

AZIENDA USL TOSCANA CENTRO

Summary of assessments: **Level 1 and 2 training courses**

2025

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I. INTRODUCTION

At the heart of our priorities is the desire to provide the best possible support to each person we train, ensuring the quality of learning and the well-being of each individual. This is why we are constantly improving our training content and materials and comply with the key requirements of the international standard ISO 29993:2017, dedicated to professional training.

In this process, participant feedback is essential to assess the relevance and effectiveness of our actions. In accordance with this standard, we analyse the impact of our programmes through a questionnaire sent to participants at the end of the training, to which we add a second questionnaire three months later. We send a final one six months later for people who have completed both levels of training.

Below is a summary of the results of these questionnaires.

Sincerely yours,

Laurent van Steenkiste & Valentina Dolara
Co-founders of *Mind of Joy Consulting & Training*

II. PRESENTATION OF TRAINING COURSES

We have developed three training programmes for physicians on behalf of the Tuscan Health Service (SST):

- A Level 1 entitled *"Preventing Burnout: Focus on Mindfulness and Stress Management"*.
- A Level 2 entitled *"Mindfulness: Emotions in Relationships, Effective Communication and Conflict Management"*.
- A Practice 1 entitled *"Consolidation of mindfulness practice application"*.

Level 1 and Level 2 programs are 18 hours each, divided into 6 weekly 3-hour sessions.

Level 2 is only available to those who have completed Level 1. These two training courses are worth 34.2 credits each.

Practice 1 lasts 14 hours, divided into 7 sessions of 2 hours every 15 days. This training course also entitles participants to credits and begins in September 2025.

The scientific managers are: Paola Squilloni for the city of Florence and Niccolò Biancalani for the city of Prato.

Between May 2023 and June 2025, we completed six Level 1 editions and two Level 2 editions.



III. SUMMARY OF EVALUATION QUESTIONNAIRE RESULTS

144

Training hours

154

Trained physicians

130

Respondents (84%)

100%

Satisfaction rate*

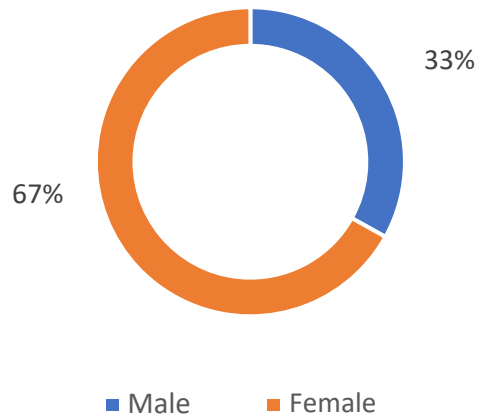
100%

Recommendation rate

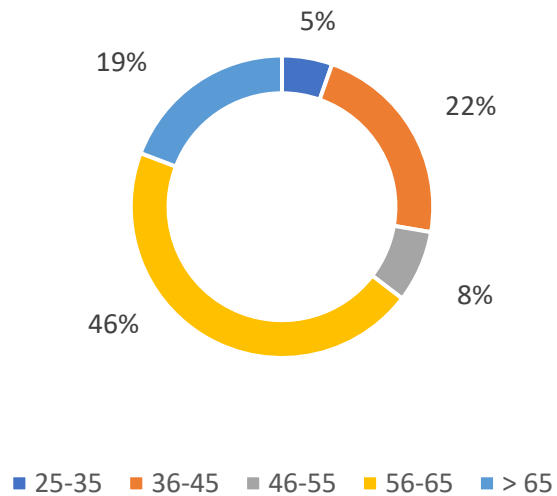
* Very satisfied = 85% - Satisfied = 15%.

PARTICIPANTS

GENDER

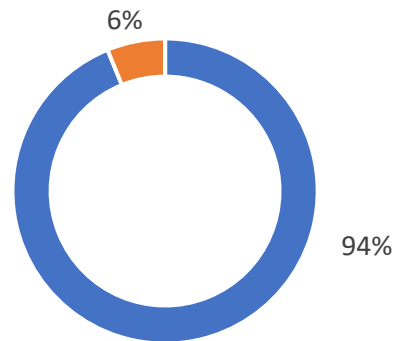


AGE



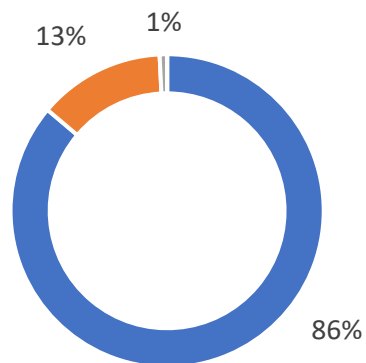
CONTENTS

QUALITY OF THEORETICAL CONTENT



■ Excellent ■ Good ■ Fair ■ Poor ■ Bad

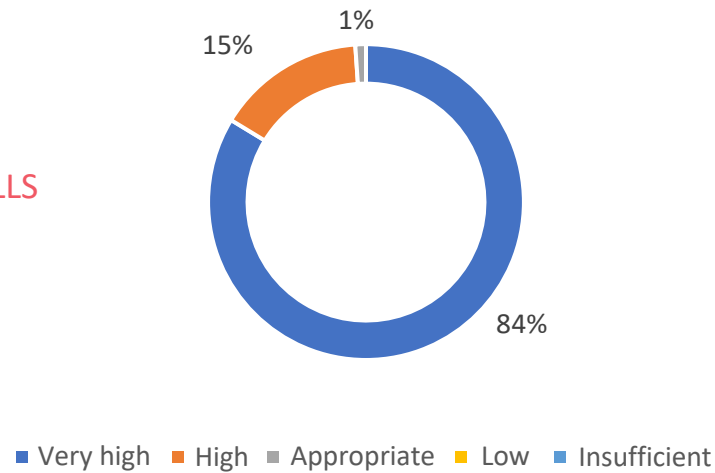
QUALITY OF PRACTICAL CONTENT



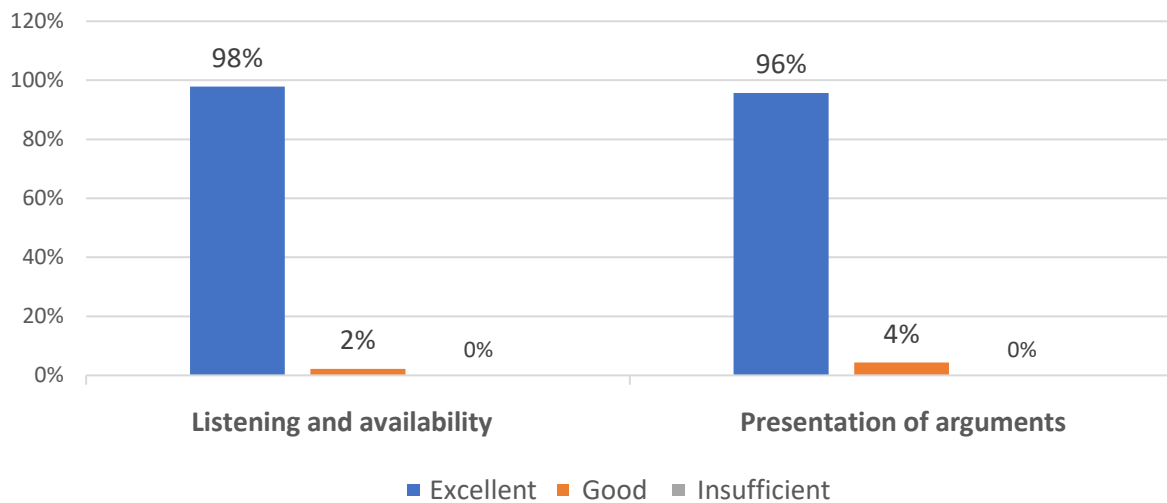
■ Excellent ■ Good ■ Fair ■ Poor ■ Bad

TRAINER

TRAINER'S SKILLS

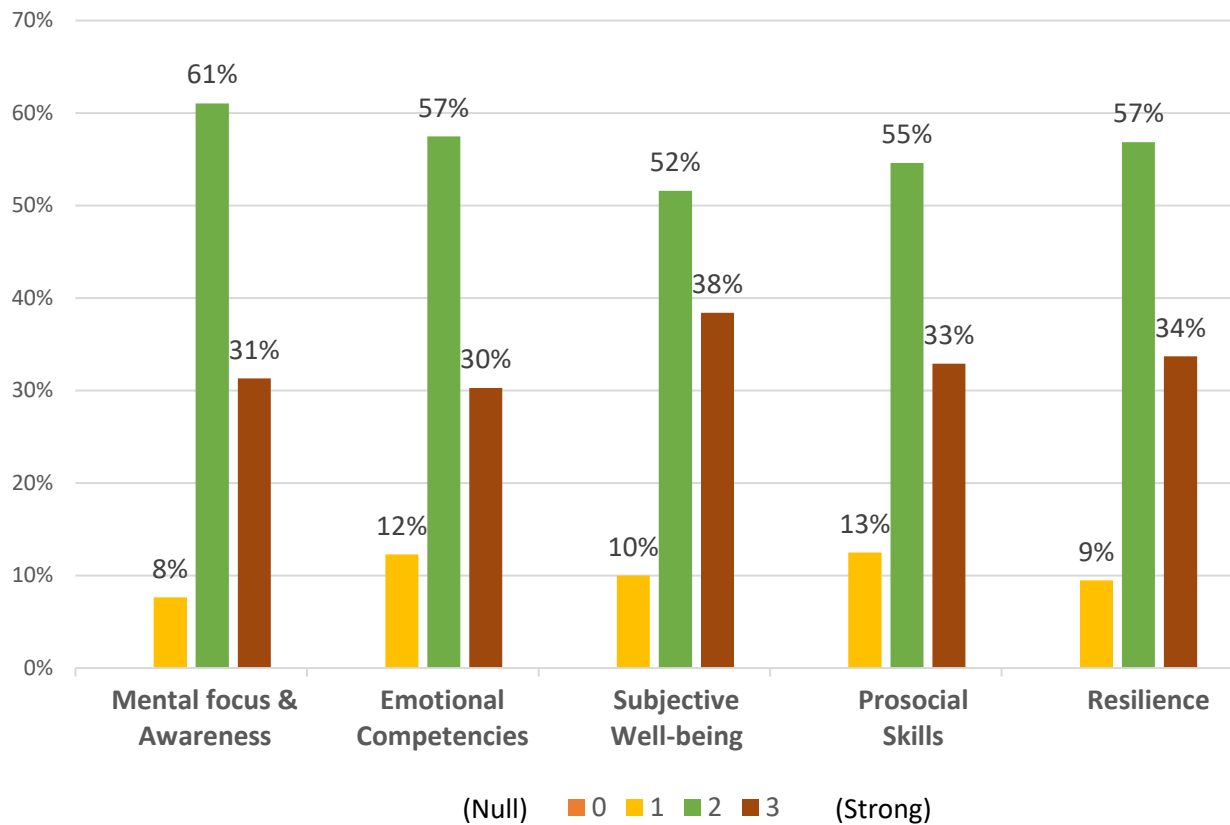


TRAINER'S ABILITIES



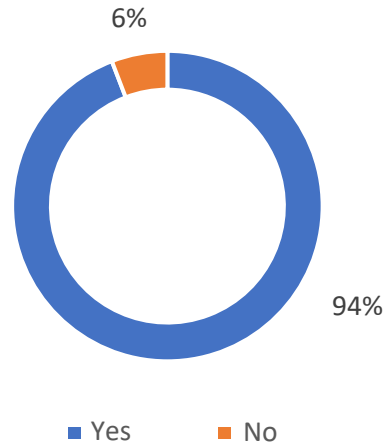
LEVEL 2

LEVEL OF ACQUISITION OF ESSENTIAL SKILLS

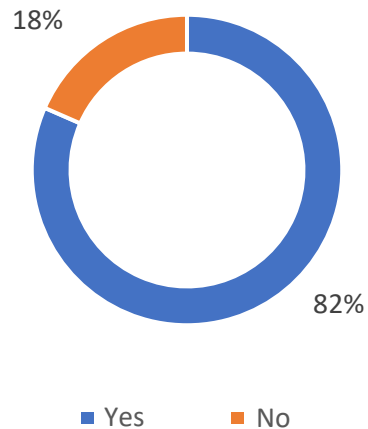


AFTER 3 MONTHS

PERSISTENT IMPACT
ON DAILY LIFE*



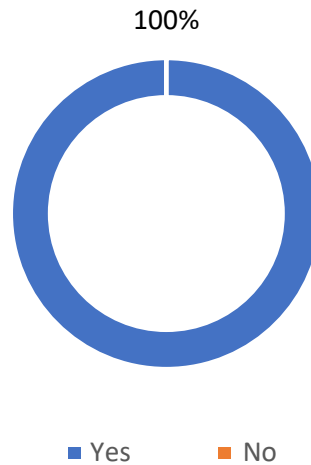
CONTINUOUS
USE OF
MATERIAL*



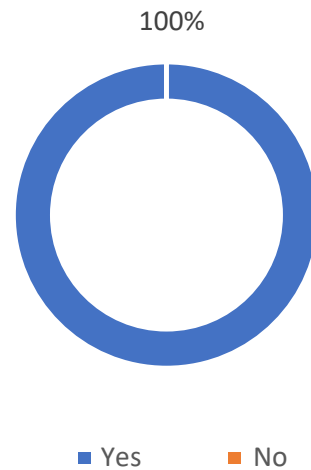
* Respondents = 67%

AFTER 6 MONTHS

PERSISTENT IMPACT
ON DAILY LIFE*



CONTINUOUS
USE OF
MATERIAL*



* Respondents = 44%

IV. SOME TESTIMONIALS FROM PHYSICIANS • May - June 2025 Edition

- *"After the transformative experience of the first course, I needed to consolidate and deepen my knowledge: Level 2 came at the right time as a deeper and more enriching journey. This course offered me an emotional compass: I learned to recognize and manage my emotions, to relate better to colleagues, patients, and children, and to cultivate compassion even towards myself. Today I feel more human and stronger, less perfect but more present. Every conscious breath is something powerful for me and for those around me."*
- *"This course was also decisive in changing the way I communicate with patients, manage stress, and recover energy without reaching the point of exhaustion. Bringing awareness to feelings and communication has allowed me to experience empathy, compassion, and authenticity, transforming my daily actions. These practices not only prevent burnout, but also give rise to a new attitude that continues to grow even after the course. I find it miraculous that the ASL (Tuscan Health Service) offered us such a course."*
- *"I approached Level 2 Mindfulness with the awareness that I would gain personal and lasting benefits. Our teacher's expertise, with her soothing voice and various breathing exercises, helps with relaxation. I also find it beneficial to exchange experiences with colleagues, which makes me feel less alone in facing the adversities of everyday life. Empathy, as the ability to put oneself in someone else's shoes, understand their emotions, and get used to listening without judgment using eye contact, posture, and tone of voice, has a positive impact on the development of relationships. Other interesting topics were anger and its triggers, conflict, prejudice, sadness, fear, and shame, as well as various strategies for understanding what is going on inside and outside of us and making the right choices in our work and personal relationships. Thank you for everything!"*
- *"I was struck by the phrase repeated at the end of each valuable handout. It is almost self-evident but true: with practice, perseverance, and a motivated pursuit of one's own well-being, and with exceptional guidance, tangible and lasting results can be achieved. I have to push myself sometimes, but it is always worth it. I have taken a small step forward, and it has changed the way I see and feel about my surroundings. The world of meditation is amazing. I have had experience with other methods of visualization and focusing on the*

breath to reduce anxiety and sometimes even pain. However, I had never used these techniques to take a journey within myself. I am truly grateful for the beautiful and useful opportunity for individual and social growth that I have been given. I hope we can continue!"

- *"I am particularly pleased to have participated in this edition as well. It is difficult to explain how useful the course has been to me both at work and in my private life. My relationship with patients has become more sincere and less conflictual. I have realized that by explaining my position, I am able to say no when I couldn't before, which caused me great frustration. I feel more empathetic, less trapped by my 'character' who had to be efficient but rigid and cold. It was very important to be with colleagues and Valentina, who always made me feel welcome and not judged. I really hope that the experience with Dr. Dolara can be repeated soon."*
- *"At the end of the first course, I felt the need to explore the topics covered in greater depth, so I quickly enrolled in the second level. My expectations were more than fulfilled: I consolidated my meditation skills, explored my emotions in greater depth, and learned useful strategies for communication and conflict resolution, both at work and in my private life. I found it very useful to have tools to draw on when needed, and I hope there will be a follow-up course to consolidate the progress made."*
- *"Participating in the second-level course was interesting and very useful because it allows for discussion and, above all, because the explanations associated with the practice of meditation generate, albeit very slowly, an additional ability to manage the stress derived from the daily exercise of our medical profession, which requires many hours of work. This has an inevitable positive impact on our mental and physical health and, consequently, on our patients, who will find doctors who are certainly more serene and satisfied. I therefore consider it very positive that these courses exist and that their applications can be expanded."*

V. ANALYSIS OF RESULTS

We can confidently say that these training courses are highly valued and useful. The results of the questionnaires and testimonials from physicians confirm the quality of our content, how we deliver it, and its impact.

We pay particular attention to developing rich, varied content that caters to diverse individuals, experiences, and needs.

Through these meetings, we have learned that doctors' daily work has become more physically and mentally demanding, making knowledge of and mastery of mental management techniques more necessary than ever.

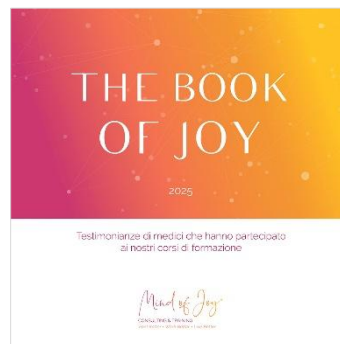
The section dedicated to strategic considerations and development prospects has been removed because they are not public.

VI. FURTHER INFORMATION

- The results of the questionnaires presented here are a summary. If you would like to see the full results (in Italian), please contact us.



- We have compiled all the physicians' testimonials in a single document (in Italian). If you would like to consult it, please contact us.



*It may not be intuitive,
but mental training really does have
the power to transform the way
we perceive and live our lives.*

*Mind of Joy**

CONSULTING & TRAINING

Feel Better • Work Better • Live Better

mindofjoy.consulting