# Calm-Touch Pulse – measurement method

How we measure the effect of the sessions · October 2026

Calm-Touch Pulse shows what state employees are in when they arrive at a session, how much a 15–20-minute Calm-Touch session improves it, and how their mental load develops from month to month. The company receives a short, group-level report every month – never individual results.

## Why we measure

A common weakness of workplace wellbeing programmes is that their effect is judged on impressions alone. Calm-Touch Pulse replaces this with a short self-assessment built on scientific measurement tools.

The report answers three questions for the company:

- **What state are employees in right now?** The level of tension, calm and tiredness on arrival (State pulse).
- **Does the intervention work?** How much the state improves during a session (Effect).
- **Is anything changing in the long run?** How workload, the ability to switch off and exhaustion develop month by month (Monthly trend).

The measurement also fits the practice of managing psychosocial risks: it provides regular, documented feedback on the effect of a preventive measure.

## How it works

The measurement consists of two short questionnaires completed on a phone; participants open them with the QR code displayed on site.

| | Snapshot | Monthly questionnaire |
|---|---|---|
| When | before and after every session | once a month, after the first session of the month |
| Content | 6 questions on the current state; afterwards 3 short closing questions | 11 statements about the past month + 1 open question |
| Time needed | about 30 seconds per session | about 2 minutes |
| Scale | 1 = not at all … 10 = completely | 1 = not true of me … 10 = completely true |

Participants enter a four-digit code of their own choosing. It pairs the before and after answers and ensures that the monthly questionnaire is completed only once a month; we do not ask for names or e-mail addresses. Participation is voluntary and requires explicit consent. The questionnaires are available in Hungarian, English and German.

## The questions and their scientific background

The questions were compiled for Calm-Touch: each one is based on the construct of an internationally researched, validated measurement tool, in a shortened, single-item form. Numbers in square brackets refer to the references at the end of this document.

### Snapshot (“Right now…”)

| # | Question | What it measures | Scientific background |
|---|---|---|---|
| 1 | How tense do you feel right now? | tension | Thayer's tension–calmness dimension [1]; single-item stress measurement [2], [3] |
| 2 | How calm do you feel right now? | calm | Thayer's calmness scale [1] |
| 3 | How much are your thoughts racing right now? | mental restlessness | the “troubled mind” element of the single-item stress symptom question [2] |
| 4 | How mentally tired do you feel right now? | mental tiredness | Thayer's energy–tiredness dimension [1] |
| 5 | How fresh and energetic do you feel right now? | energy | Thayer's energy scale [1] |
| 6 | How much tension do you feel around your head, shoulders or arms right now? | physical tension in the treated area | visual analogue scale-based self-rating [3] |

After the session there are three closing questions: how safe and comfortable the participant felt; how likely they are to recommend it to a colleague (0–10, following the Net Promoter method [10]); and one word that comes to mind.

### Monthly questionnaire (“In the past month…”)

| # | Statement | What it measures | Scientific background |
|---|---|---|---|
| 1 | I often felt that too many things were piling up on me at once. | mental load | Perceived Stress Scale [4] |
| 2 | During the day I was easily able to switch off for short periods. | switching off | psychological detachment from work [5] |
| 3 | At the end of the working day I felt mentally exhausted. | exhaustion | Copenhagen Burnout Inventory [6]; need for recovery [7] |
| 4 | I was able to take conscious breaks during my working day. | recovery | recovery experiences: relaxation, control [5] |
| 5 | In the hours after Calm-Touch I felt calmer. | immediate effect | effects of single-session touch interventions [11] |
| 6 | After Calm-Touch I found it easier to concentrate on my tasks. | focus | programme-specific evaluation item |
| 7 | The sessions helped me notice tension in my body more. | body awareness | interoceptive awareness (MAIA) [8] |
| 8 | I feel that my workplace cares about my wellbeing. | caring culture | perceived organisational support [9] |

| # | Statement | What it measures | Scientific background |
|---|---|---|---|
| 9 | The timing and organisation of the sessions fitted well with my work. | organisation | programme-specific evaluation item |
| 10 | I would like Calm-Touch to be available regularly. | wish to continue | programme-specific evaluation item |
| 11 | I feel my current workload is sustainable in the long term. | sustainability | need for recovery and burnout research [6], [7] |

The questionnaire ends with an open question: what was best about the sessions, and what would you change.

## Indicators and colour ratings

All values in the report fall between 1 and 10, and **10 is always the best state**. For negatively worded questions (tension, racing thoughts, tiredness, physical tension, workload, exhaustion) scoring is reversed: a participant who marks 8 for tension receives 3 points for freedom from tension.

| Indicator | What it shows | Green | Amber | Red |
|---|---|---|---|---|
| State pulse | wellbeing on arrival: average of the 6 snapshot questions before the session | above 6 | 4.1–6 | 4 or below |
| Effect | how much wellbeing improves during a session (after – before) | at least +2 | +1 to +1.9 | below +1 |
| Monthly trend | monthly wellbeing: average of workload, switching off, exhaustion, recovery and sustainability | above 6.5 | 4.6–6.5 | 4.5 or below |

Additional indicators: share of participants who improved, session rating, comfort and recommendation score (between −100 and +100).

The State pulse thresholds follow the risk band described for a 0–10 workplace stress scale: there, a stress value above 5 calls for closer attention and around 7 and above for intervention [14]. The other thresholds are initial values. We fine-tune them using the data from the first three months.

## Data protection and anonymity

The company receives group-level summaries only; no individual employee's answers can be identified.

- **No name, no e-mail.** Participants are identified only by a four-digit code they choose themselves, which the company does not know.
- **At least 5 people.** Team-level results are shown only when they are based on answers from at least 5 people. Data from smaller groups appear only in the company-wide summary.
- **Voluntary.** Completing the questionnaire is not a condition of participation and requires explicit consent.
- **Secure storage.** Data are recorded on a server within the European Union over an encrypted connection.
- **Data controller:** Alternatíva Tanácsadó Csoport Kft. Details can be found in the privacy notice.

## What it is and isn't suitable for

Calm-Touch Pulse is designed to track the effect of the programme and to signal how employees are doing; it is not a diagnostic tool.

- **Suitable** for making the group's state, the immediate effect of the sessions and the direction of monthly change visible.
- **Not suitable** for assessing an individual's condition, diagnosing burnout or anxiety, or evaluating employees' performance.
- **Does not replace** the legally required psychosocial risk assessment; it can be a complementary data source for it [15].
- The results are based on voluntary self-report, so they are influenced by who responds and by current circumstances. Without a control group, monthly change cannot be attributed solely to the programme.

If a team's State pulse stays red over several sessions, we flag it and recommend a targeted assessment or a stress management workshop.

*Calm-Touch is a workplace wellbeing service, not a medical treatment, and does not replace medical or psychological care.*

## References

The conceptual basis of the questions [1]–[10], the research background of the touch- and ASMR-based intervention [11]–[13], the thresholds [14], and the workplace framework [15]–[16].


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