,...)
- Start in the morning not after lunch.
- If possible, more practical exercises connected to every topic (as Natalie was doing on Gratitude topic)
- I found it pretty useful keeping a journal and I think it would be beneficial for others as well if it can be implemented as a task or an activity.
- Maybe some more "practical" activities so we can have better understanding on how we should work this topic with youth

- More presentations on scientific researches, it will be great if we may repeat an experiment, or participate in one, sessions with psychologists, attention to diversity and inclusion
- I would recommend having a separate room for the coffee breaks so that it feels like a real break and people don't get coffee and cookies every 2 minutes during the sessions.
- In May (I hope) the weather will be better (more sunshine). It would be good if you can arrange more activities outside. (On a board you can write outside as well)
- Give more steps/ methods that can be applied – personally/reflected/practiced for participants. That can actually help build resilience and managing stress.
- I just missed maybe some other space to work because sometimes the room was really noisy to focus on the tasks. Also I would have loved to go a bit deeper into the topics, I understand it was pretty hard because well-being is huge. Maybe share more knowledge-thoughts between the participants. I also missed some more time to spend with the people I met there because I feel it was not enough to share all I wanted and other activities outside. Maybe in may, as the weather would be definitely better, some more activities outside would be amazing.
- Fully utilize the outdoors if possible
- Less potato maybe
- Everything was perfect
- I would suggest no workshops on arrival day, a venue with multiple rooms/areas where groups can work separate from each other, focus more on name games/getting to know activities/team building activities during the first two days.
- Try to take out the time component a little bit more, when group or individual members develop the need to go further into discussion. The entire training was very well planned and structured, sometimes it felt a little bit too much content for the time. At times, I felt like we could use a little bit more time to discuss and share instead of going over to the next point.
- Training course itself is very good but focus will be on accommodation, criteria for sharing rooms and foods serve
- I think one more common room would be great. A place that is not the training room, but where we can sit and talk during the breaks
- More exercises.
- More collaborative tasks, more space to encourage conversation between participants and perhaps a little more Open Space time to be able to attend more workshops designed by the participants themselves
- for the next training it's necessary to deepen the meaning of emotions and feelings

## Feedback to the trainers' team

In one of the last questions, we invited the participants to provide feedback to the trainers' team: Goška Tur and Natalie Jivkova. These are the comments we received:




- Everything was perfect
- Energy
- I really love them and they gave their maximum.
- They are amazing!!!
- Perfect team
- I really enjoy cooperation between u. Apart of knowledge in well-being topics, u showed us – how is it, to work in team. It was big pleasure to know, that anytime I can ask u about something and u will help. BIG THANK U for your support on my workshop.
- After training I have a feeling that I found two beautiful and wise friends. Wish u all the best, u are amazing!

- I loved the training course and the energy of the group. Thank you so much for your constant awareness and consideration regarding our needs and desires. It made me feel valid and as my opinion mattered. That helped me feel in a safe space and take the most out of the training course.
- I think you are amazing trainers and make an awesome duo! Thank you for your patience 
- The Trainers were very well prepared, very responsive, caring, and created safe space for ideas generation and sharing from the first day of the training.
- I really enjoyed that we co-created the materials and I felt very understood by you.
- Your energy was almost always over the rooftop, I've strongly agreed with no punishment rules for 'motivation'.
- I would really like to thank for the in detail before the workshop support. Also, the way they handle situations and including everyone was great.
- I loved their energy on every activity, all the enthusiasm and the big smiles during all the training. I also loved that everything was so colourful and funny and creative. The timings were perfect but maybe there were too many topics to achieve on a really small time and there was not enough time to share or to get deeper in conversation.
- I think they are amazing and they do their job great... Just maybe some. more time to go deeper about notions can be better because content is very intense.
- I loved the visible bond they had, I really liked the way they treated each participant with respect, and I loved how devoted they were to the project. I also have to note that I have never been on a project where each and every flipchart was absolutely artistic and beautiful. I don't have much suggestions for what you can do better – I think you are amazing and have a lot of knowledge, perhaps even when its such a broad topic you can narrow the workshops down to more concrete things and provide concrete methods and techniques.
- Very emphatic and skilled trainers in the content of the course but also in facilitating group interactions. Can't think of any points to improve right now :)
- I enjoyed everything – you were both great instructors and leaders.
- Natalie and Goska did a great job in my opinion. Their professionalism and dedication is incredible
- They are very open, full of knowledge, willing to help, open to suggestions.
- For me, the most incredible thing is the motivation and enthusiasm that the trainers showed even despite having been doing many projects behind them. If there is something I can suggest, don't be afraid to be a little stricter when someone crosses the line.
- Both were very good and professional. Nothing much to say.

## Other comments

In the last section of the evaluation survey, dedicated to remaining comments, apart from numerous thank-yous we received the following input:

### Comments

- Thanks for this experience, I've participated in many projects and it is my best one.
- Wish to collaborate with them soon for a project.
- Thank u for your work! Your training it's a magical place where we get not only knowledge but also super meaningful connections with people all around the world. Looking forward to see u in May 
- Special thanks for your book. OMG, I really love it, thank u!!!
- I'm really grateful that I had the opportunity to partake in this project. I learned a lot and I had amazing experiences. Thank you for all the work you've done. I hope that I will be able to participate in another project with you 
- I will do my best to get back in May 

- Maybe it might be a good idea to try to achieve better balance between national and European food at such trainings, such as pierogi with strawberry jam for breakfast and eggs with sausages for dinner.
- Keep up, you do a great job! (and the tax is going to good use with you ;) )
- I really liked the accommodation and the lake and especially the tour with Martyna. It was so interesting to hear how they took so much pride in the initiatives they took and the results and community they built for the society. That was aspirational. Hopefully, we can do that someday and call it home.
- I think my big smile during the whole project said everything. I just want to say THANK YOU for this amazing opportunity, I'm super glad and excited that I was able to participate in the training. I am extremely happy with all that I learned and all the people I met. I can't wait to get deeper in these activities, do another Erasmus+, I'm even thinking about joining an organization and help them or maybe even in the future would love to try to do a training course myself, that would be amazing! This week also allowed me finally to stop and think about my life and about what I want to do, I needed a bit of disconnection and nature.
- Have a nice day:)
- Thank you so much for having us!
- Dankeschön :)
- Thank you so much for thinking of me when someone else cancelled.
- Thank you!!!!!!!!!!!!!! That was a great first Erasmus training experience for me ❤️
- An unforgettable adventure – thank you.

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

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