

**WP5: The Young Mediator Capacity  
Building Trainings  
National Report  
Italy  
CSC Danilo Dolci**





**PROMOTING OPEN RESILIENT INCLUSIVE SOCIETIES FOR YOUTH**

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### 1. Implementation of the training by Centro Per Lo Sviluppo Creativo Danilo Dolci (CSC), Italy

CSC Danilo Dolci within the PRIORITY project proposed a structure based on the one already developed within the project framework, using also the basics of Dolci's philosophy, creating a space for sharing ideas, problems, solutions through a bottom-up approach. Moreover, the PRIORITY HUB had an important role since it has been a gathering force to keep all together the participants during the emergency period due to the pandemic. The Mediator Capacity Building Training involved young people with and without migrant background. As previously mentioned, it was based on non-formal and peer-learning methods well as on the [PRIORITY methodology](#) previously developed within the framework of the project.

The Young Mediator Capacity Building trainings in Palermo Hub were implemented in two rounds:

- **1<sup>st</sup> round:** on 5<sup>th</sup>, 12<sup>th</sup> and 19<sup>th</sup> of February 2021 (Eight participants were involved)
- **2<sup>nd</sup> round:** on 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup> of April 2021. (Thirteen participants we involved)

Due to the COVID\_19 pandemic restrictions imposed by the Italian and the regional government, both rounds of trainings were implemented online since it was not possible to implement in presence as it was planned initially. Different online platforms were used for the implementation of trainings. For the main sessions, we used *Zoom platform*, which allowed participants to join the sessions without any problems and it allowed also to work in small breakout sessions, allowing to work parallelly. Participants could discuss on different topics in small groups and to share the main results in plenary session. We also used the google platform *Jamboard* and *Google Meet* for some other sessions and for the daily evaluations. All the platforms to be used during the training were presented during the first day of activity: trainers explained the functionalities of each platform, how to interact and the main allowed actions for participants, in order to ensure the smooth participation and cooperation during the training.

Part of the training materials were delivered to participants before each session, so they could have pre-knowledge on the training topics and the activities that were going to discuss during the working day. We mainly used Italian and English languages for the implementation of trainings. Although, the training was planned to implement in English language, by taking in to the consideration that some of the participant did not have a good level of English, trainers, used also Italian language to present the materials and to explain the activities, thus all the participants could follow the sessions with the same motivation and could contribute at the same level. Since the training materials and activities were planned for face-to-face trainings, trainers adapted the activities in order to be able to implement them online, ensuring to achieve the same objectives.

Two experienced trainers in the field of migration and non-formal education carried out the both trainings. Bala Ram Gaire, actively works in in the field of migration and youth education. He has a long experience working with young people from different background. Currently, he is currently working on the Erasmus+ KA1, KA2 and KA3 projects which involves young people, migrants and refugees and youth workers. Moreover, in past years, Bala Ram has also worked as an interpreter and cultural mediator for numerous refugees and asylum seekers both in Italy (Palermo, Catania, Reggio Calabria, Rome) and in Greece with European Asylum Support Office, UNHCR and Greek asylum service.

Alberto Biondo is project manager and trainer in CSC “Danilo Dolci”, with experience in coordination of education, youth, mobility, capacity building & international cooperation projects. He’s currently the coordinator of the EU department of CSC Danilo Dolci, having an overview of more than 40 EU projects. His background is in International Relations and Politics and he’s got several years of experience on volunteering projects, non-formal education, international cooperation, organisation of awareness campaigns and event management.

Thanks to the experiences and knowledge of both trainers and the contributions of the selected participants, the quality of the trainings and the activities has reached the expected results and learning outcome.

## 2. Target audience

The Young Mediator Capacity Building Training addressed target groups of young people with or without migrant background, refugee and young people with fewer opportunities, that are willing to become peer educators using the deliverables produced by PRIORITY project. The training involved in total 21 participants in the first and second round of training. All the participants involved in training in Palermo Hubs were between 18 to 30 years old, with a strong motivation to participate and acquire the skills and knowledge to effectively work for the integration and social inclusion of disadvantaged young people. The training included various learners from different background, age groups as well as different skills and knowledge. Priority was given for those who were willing to **empower and equip their** skills and knowledge in order to become young mediators and to reach out young people at risk of marginalisation and radicalisation. Some of the participants are already working as a cultural mediator with different authorities in local and regional level in Palermo and around Sicily. The training was very useful for them to expand their knowledge and skills on the various topics that are related to cultural mediation and young people’s integration. While, other young people who join the training, were willing to learn new skills and competences in order to become a cultural mediator. It was a great occasion especially for those with no working experiences to listen from other participants, who has been already working in the field as a cultural mediator.

Moreover, the profiles of participants in the both trainings were mixed between local young people and young migrants who have been living in Palermo for long time as well as newly arrived to the city. The training brought different target together, making them creating a



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network, exchanging contacts to share knowledge on the same topic of the training (they even created a WhatsApp group in order to exchange the experiences and opportunities that are around the city).



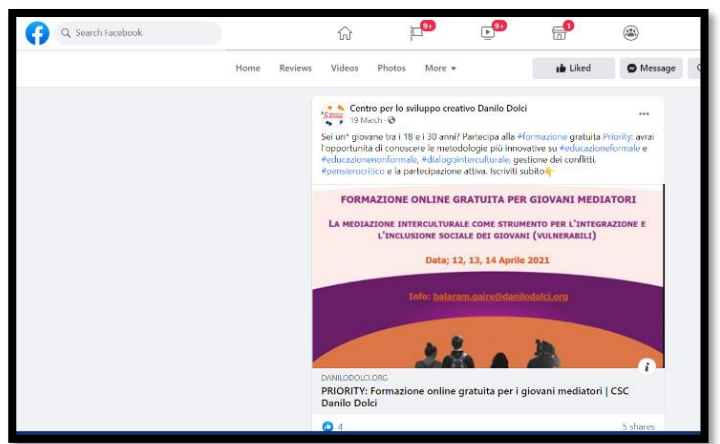
In order to reach the targets audience, CSC Danilo Dolci has promoted the call through different social channels. Thanks to the local networks of CSC Danilo Dolci and long experiences in working with different target groups, many young people were reached through its own channels (such as website, Facebook page, e-mails, phone calls). Priority Facebook page and Priority Hubs were also helpful to expand the call, since many local young people follows the project page and are involved in the project through previous activities.

Selection of the young people was based on their motivations and other criteria from the project objectives and specific requirements (the criteria suggested by the project were young people with migrant or refugee background, or youth with fewer opportunities or youth workers that come in close reaction with the above-mentioned target group).

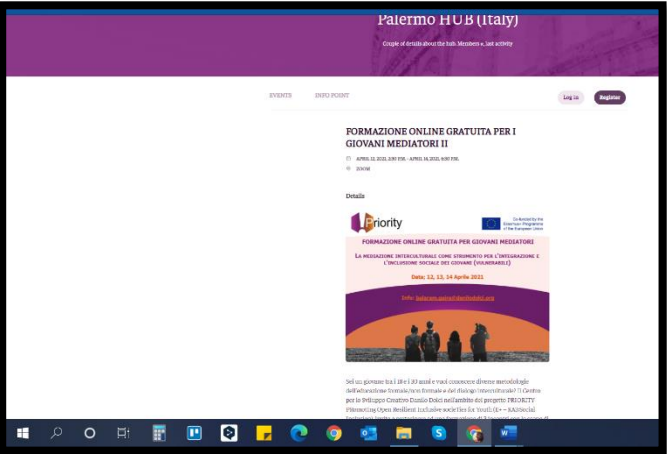
**The links for the calls are attached in the table below:**

<p>1<sup>st</sup> round call published on CSC's website:</p> <p><a href="https://danilodolci.org/notizie/priority-formazione-online-gratuita-giovani-mediatori/">https://danilodolci.org/notizie/priority-formazione-online-gratuita-giovani-mediatori/</a></p>	
<p>1<sup>st</sup> round call shared on CSC's Facebook page</p> <p><a href="https://www.facebook.com/page/510815115637957/search/?q=Priority">https://www.facebook.com/page/510815115637957/search/?q=Priority</a></p>	

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<p>1<sup>st</sup> round call published on Priority's website <a href="https://hub.priority-project.eu/en-us/events/3/43/">https://hub.priority-project.eu/en-us/events/3/43/</a></p>	
<p>2<sup>nd</sup> round call published on CSC's website: <a href="https://danilodolci.org/notizie/priority-formazione-online-gratuita-giovani-mediatori-2/">https://danilodolci.org/notizie/priority-formazione-online-gratuita-giovani-mediatori-2/</a></p>	
<p>2<sup>nd</sup> round call shared on CSC's Facebook page: <a href="https://www.facebook.com/CSCDaniIoDolci/posts/4007983865921047">https://www.facebook.com/CSCDaniIoDolci/posts/4007983865921047</a></p>	



<p>2<sup>nd</sup> round call published on Priority's website: <a href="https://hub.priority-project.eu/en-us/events/3/50/">https://hub.priority-project.eu/en-us/events/3/50/</a></p>	 <p>The screenshot shows the Palermo HUB (Italy) website. The header includes the logo and navigation links. The main content area features a banner for 'FORMAZIONE ONLINE GRATUITA PER I GIOVANI MEDIATORI II'. Below the banner, there is a section titled 'Dettagli' with a description of the training, its dates (April 12, 13, 14, 2021), and a link to the registration page. The website is displayed on a desktop screen with a Windows taskbar visible at the bottom.</p>
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### 3. Evaluation Results and Recommendations

The final evaluation of the Young Mediator Capacity Building Training in Palermo used both non-formal and formal methods. At the end of each session, a debriefing was organised in order for participants to give an opportunity to provide their feedbacks on the topics that were discussed and materials that were used during the session. This helped us to understand their satisfaction from the training and to improve the training materials and activities for the next session according to their knowledge, interests and their requests.

Moreover, after the end of the training, participants were invited to fill an online questionnaire with their honest feedbacks about the three days training. Two online evaluation questionnaires were developed by using Google forms for the two rounds of training.

#### Online questionnaire for first round of training:

<https://docs.google.com/forms/u/0/d/e/1FAIpQLSedl4G7YV-i9YNDXk9PPqgT6LYf1sl7AMe1VA8YjG9rfKKpXQ/formResponse>

#### Online questionnaire for second round of training:

[https://docs.google.com/forms/d/1ZpTyEw4O-z87X7-Y-uz\\_FzATVCKME\\_9Ak\\_9UYuslA/edit](https://docs.google.com/forms/d/1ZpTyEw4O-z87X7-Y-uz_FzATVCKME_9Ak_9UYuslA/edit)

The data was collected by using linear scale and open-ended questions. In the linear scale questions, the respondents had to rate each statement by using a scale from **nothing** to **very much**.

The results of the online evaluation survey are the following:



Regarding the first open-ended question **(1)**: *"What were the initial motivations and expectations that led you to participate in this training?"*

Participants provided the following answers:

**(Answers combined from first and second round of training)**

- *To improve my competences*
- *To be able to help and take part in integration in any particular society*
- *Improving my knowledge in cultural mediation*
- *Learn new things*
- *I would like to work in this field as a cultural mediator and help others*
- *To know my competencies, learn more about cultural mediator*
- *To share my culture*
- *I can say curiosity and willingness to have other skills that will be useful not only to me but also to others I interact with.*
- *My expectations were to deepen my knowledge in the world of mediation and my motivation is to help young people.*
- *My expectation was to deepen my approach to a different culture and it was fulfilled.*
- *I had never participated in such a project before, so I didn't know what to expect! It was a plunge into the unknown but I wanted to gain new experience and enrich my training as a mediator.*
- *My expectations were that I would be able to enhance my knowledges on intercultural inclusion and they were largely fulfilled.*
- *I did not have high expectations when I decided to participate in the training, but I was very satisfied with it.*
- *I decided to participate because I am studying Linguistic and Cultural Mediation at university and because one day I would like to work in this field.*
- *I wanted to broaden my knowledge about mediation by talking to people working in the field and those who have had experience in this area.*
- *To find new ideas for reflection on the subject, to create a network between different territorial realities, to learn about new approaches.*
- *I wanted to meet new people and learn more about cultural mediation.*
- *I thought that mediation leads to encounters and good coexistence between different cultures and lifestyles*
- *Increasing skills and meeting new people*
- *I am always looking for new incentives. It is very important for me to network and to meet new people who have the same motivations and principles. I wanted to learn more about social inclusion and acquire new knowledge in the field.*

**Regarding question number (2)**: *"Have some of the above been fulfilled?"*, respondents provided the following answers:

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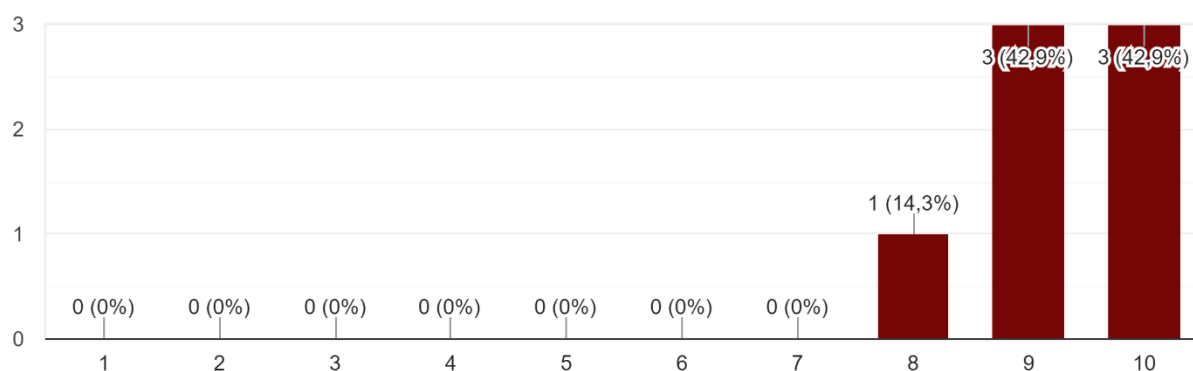
- Yes
- Yes
- *Most of my expectations were fulfilled from the training. I have to say, I learned much more than I have expected. Thank you!*
- *Yes, now I would like to learn more about cultural mediation and inclusion*
- *Yes, very much*
- *Yes, more than what I was thinking*
- *YES, most of them*
- *Most of my expectations were reached from the training.*
- *Very much*
- *More than I have expected*
- Yes
- Some
- *Some of them yes*
- *Most of my expectations were fulfilled.*
- *I did not have many expectations when I participated to the training, but I am very satisfied.*
- Some

From the responses from participants, it can be stated that most of the participants are very satisfied from both trainings, meeting their expectations. The figures from 1<sup>st</sup> and 2<sup>nd</sup> round of trainings below represents the answers provided by all of the participants in the two separate questionnaires that were distributed to them.

### 1st round of Young Mediator Capacity Building Training

3. Did the training meet your expectations? Use a scale between 1 (Much less than expected) and 10 (Greatly exceed expectations)

7 risposte

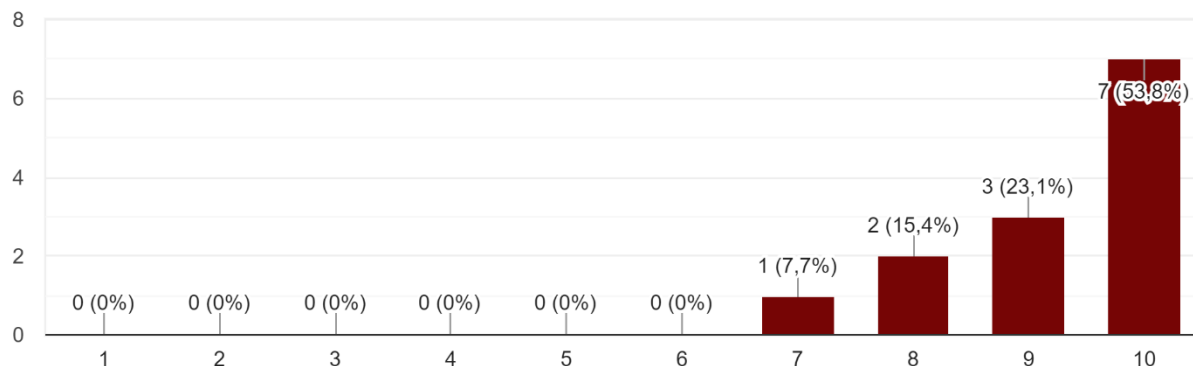


### 2<sup>nd</sup> round of Young Mediator Capacity Building Training

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3. Did the training meet your expectations? Use a scale between 1 (Much less than expected) and 10 (Greatly exceed expectations)

13 risposte



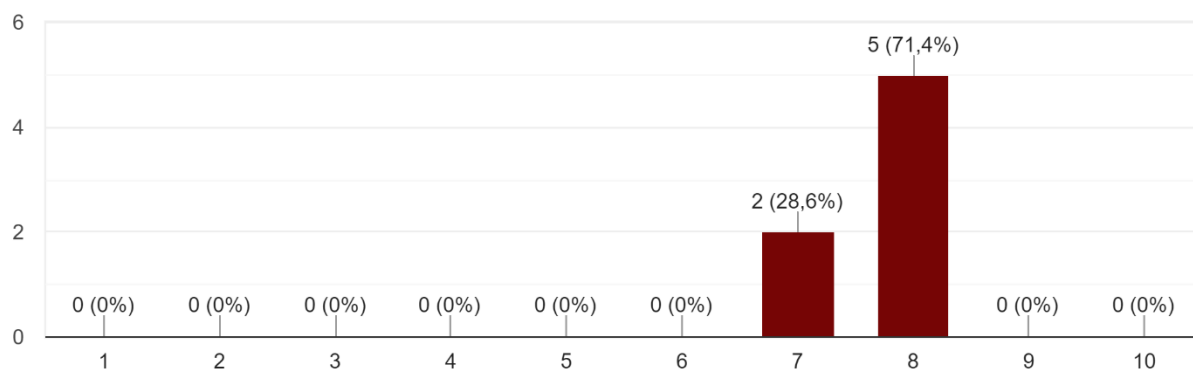
The next question was focused on the choice of Zoom platform as a tool for the online implementation of the trainings. The answers from all participants from two rounds given are presented below:

**Question 4:** 4. How would you rate the online platform (Zoom) used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

### Answers from 1<sup>st</sup> round of Young Mediator Capacity Building Training

4. How would you rate the online platform (Zoom) used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

7 risposte

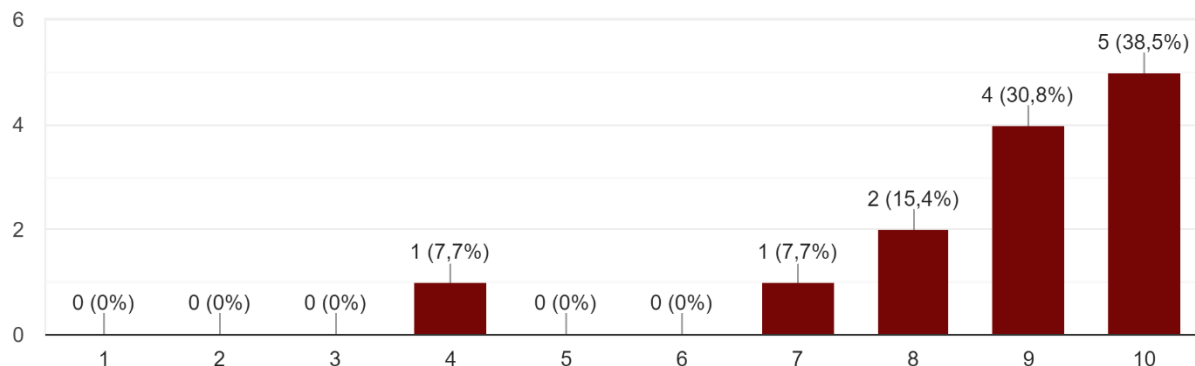


### Answers from 2<sup>nd</sup> round of Young Mediator Capacity Building Training

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4. How would you rate the online platform (Zoom) used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

13 risposte



Most of the participants mentioned that they found the Zoom platform easy to use: it wasn't difficult to share the screen, work in small groups etc. Although, it was not very useful for few of the participants for different reasons, such as internet connection (for some of them there was some issues in the connection, limiting some time the fruition).

### Their comments regarding the previous questions were:

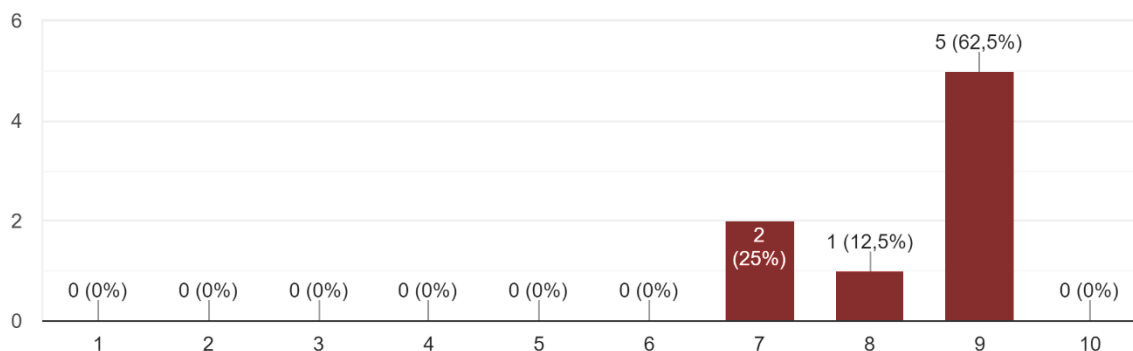
- *No comments*
- *It was the first time I used Zoom; at the beginning it was difficult to understand how it works.*
- *I had problems with my internet. Sometimes, I couldn't follow the presentations because of this issue.*
- *The platform was very easy and effective*
- *Zoom platform is easy to use, we could use the chat room for questions, opinions and so on. Very nice.*
- *There was some technical issue with my zoom.*
- *It was ok.*
- *Easy to connect.*
- *Zoom platform was good. I also like to other platform we used for activities.*
- *The platform was good, I could join from my laptop or from the smart phone.*
- *Nothing*
- *Everything was great*
- *We didn't have any problem with the platform, good quality.*
- *I had a problem with the Zoom and the quality of internet.*
- *Sometimes, I had a problem with my internet.*

About the next question regarding the quality of training programme, participants expressed different opinions: most of the participants really liked the programme. For some of the participants it was difficult to follow an online session lasting 3-4 hours. .

### Answers from the 1<sup>st</sup> round of Young Mediator Capacity Building Training

6. How would you rate the programme of the training? Use a scale between 1 (very bad) and 10 (excellent)

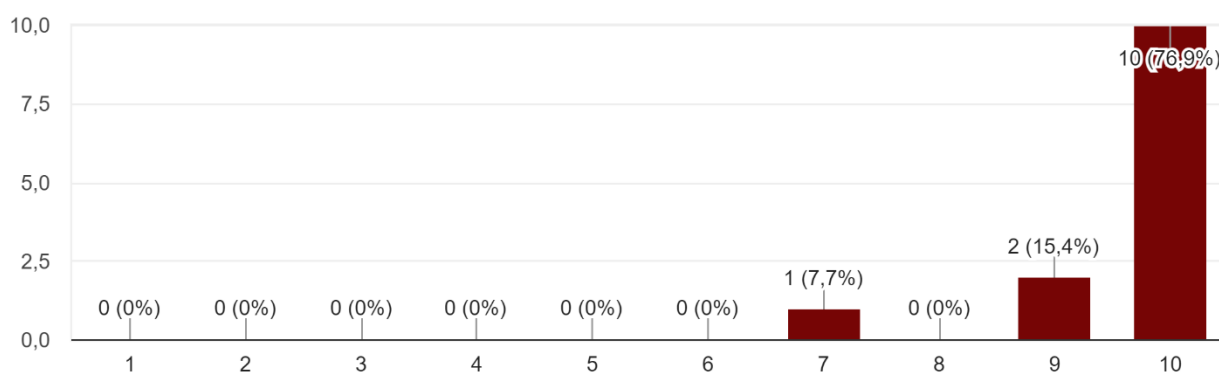
8 risposte



### Answers from the 2<sup>nd</sup> round of Young Mediator Capacity Building Training

6. How would you rate the programme of the training? Use a scale between 1 (very bad) and 10 (excellent)

13 risposte



The feedbacks provided regarding the training programme – gathered from an open question - are the following:

- The programme was very integrative, we all could contribute with our opinions.*
- I like the sessions and balance between presentations and group activities.*

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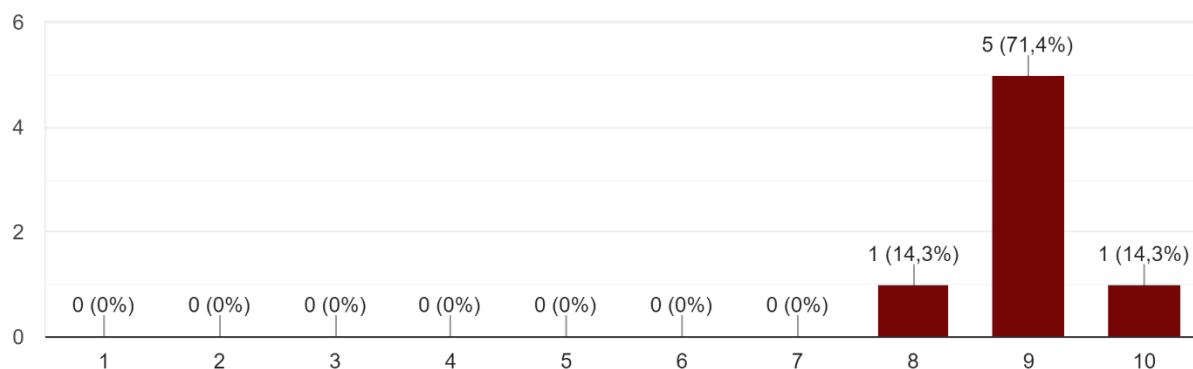
- *There were many interesting activities, even in online, we could participate actively.*
- *I like the overall programme; although some topics were difficult for me.*
- *The programme is full of interesting materials, activities and many information.*
- *I like the training programme. But the sessions were too long for online training.*
- *The activities were nice, some of the presentations were too difficult for me to understand.*
- *I really like the programme.*
- *Sometimes it was too long*
- *Very mix with presentations and activities.*
- *Nice and balanced*
- *The programme was very good and it has included so many contents*
- *Would have been good if the training was in face to face.*
- *Training programme was very interactive and inclusive in term of arguments.*

The next question we asked to our participants concerned about the improvement of the skills and knowledge of the participants after participating the Young Mediator Capacity Building Training. As we can see in the following figures below, most of the participants stated that their knowledge, skills and attitudes have been improved because of the trainings.

### Answers from the 1<sup>st</sup> round of Young Mediator Capacity Building Training

8. Do you think that your knowledge, skills and attitudes have been improved by taking part in the training? Use a scale between 1 (not at all) and 10 (extremely)

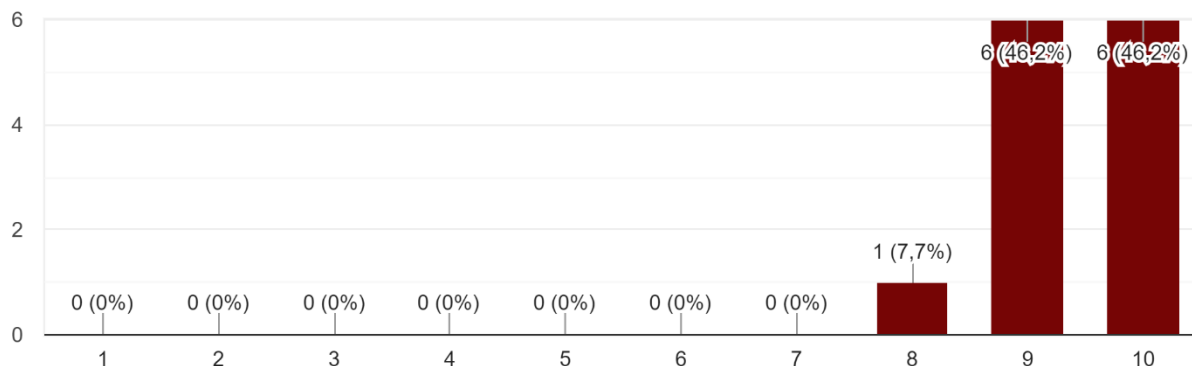
7 risposte



### Answers from the 2<sup>nd</sup> round of Young Mediator Capacity Building Training

8. Do you think that your knowledge, skills and attitudes have been improved by taking part in the training? Use a scale between 1 (not at all) and 10 (extremely)

13 risposte



**Regarding the question (9):** "What are the most important things you have learned/gained by taking part in this training?", their responses are the following;

- *I learned about importance of cultural mediation.*
- *I learned about the role of cultural mediator. Different activities that were used during the training, will be useful for me in the future.*
- *I really like the developmental model of intercultural sensitivity (DMIS) & pictures from the activity about Cultural Shock.*
- *There were many interesting materials I could learn from. I learned about work in a team, I learned how to respect others opinions.*
- *I had opportunity to get to know with new people.*
- *Working in a team, listening and sharing my ideas.*
- *I like the first day's presentation about non-formal education and hard and soft skills.*
- *Met new people.*
- *I am better prepared to deal with intercultural debates and I learned how to deal with different people without difficulties, knowing now the obstacles of communication.*
- *Actually, I learned a lot during this training, I became clearer about the difference between a language mediator and an intercultural mediator.*
- *Empathy, acceptance, marginalisation and competence.*
- *I learned that each of us formulates prejudices when approaching a new reality but these can be challenged through reflection and communication.*
- *The importance of opening up, giving 100% of ourselves and putting ourselves on the line; the beauty of diversity, dialogue and confrontation.*
- *For me that important thing I learned is the difference between cultural and linguistic mediation.*
- *I have learned to be more careful in terms of describing and communicating as objectively as possible.*



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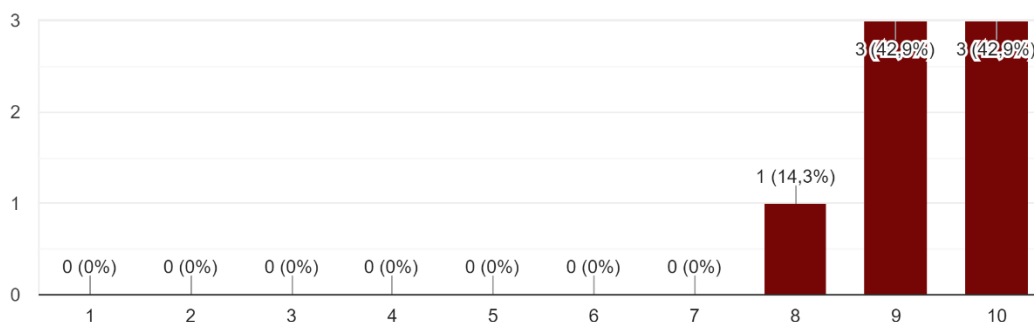
- *I learned, how important dialogue is in a group and the importance of the group in doing its work.*
- *I have learnt that refraining from making judgements is more difficult than I thought, that cases of culture shock need to be worked on carefully so that they lead to growth and cultural contamination on the part of both the host and the guest, and that to achieved inclusion and assimilation one needs to go through several stages, so one cannot think of arriving at the last stage without going through the others.*

In the next questions regarding the knowledge and skills of the training, the highest number of the participants rated the knowledge and skills of the two trainers as excellent:

### Answers from the 1<sup>st</sup> round of Young Mediator Capacity Building Training

10. How would you rate the knowledge and the skills of the trainers of the training? Use a scale between 1 (very poor) and 10 (excellent)

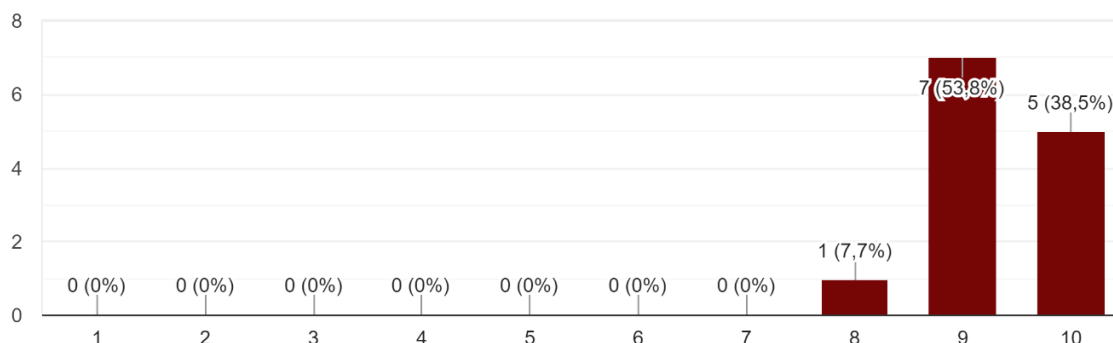
7 risposte



### Answers from the 2<sup>nd</sup> round of Young Mediator Capacity Building Training

10. How would you rate the knowledge and the skills of the trainers of the training? Use a scale between 1 (very poor) and 10 (excellent)

13 risposte



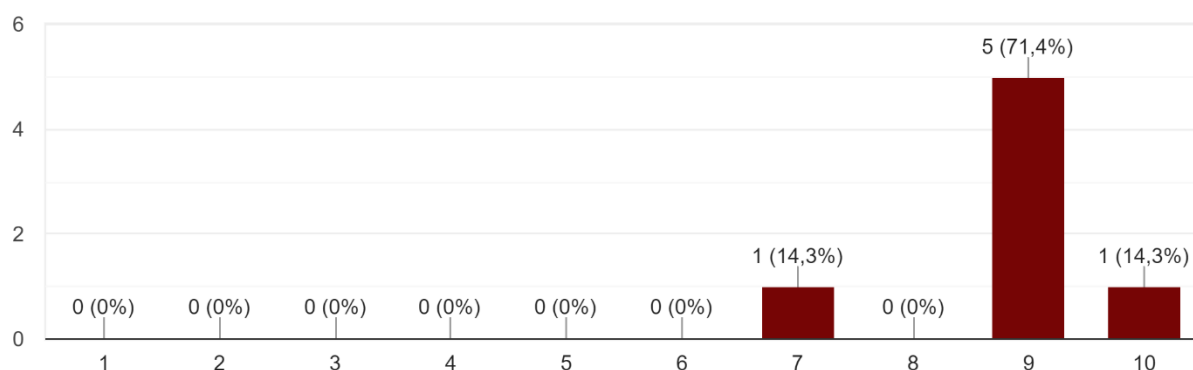
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Regarding the question about the quality of training materials, most of the participants rated excellence. Their answers from first and second round of training can be presented in the following graphs:

### Answers from the 1<sup>st</sup> round of Young Mediator Capacity Building Training

11. How would you rate the quality of the training material used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

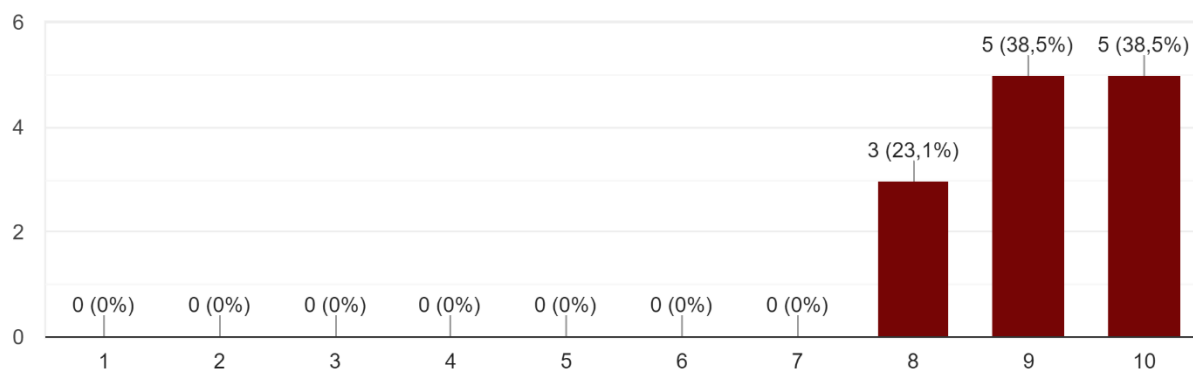
7 risposte



### Answers from the 2<sup>nd</sup> round of Young Mediator Capacity Building Training

11. How would you rate the quality of the training material used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

13 risposte



The questionnaire also included a question about if they would recommend the training to their colleagues and friends and the level of likelihood. The vast majority of the participants

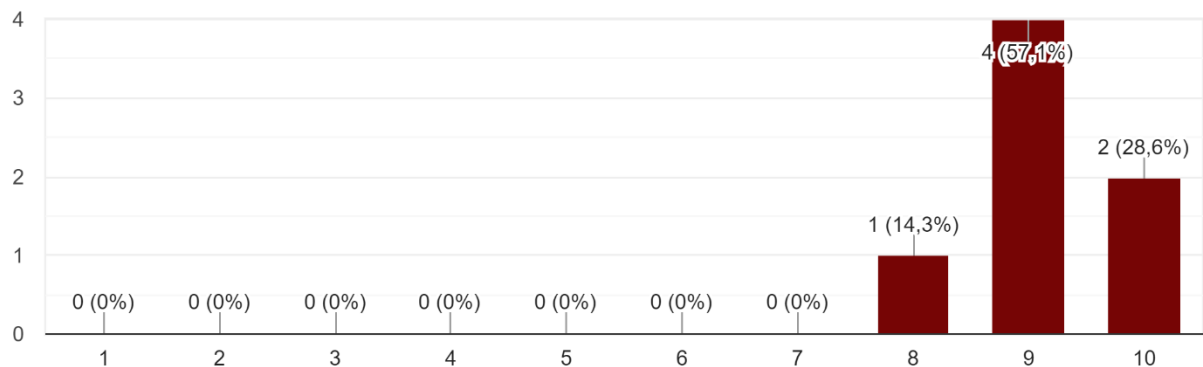
## WP5 Young Mediator Capacity Building On-Site Training

stated that it would have been extremely likely to recommend this training course to their colleagues and friends.

### Answers from the 1<sup>st</sup> round of Young Mediator Capacity Building Training

12. How likely are you to recommend this training to your colleagues and friends? Use a scale between 1 (not at all likely) and 10 (extremely likely)

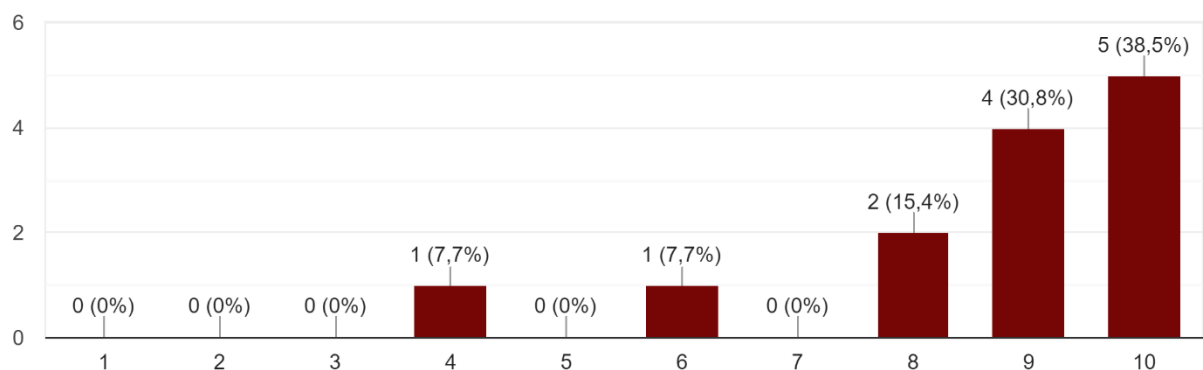
7 risposte



### Answers from the 2<sup>nd</sup> round of Young Mediator Capacity Building Training

12. How likely are you to recommend this training to your colleagues and friends? Use a scale between 1 (not at all likely) and 10 (extremely likely)

13 risposte



In question 13, participants were asked to provide 3 positive and 3 negative aspects of the training, in order to describe it. The answers from participants of both rounds of training are presented below:

- *No negative things to say / positive: it was very useful for me*
- *Negative: none / Positive: Listening, respecting, helping operators*
- *Negative: bad internet connection / positive: respect of time*
- *Negative: distance / Positive: punctuality, clarity, seriousness*
- *Negative: internet problem, language problem / Positive: respect, listening, knowing*
- *Negative: Communication issues / Positive: educational, fun, expressive*
- *Positive: interactive, new topics*
- *Negative: sometimes it was difficult to understand the presentation*
- *Negative: complicated, remote / Positive- interesting, useful*
- *Negative: short / Positive: useful, inspiring, constructive and complex*
- *Negative: I didn't see anything negative during the course / Positive: useful, effective and constructive honestly*
- *Positive: Interesting, stimulating, exciting.*
- *Negative: I can't find any negative adjectives, the only thing I would suggest would be maybe a 15-minute break.*
- *Positive: special, unexpected, human / Negatives: I don't have anything to say because everything was very nice*
- *Positive: exciting, clear, touching / Negative: short and demeaning (for some of the issues addressed).*
- *Positive: accessible, stimulating, open*
- *Positive: Inclusive, pleasant and informative / Negative: short, basic, I don't have a third negative element*
- *Positive: Stimulating, free, creative, reflective*
- *Positive: Respect, Dialogue and Community*
- *Positive: Skills, responsibility, sharing cultural exchange*
- *Positives: Engaging, clear and fun / Negative: Short, with few participants*

**In the last open-ended question (the 14<sup>th</sup>), participants had the chance to add any other comment they would like and some of them wrote the following:**

- *I think the training went very well; I learned a lot of things even though the time was short. It would also be important to make it very frequent and also to give participants the opportunity to do internships afterwards or something like that, which would help access the world of work. Thank you for everything, it has been a great pleasure to meet people like you.*
- *Greetings*
- *First of all, I would like to thank you for the time you have dedicated to us, to teach us new things. You are really wonderful people I wish you all the best in your life. After that I would like to ask you if it is possible to contact me when there will be the new projects.*

- *Not all of us have the same sense of humour and sometimes what we say can be misunderstood. Personally, I haven't had any problems but I have noticed some sometimes-surprised expressions.*
- *I thank you once again for the experience, even if it was too short. You have provided me with enriching content and I have been enhanced by the people who took part in the training.*
- *I really liked the fact that I was able to share reflections on these days not only with native Italians who are sensitive to the theme of inclusion and migration, but also with people who have experienced migration at first hand and felt comfortable enough to be able to tell them anecdotes. I think it was a very effective way to help us get in touch, to create empathy, to learn not to take anything for granted, as well as to make everyone aware, no one excluded, of the good that fortunately still exists and resists. In addition to this, it has also made me aware of the challenges that a cultural mediator has to face, starting from learning not to make any kind of judgement, not even the apparently irrelevant one.*
- *The use of the zoom platform allowed access also to those who, like me. I appreciate this very much; I think that carrying out this training in person would have been even more engaging and would have united the group much more.*
- *I would like to thank everyone enormously for the work done and for the experiences shared, and I hope that we will be able to see each other even if not at a distance.*
- *I would have made it longer to deepen the themes and increase the opportunities for sharing. Perhaps adding more practical tools.*
- *I think everyone should take part in a project like this! For me it was very important to meet people from a thousand different cultures and at the same time share with them the same way of thinking and seeing the world.*
- *It was a very interesting course and I look forward to working in this field*
- *It was useful and I hope I can participate again.*
- *I hope to meet all of us soon!*
- *I would like to participate in more activities in the future.*
- *It would have been nice to participate in presence.*
- *Thank you for this opportunity to learn new things*
- *It was a great experience for me, I want to participate in more activities in future. Hopefully it will be in presence.*

## 4. Conclusions

Based on the evaluation results from the participants of both round of training, it can be concluded that the overall satisfaction with the implementation of the Young Mediator Capacity Building Training in Palermo was very high.

The training provided opportunity for interaction and communication among young people from different backgrounds and professional fields. Participants with different knowledge and experiences, created a diverse environment for exchanging ideas, feelings and culture.

## **WP5 Young Mediator Capacity Building On-Site Training**

The group activities, such as group building games and brainstorming exercises helped to understand the topics, especially for those participants who were new in this kind of activities and were not able to understand because of language barrier. Most of the participants were from different countries and most of them speak only their local language besides Italian, that's why the usage of both languages, English and Italian, allowed the training to be fully successful. Thanks to the diversified group of participants with so many profiles (people with migrant background, people with experience on the field etc.) the training was very stimulating and interesting because each one brought their own perspective and vision on the topics shared.

To sum up, the group of participants - 21 young people - included migrants, refugees and local Italians from Palermo and surrounding. From their evaluation, it can be stated they were satisfied to participate in three days training and exchanged their experiential knowledge through formal and non-formal education on the three main topics as established at partnership level: (1) How to be a good Mediator, (2) The power of Intercultural Mediation and (3) Culture and Conflict.

The two trainers (previously mentioned) provided theoretical knowledge based on scientific bibliography and used a variety of non-formal learning methods so that participants could apply the acquired knowledge when necessary.

In addition to the above-mentioned topics, the participants deepened their knowledge on PRIORITY project. It was a special occasion to disseminate the project and its results as well as to engage more young people in the project Facebook page and website. Trainers could observe during the training that participants were curious to know each other, they wanted to keep in contact between them even after the training, thus creating a WhatsApp group.

Feedbacks received from participants, as explained before, were very positive. The only less positive feedback was about not holding the training face-to-face since it could have improved the human connections among participants.