

**Program Evaluation Form.  
Exit Survey**

**Mediation and conflict management  
November 2022 - March 2024**

# Basic information and general results

## Training Details

Program: **Mediation and conflict management**

Period of Study: **November 2022 - March 2024**

Number of Applicants: **10 people**

## Rating scale, %

Excellent: **90-100**

Good: **70-89**

Satisfactory: **50-69**

Unsatisfactory: **0-49**

## Rating categories:

Participated: **10 people**

**Survey structure:**

**Chapter 1:** average score: 86,63%

**Chapter 2:** average score: 92,67%

**Chapter 3:** 100% recommend the program

## Survey Structure

**Chapter 1:** Assessment of the impact of knowledge and skills on professional growth and development

**Chapter 2:** Assessing the Quality of the Program

**Chapter 3:** Feedback

# Chapter 1. How do you assess the impact of knowledge and skills received during the study for your professional growth and development?

## Average score

Number of questions: **16 questions**

Average score for chapter 1: **90,42%**

Rating categories: 5 - Very sufficient, 4 - Sufficient, 3 - Moderate, 2 - Insufficient, 1 - Not applicable

### Survey results:

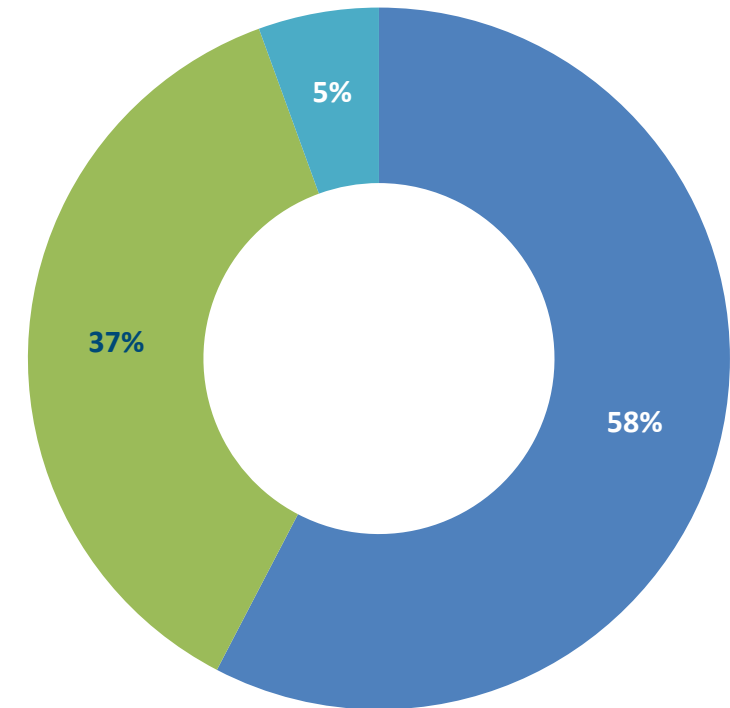
Very sufficient: **57,6%**

Sufficient: **36,8%**

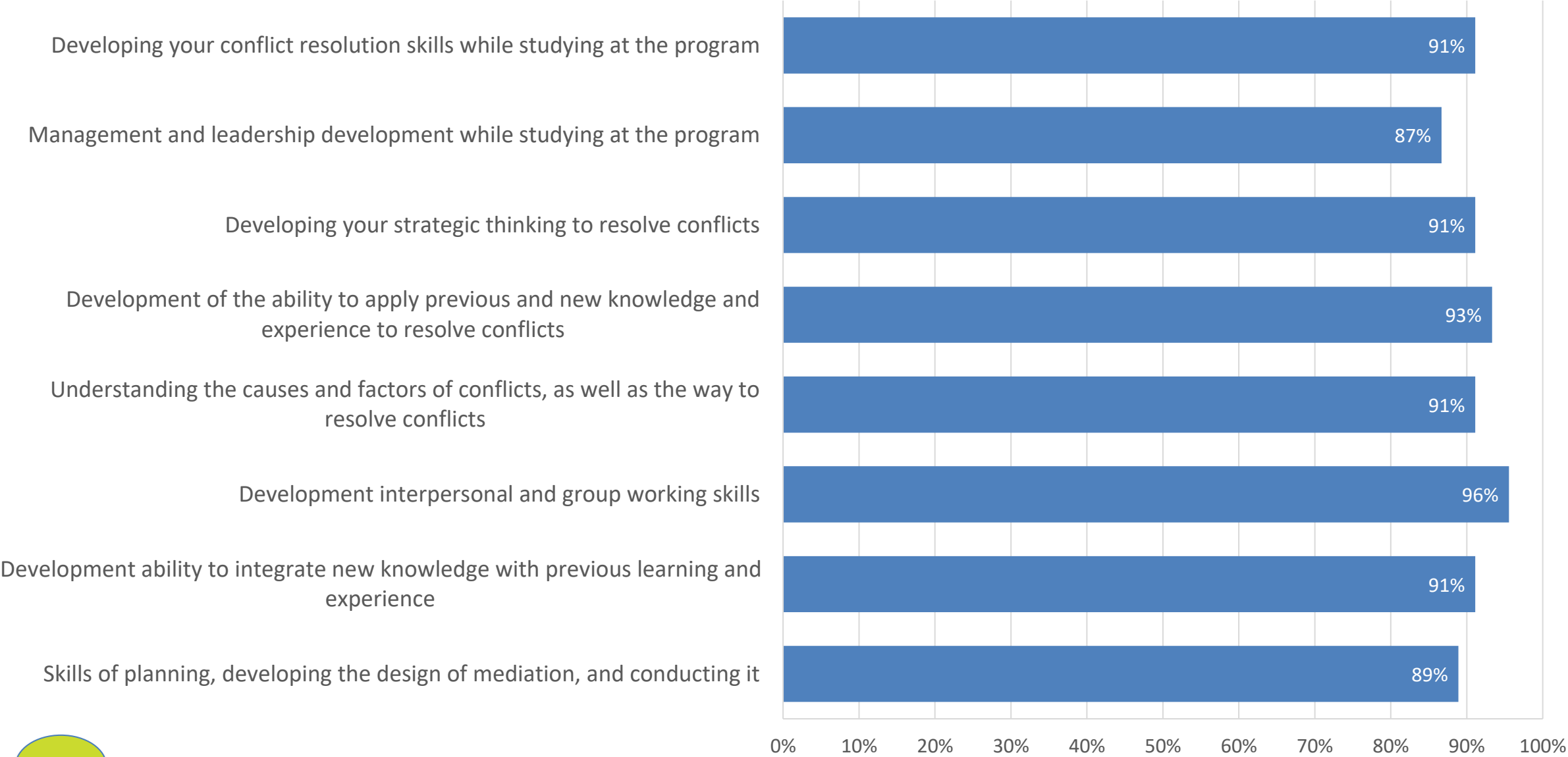
Moderate: **5,6%**

Insufficient: **0%**

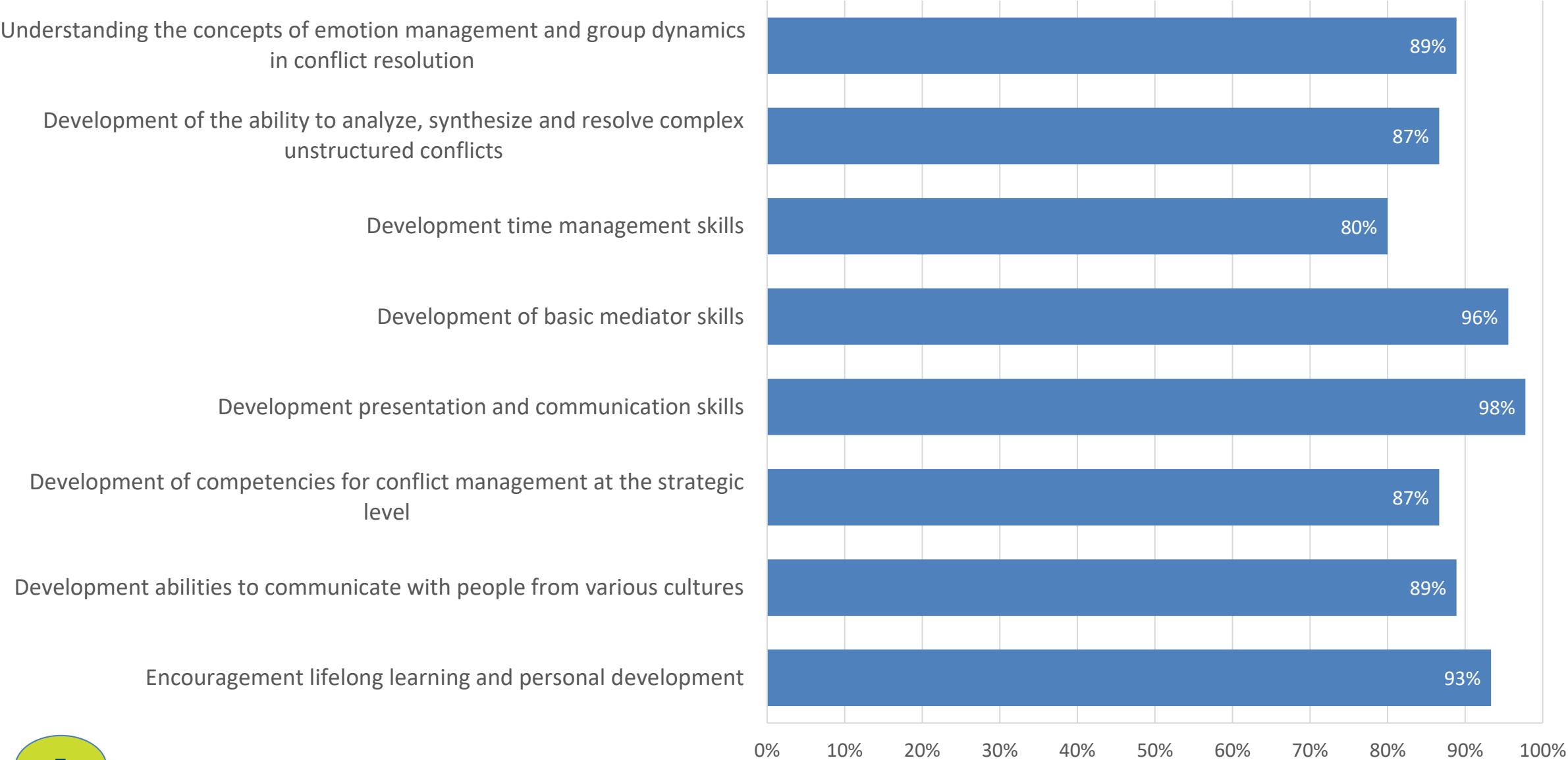
Not applicable: **0%**



**Chapter 1. How do you assess the impact of knowledge and skills received during the study for your professional growth and development?**



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## Chapter 2. Assessing the Quality of the Program

### Average score

Number of questions: **12 questions**

Average score for chapter 2: **94,26%**

Rating categories: 5 - Strongly agree, 4 - Agree, 3 - Undecided, 2 - Disagree, 1 - Strongly disagree

#### Survey results:

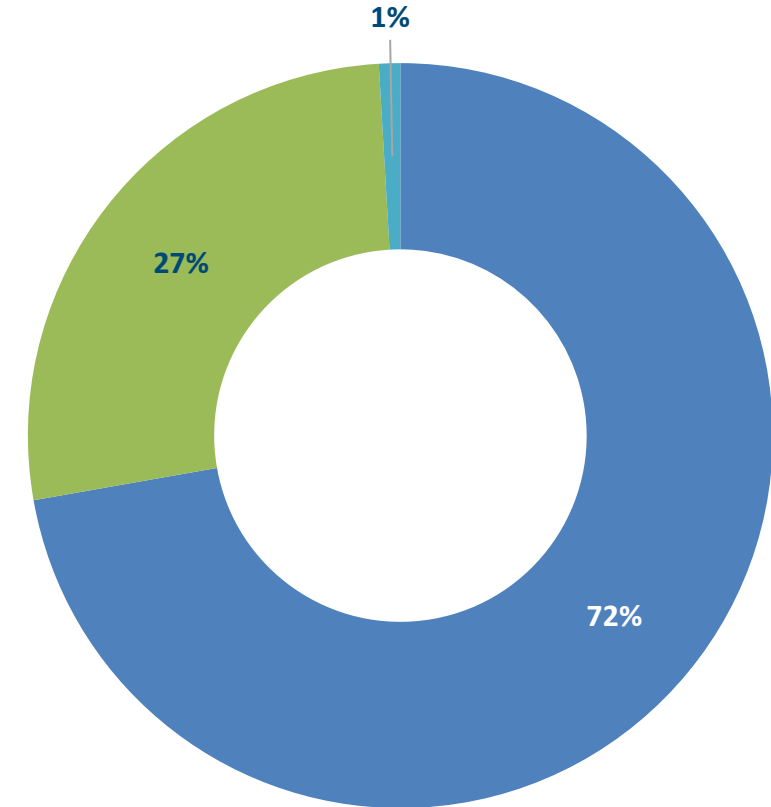
Strongly agree: **72,2%**

Agree: **26,9%**

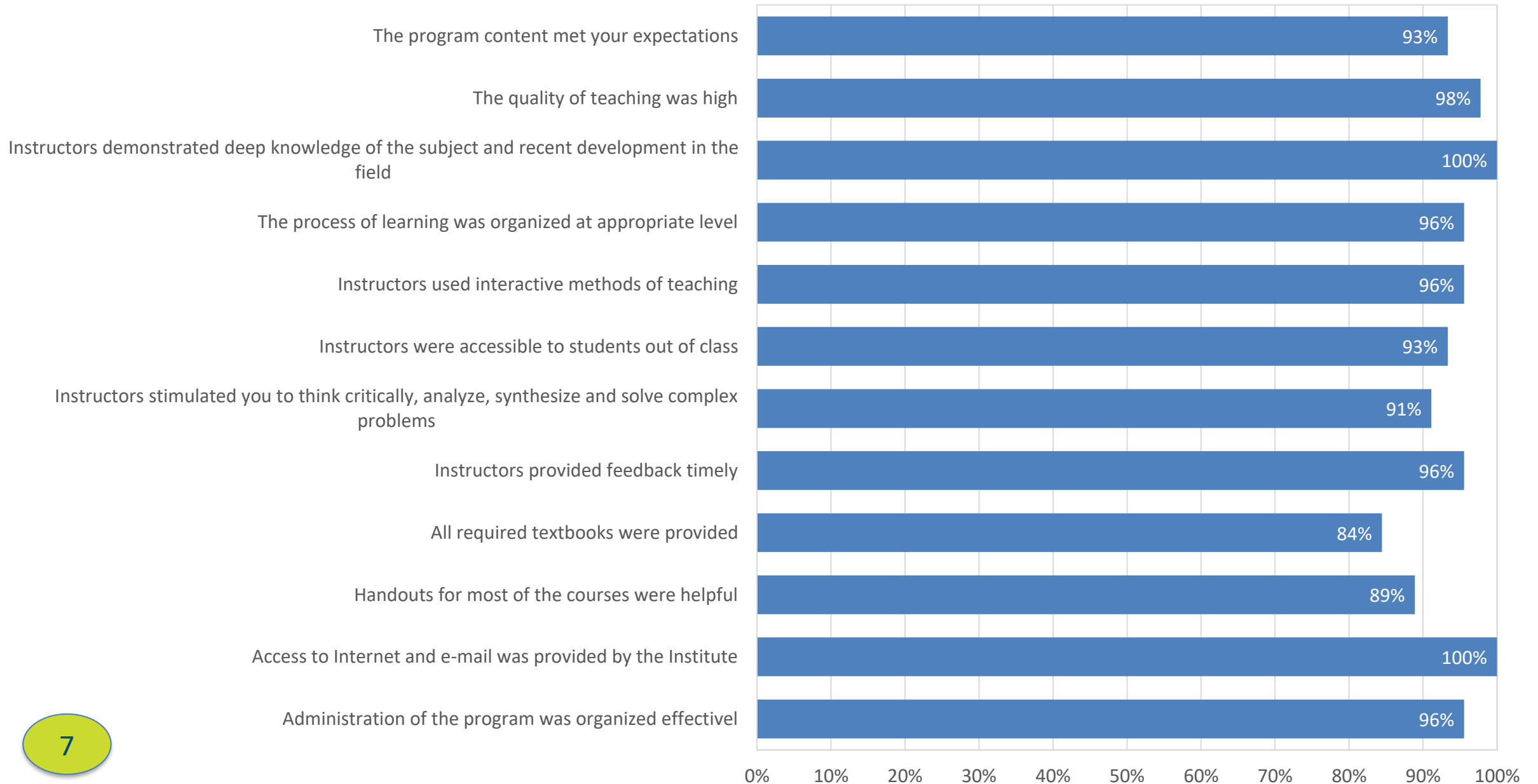
Undecided: **0,9%**

Disagree: **0%**

Strongly disagree: **0%**



## Chapter 2. Please, indicate to what extent you agree with questions mentioned below





## Chapter 3. Feedback



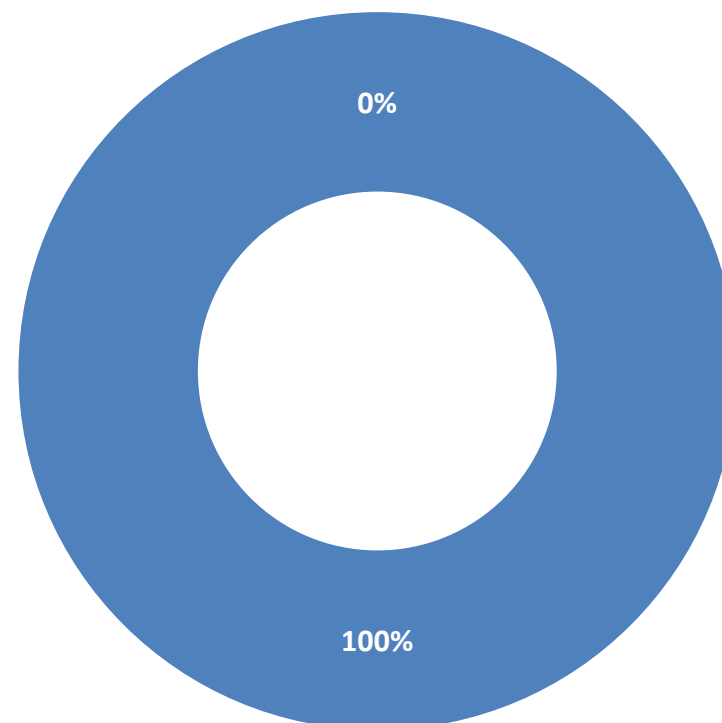
# Question 1: Would you recommend the program to others?

## Results question 1:

Average score on the question: **100%**

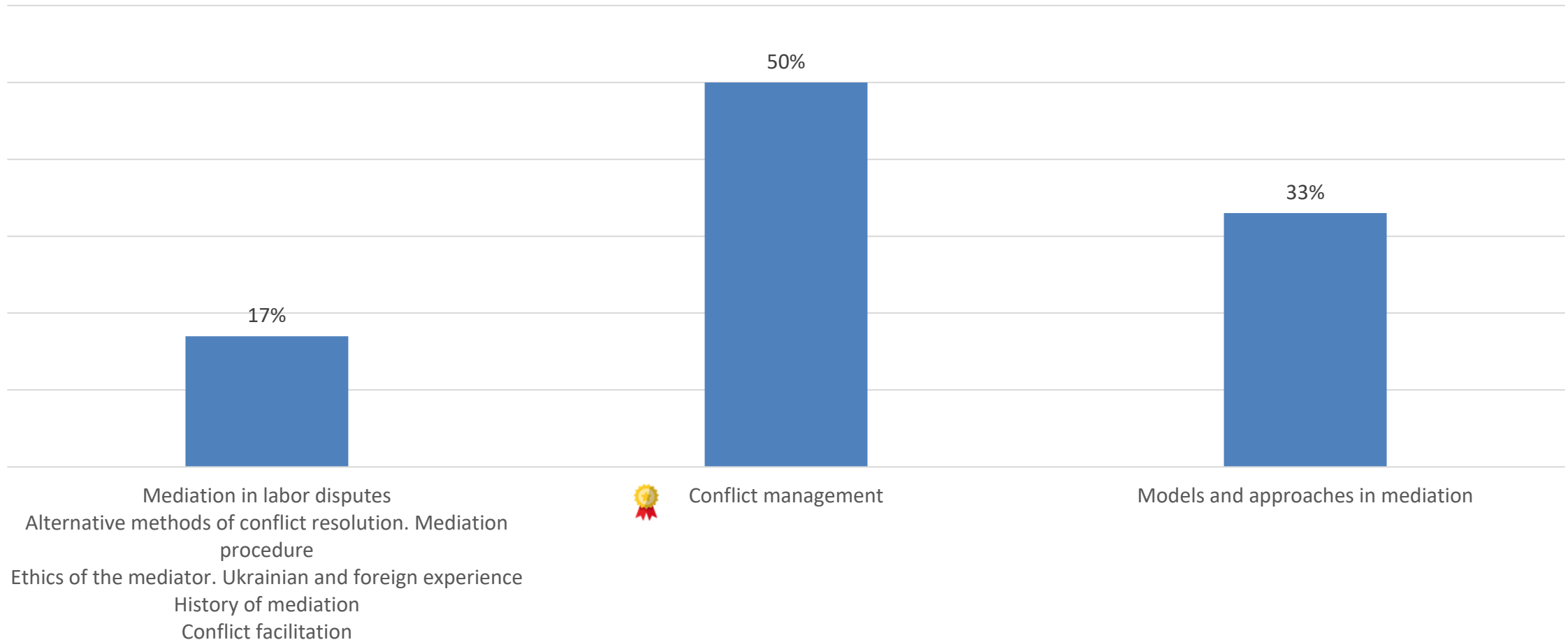
Yes: **100%**

No: **0%**



## Question 2: What was the most relevant course or experience in program?

Ranking of courses identified by applicants as the most relevant



## Question 3: What you recommend to change to improve the program quality? Part 1

Excellent program – the training is meaningful, focused on adult professionals. I find it useful to watch videos and analyze audio – both in the classroom and during independent work. It would be good if there were more such training formats.

It would be great if the structure of the program emphasized the sequence of courses even more – so that each subsequent stage naturally continued the previous one and the entire program would form a coherent, logically structured educational picture. This would contribute to a deeper and more systematic assimilation of the material without repetitions, through the gradual expansion of knowledge. It would also be very useful to receive more support in the process of preparing the thesis – in particular, understanding expectations, guidelines for searching and processing literature, as well as advice on conducting your own research. Such an approach will help participants feel more confident and inspired at the final stage of training.

The course “Research in Management” is really very useful and provides a valuable basis for writing a thesis. It might be worth considering expanding it a bit or adding more practical sessions, as many people have many questions while working on their diploma. The feedback style we learned during our studies is also very inspiring – constructive, professional, and respectful of the author. It would be great if this approach was maintained during the pre-defense and defense – it would add confidence and make the final stage an even more valuable and supportive experience.

The program provides a solid theoretical foundation and creates a safe space for practicing skills. It would be especially valuable if in the future there would be an opportunity to practice with real cases or clients – this would allow you to delve even deeper into the professional context and strengthen your confidence in your own skills.

## Question 3: What you recommend to change to improve the program quality? Part 2

The program provides a lot of valuable experience, and working in small groups, working in trios with cases was especially useful. It would be great if there were even more opportunities for such interaction. There is also potential for even greater integrity of the program: perhaps some similar courses should be combined or expanded to create a deeper immersion in the topic. An idea for the future could also be to get acquainted with the experience of international mediators or centers - such an exchange would inspire and broaden the perspective. Regarding organizational aspects - I would like to improve the technical part: so that the portal with training materials works stably, and access to materials is convenient and constant.

It would be valuable to slightly improve the content of individual training courses to better reflect modern challenges and demands of practice. For example, in the course on business mediation, I would like to delve deeper into the specifics of the topic - perhaps through additional cases, examples or the involvement of practitioners. A separate course dedicated to effective interaction with state bodies in the Ukrainian context would also be very useful — because this topic often arises in the real work of a mediator.

It would be interesting to receive assignments that provide the opportunity to watch more video simulations of mediation — this helps not only to better understand the structure of the process, but also to feel the live dynamics of the dialogue. Such an approach will make the training even deeper and more applied.

## Question 4: Are you employed after completing the program?

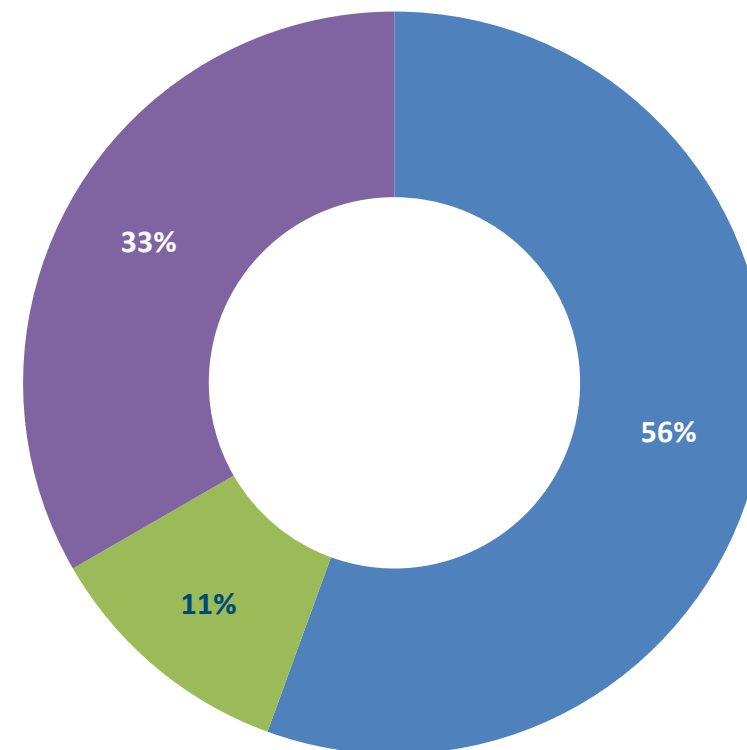
### Results question 4:

Yes, I'm full-time employed: **55,6%**

Yes, I'm employed part-time: **0%**

I am unemployed and seeking employment: **11,1%**

No, I'm not searching a job: **33,3%**



## Question 5: Do you apply knowledge and skills acquired during the study in your business practice?

### Results 5 question:

Average score on the question: **100%**

Yes: **100%**

No: **0%**

