



Management  
Your  
Ambitions

Results of the survey of  
Graduates of the KROK Business School

Program Master of Mediation and  
Conflict Management

# Basic information and general results

## General information

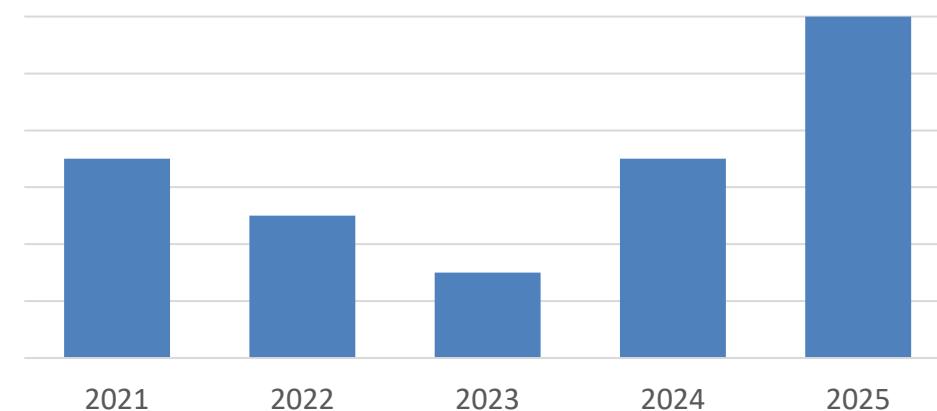
Curriculum: **Mediation and Conflict**

**Management**

Survey period: **July – August 2025**

Number of respondents: **34 graduates**

## Number of graduates who participated in the survey



## Survey structure

Did the training affect the qualitative formation of practical skills for the performance of your professional duties?

What skills did you acquire/develop?

Did the training affect your career growth or job change?

In continuation of the previous question: What path did you take after completing the training?

Do you plan further interaction with the Business School in the format of training or partnership?

Would you recommend the Business School programs to your colleagues, friends and acquaintances?

What did you remember most during the training? What aspects were the most useful?

# Did the training affect the qualitative formation of practical skills for the performance of your professional duties?



## General information

Average score: Yes

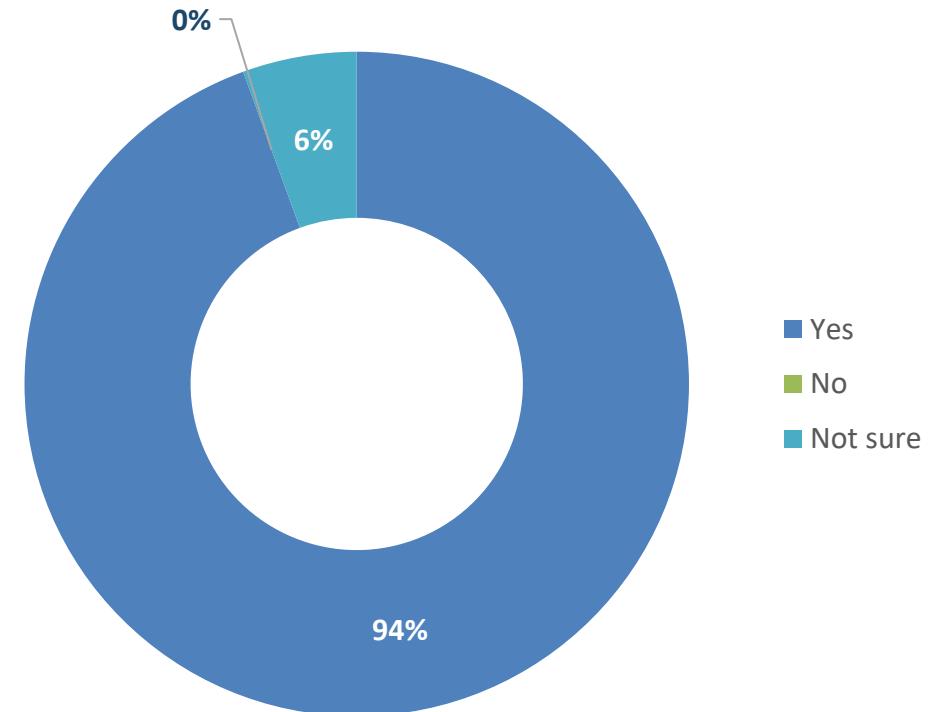
Evaluation criteria: Yes, No, Not sure

## Survey results:

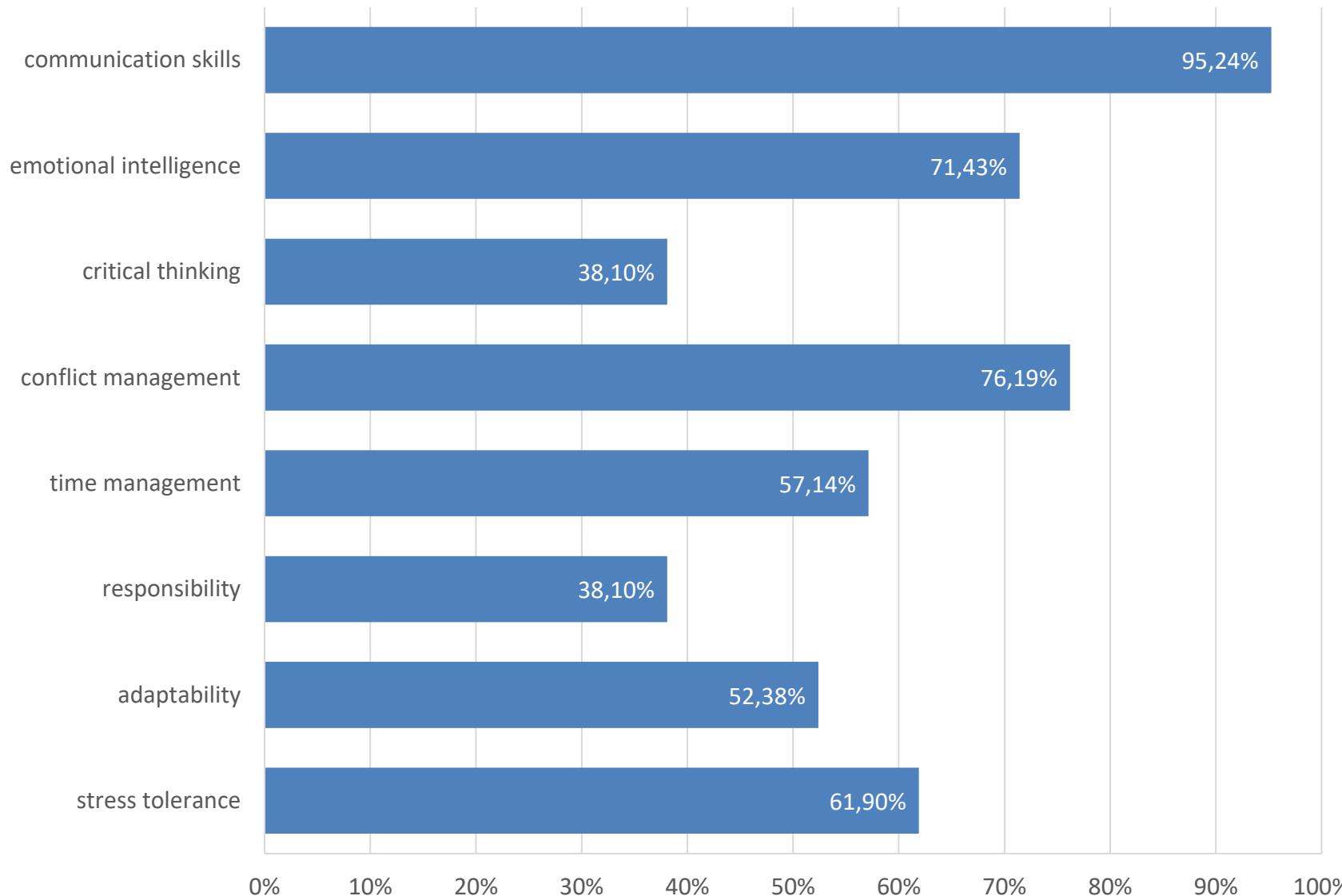
Yes: 94,12%

No: 0%

Not sure: 5,88%



# What skills did you acquire/develop?



**Option: others**

neutrality and impartiality, skills in working with articles, preparing materials for publication, writing a thesis, skills in non-violent communication.



## General information

Average score: Yes

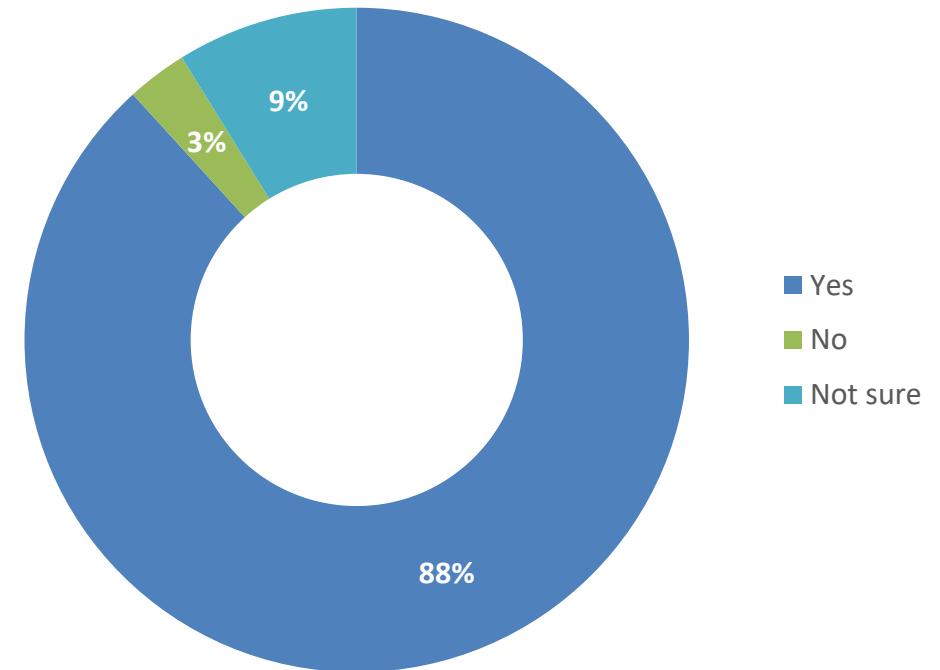
Evaluation criteria: Yes, No, Not sure

## Survey results:

Yes: 88,23%

No: 2,94%

Not sure: 8,82%



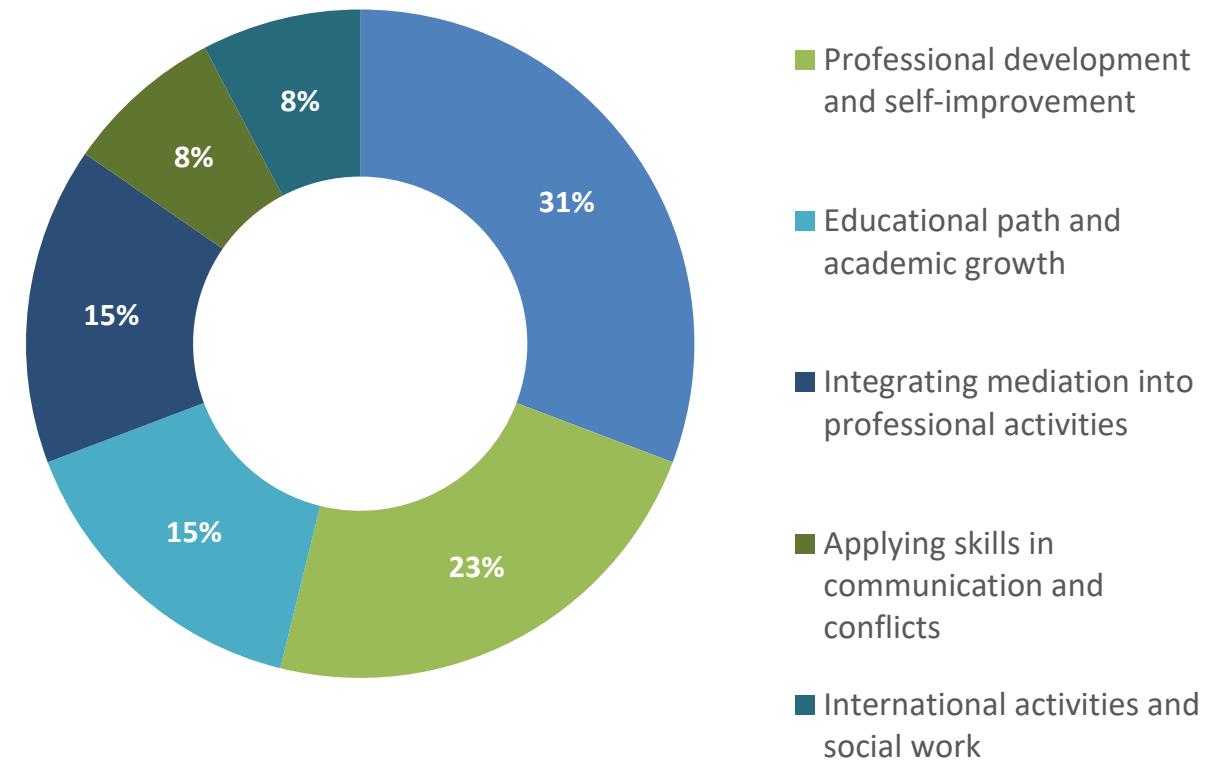
# In continuation of the previous question: What path did you take after completing the training? (structured reviews)



## Summary of comments:

After completing their studies, most students **continued their professional and personal development**, applying the knowledge they gained in their work, career growth, or new projects.

Some graduates noted that they had **changed jobs or positions**, and some began to **integrate mediation and communication skills** into their professional practices. There are also examples of **international activities**, further education (postgraduate, master's) and preparation for mediator certification abroad. For some, the path turned out to be difficult, but transformative.



## In continuation of the previous question: What path did you take after completing the training? (part of the reviews)



Additionally, I received a master's degree in the MBA program in 2024 and completed the 2nd year of postgraduate studies

I went to Germany. Now I am engaged in career guidance and career counseling with teenagers and their parents. Conflict resolution skills are very helpful

Integrated mediation skills into my legal work. Combined legal practice and mediation

I improved my conflict communication skills at work. I actively use the idea of needs, and I always try to fully reveal them in my work. My own emotional state in conflicts has improved

I practice the relevant activity as a profession and use the skills acquired during my studies in my other professional roles

After completing my studies, I was able to successfully nostrify my diploma. The next step is to take mediation courses in the Czech Republic, which prepare me for exams at the Ministry of Justice. This will allow me to become a registered mediator in the Czech Republic



## General information

Average score: **partnership and training**

Evaluation criteria: «partnership and training», «only partnership», «want to continue training», «no, not interested»

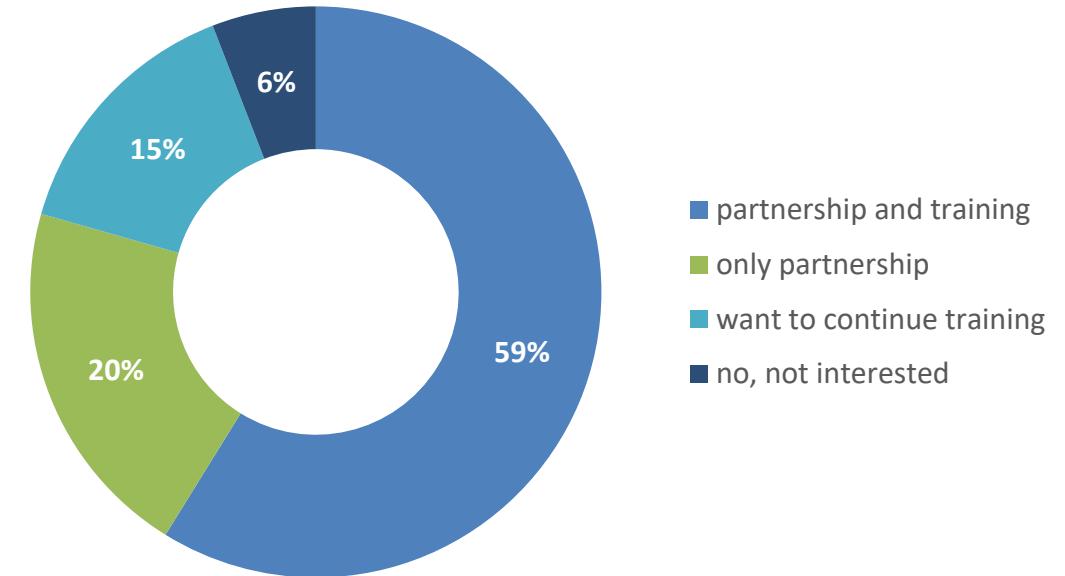
### Survey results:

partnership and training: **58,82%**

only partnership: **20,59%**

want to continue training: **14,70%**

no, not interested: **5,88%**



# Would you recommend the Business School programs to your colleagues, friends and acquaintances?



## General information

Average score: **Yes**

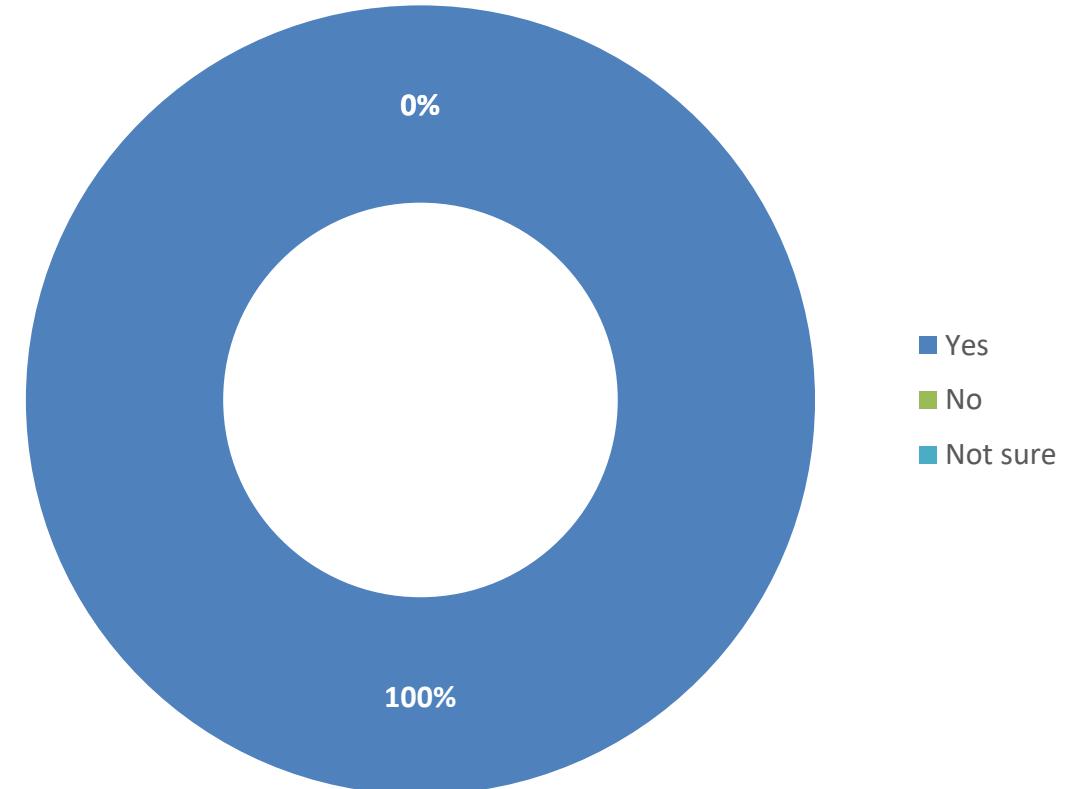
Evaluation criteria: Yes, No, Not sure

### Survey results:

Yes: **100%**

No: **0%**

Not sure: **0%**



# What did you remember most during the training? What aspects were the most useful? (structured reviews)

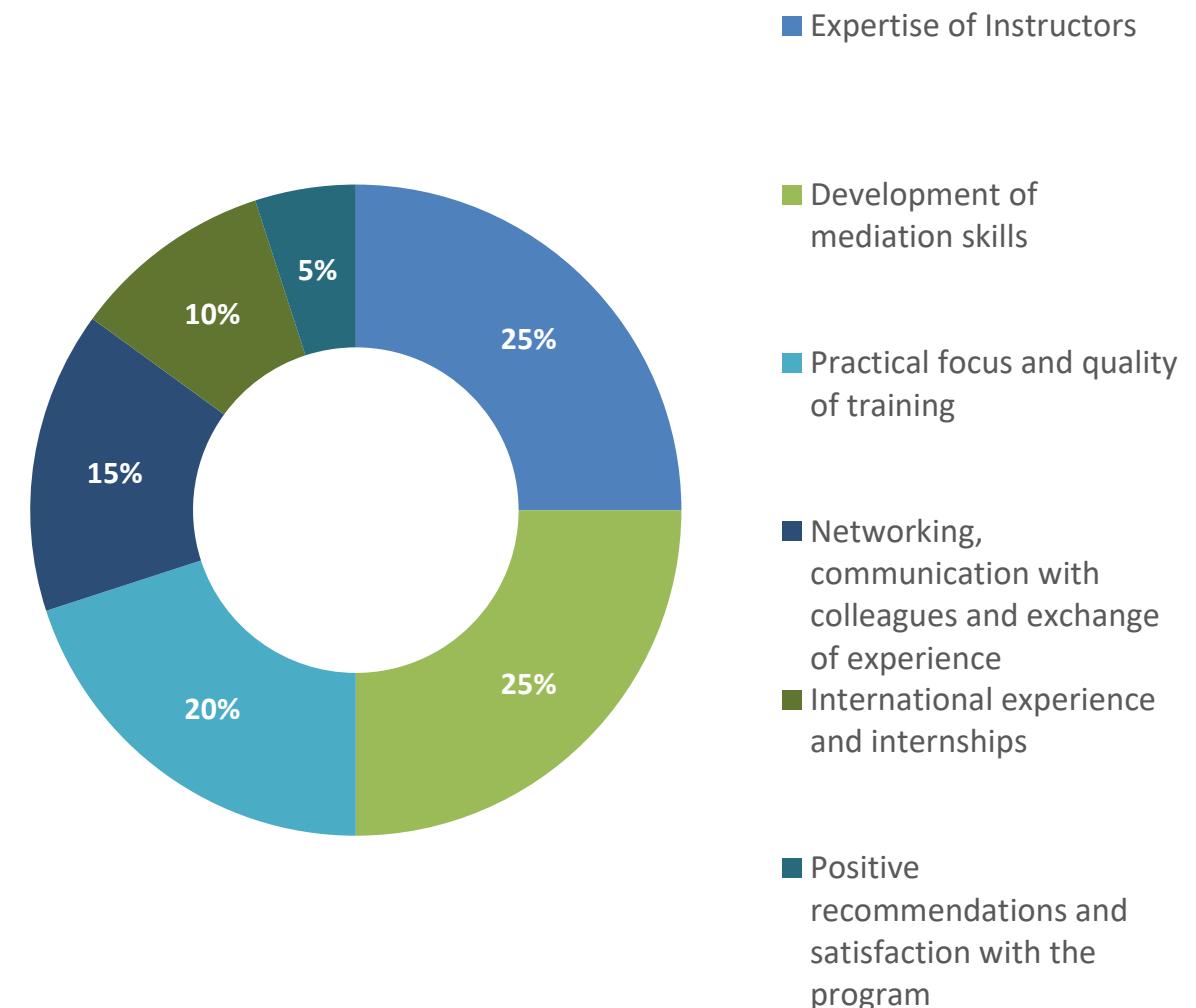


## Summary of comments:

During the study, the most memorable were the professionalism and humanity of the teachers, the practical format of the classes, interaction with classmates and the opportunity to apply knowledge in practice.

A significant part of the graduates noted emotional intelligence, conflict management, win-win principles, international experience and the value of human contacts.

In general, the study is perceived as a high-quality, creative and transformative process that gave not only knowledge, but also a deeper understanding of oneself and others.



## What did you remember most during the training? What aspects were the most useful? (part of the reviews)



Everything was great! The training was very qualitatively and creatively organized! I learned a lot of interesting things for myself, emotional intelligence, conflict management as a system with certain rules, and not complete chaos

Understanding that any dialogue can be directed to a Win win position, if you do not set the goal to "sell" exclusively your position and correctness.

The most memorable thing was the practical component, interaction with classmates, internship in Spain, Mediation School, expertise and professionalism of trainers

Professionalism, sincerity, openness and competence of teachers. I perceive the people who taught, with whom I studied and continued communication after completing my studies as a special value

Internship at the University of Murcia and many practical classes

I remembered the simulations, this made it possible to understand why people behave in the Yes way, and that behind the position there is always an interest, if you find an interest, you will resolve the conflict

The most memorable thing for me was the high professionalism of the lecturers. What was especially valuable was that they shared their own practical experience and useful advice. Thanks to this, the training had not only a theoretical but also an applied character, which made it possible to better understand and consolidate the acquired knowledge.