

Email received from Middlesbrough Integrated Youth Service, following workshops delivered in conjunction with Middlesbrough Football Club Foundation

From: Claire Berry
Sent: 12 September 2013 10:45
To: MAX Conflict Management
Subject: Feedback



Hi Mark

I hope you are well. I have put together some comments from IYSS in relation to the MAX Conflict workshops which you delivered during the summer, sorry that this has taken longer than expected.

"IYSS were really pleased with how the MAX Conflict staff interacted with our young people. Their whole approach felt safe, and it gave the young people the confidence to come out of their comfort zone and face new challenges in order to prepare them for life experiences. The young people clearly enjoyed the workshop as this was evidenced in the evaluation forms which the young people completed at the end of the workshop. 13 young people completed the evaluations, nine rated the workshop as 10 out of 10, two rated it as 9 out of 10 and two rated it as 8 out of 10. Through the workshop the young people demonstrated that they were able to relate to what was being delivered, this was a clear indication as to how well the workshop was tailored to meet the needs of our young people. A few weeks after the workshop one young person who had attended the workshop spoke to a member of IYSS staff and informed them that another young person had made a negative comment about the colour of her hair. However, she told the member of staff that she had dealt with this in a calm and collective way and felt strong about it. This was excellent feedback as it showed that this young person had taken something away from the MAX Conflict session and used it in a positive way."

On the evaluation form it asked young people to comment on which part of the activity they enjoyed the most and why, here are some of their comments:

"The acting at the end because it was fun and engaging"

"The glasses and role play"

"All of it"

"When we used action for self defence"

"The acting, it was funny"

"Where you tell them to go away (role play)"

"The role play between Martin and Mark"

Hope this is useful. We will continue to promote MAX Conflict to our colleagues and to external agencies as we believe that the benefits which young people can gain from these workshops are invaluable!