



Final evaluation report

Introduction to the training course

We looked at different concepts of inclusion and diversity and offered concrete tools, techniques and methods youth workers can use to manage diversity. We facilitated discussions between the participants in order to learn from each other and find common ground in our experiences with working with diverse groups. Participants also learned how to pass on what they have learned at the training to the young people they work with.

The training was also only possible thanks to the funding by Erasmus +: Youth in Action programme, organised and hosted by the German National Agency for Erasmus +: Youth in Action in cooperation with SALTO Inclusion & Diversity Resource Centre.

The aim

The aim was to upskill youth workers in how to manage diversity in their daily work and in youth activities. The participants would also learn how to help young people appreciate diversity and cooperate despite their differences.

The objectives of the training course

The objectives

We planned to reach the aim, by:

- **exploring and sharing concepts and different forms of diversity** and inclusion and by learning from approaches and methods used in youth work and other different sectors, such as business or formal education.
- **by translating these tools and methods to the participants' practice in youth work.**

Location/Venue:

CJD Bonn Godesberg
Mandelbaumweg 2
53177 Bonn

Trainers/Facilitators and Logistics:

Julia Motta Trainer
Sue Dudill Trainer
Mireille Gras NA Representative and Event Facilitator
Marija Kljajic SALTO Inclusion & Diversity Representative

Participants Profile (Numbers and Country): 22 participants came from Germany, Bulgaria, Italy, Romania, Greece, Denmark, Finland, Spain and Croatia.

The training course was recommended for: youth workers, youth leaders, social workers, teachers and vocational trainers working directly with young people.

Working Language: English

Activities and Methods applied:

The programme was delivered using a variety of non-formal methods that supported all learning styles. The process was started through sharing and getting to know each other. It progressed to clarifying what they already knew about aspects of diversity and inclusion to gain a common understanding of the key vocabulary in preparation for the days ahead. Sessions were delivered on the topics of diversity consciousness, managing diversity, and dealing with conflict. The participants were also given opportunities to get to know each other's organisations, the work they do and their target groups. They looked at the challenges and opportunities they face. A market place-style session taking place over 2 half days enabled them to test, experiment, further discuss and share ideas, tools, methods and much more. Reflection groups took place each day to enable them to link the learning to their own wish-list.. Energisers and de-nesting activities complimented the prepared agenda. A next steps session followed by a final evaluation concluded the programme.

EVALUATION RESULTS

The participants were asked to answer a number of questions and along with this, a learning ladder activity was held on day one and revisited on the final day covering three key areas, attitude, skills and knowledge:

The learning ladders

Attitude – Day 1



Attitude – Final day



Although on day 1 in general most participants already considered their attitude was already at a good level, there was a clear shift up the ladder to show an increase in the majority of cases

Skills – Day 1



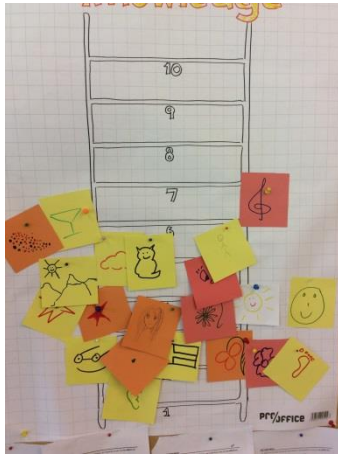
Skills – Final day



Looking at the skills' ladder we can see that initially the participants rated themselves much lower down the learning ladder but after the training course we see a distinct increase in their perception of skills acquired during the week.

Knowledge – Day 1

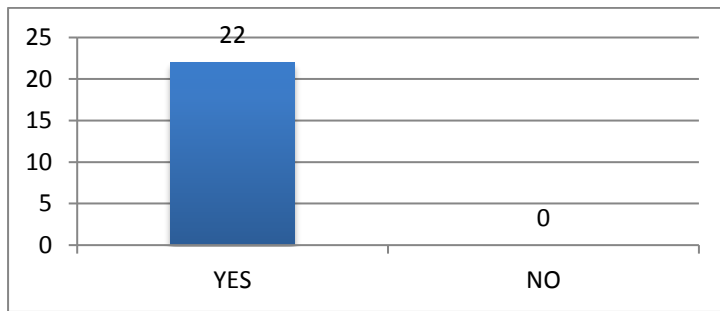
Knowledge – Final day



And finally, we turn to the knowledge ladder of learning and see that in all but 2 cases, there is clearly a significant increase for participants in how they view the outcomes of their learning journey during the week.

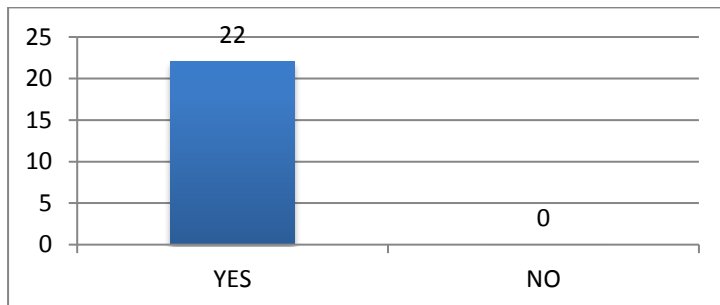
Online questionnaire

1. Do you feel that your time was well spent on this training course in Bonn?



100% of participants said yes.

2. Do you think that it was successful (for you and for others in the group)?

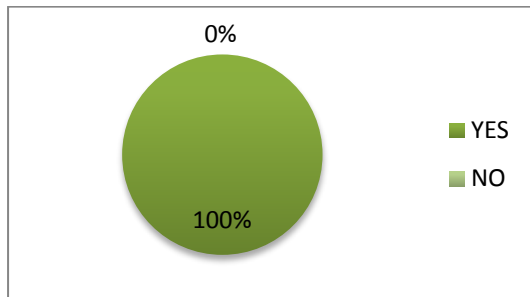


100% of participants said yes.

3. Here is a reminder of the objectives:

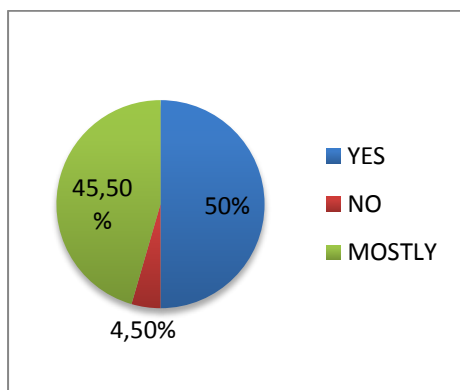
- To explore and share concepts and different forms of diversity and inclusion, and learn from approaches and methods used in youth work and other different sectors, such as business or formal education.
- To translate these tools and methods to practice in youth work.

Do you believe that the programme clearly reflected the objectives as set out in the call?



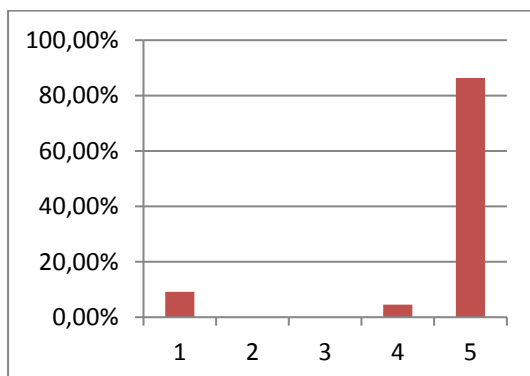
100% of participants said yes.

4. Did you have enough time and space to exchange and share with others in the group?



95.5% of participants had either enough time or mostly enough time

5. How satisfied were you with our training team?



19 out of the 22 participants scored the team with a 5 star rating. There were comments that led us to believe that the rating system was unclear to a couple of participants as to whether a one star was the highest or five stars.

6. Did you like the a) venue and its location? b) accommodation? c) meals?

The comments were outstanding, here is a selection:

- Yes to all! Amazing all!
- Very beautiful location and surroundings; ideal venue for this type of activity. b) impeccable; c) very tasty and delicious.
- It was a wonderful location. The food was also excellent.
- There was just one comment about the lack of choice for vegetarians.

7. What were the greatest strengths of the training course?

There was a wealth of comments about the positive elements of the training and here is a selection:

- The excellent group environment, facilitators, dynamic activities.
- The spaces for sharing experiences.
- True professionals among participants, and big thanks to Julia and Sue, great job and attitude!
- Freedom that was given to participants to a certain level, high quality of facilitation of the activities, academic knowledge was passed to us in non-formal ways.
- The practical activities! They were amazing and easy to apply in our organisations!
 - marktplatz
 - swot
 - diversity consciousness
- Topic.
- The variety of the methods and their order.
- Trainers.
- Cohesiveness of the team.
- The relevant and interesting inputs, the professional and friendly approach of the team and the quality of the group members.
- The topic and the team. The organisation was good. The trainers provided a very nice micro-climate with a friendly and professional attitude. The programme was full and with various methods.
- Group itself, all that sharing and caring.

8. What were the elements that could be improved upon?

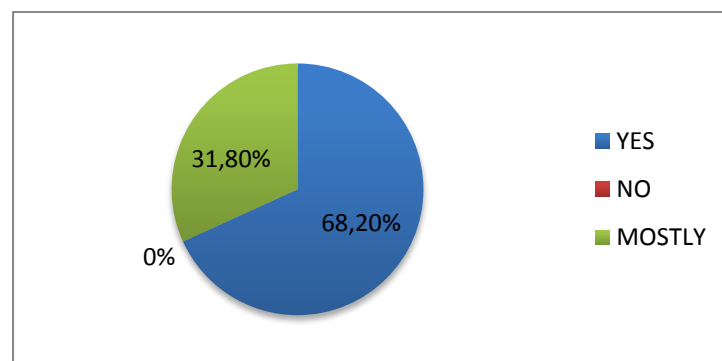
Mostly people said nothing to improve upon or didn't respond as they couldn't think of anything but here is a selection of the other key comments:

- Maybe one more day.
- I was very satisfied with everything. The only thing that comes to mind is possibly an example of successful diversity projects or management.
- It would have been better to describe in detail the structure of the activities (workshops, Markplatz, etc.) during the first day maybe, in order to prepare better our ideas and materials to increase the value of the activities.
- A little more tools and methods, more time to get to know other people's organisations.
- To go deeper into some of the topics.

9. Did the training methods accommodate your personal learning style?

For this we had simply 'yes!' in each case and although some of the methods were familiar to the more experienced participants, they commented that we had presented them in a different way.

10. Did the content of the training help you to reach your own learning goals?



100% of participants said they had reach either all or most of their learning goals.

11. Did you learn from others in the group about diversity? Please share your highlights with us.

The answers were all a resounding 'yes!' and here is a flavor of what they said:

- Yes. Participants interacted a lot and share a lot of different opinions.
- Most certainly! Monika's problems with getting a diverse group to participate in political projects was really interesting.
- Yes. The group was very diverse and they all had different working environments, which helped me discover a lot of new and interesting things.
- I did. But the main inputs I am taking with me, were provided by the team of trainers. Some of the energizers were presented by some group members. I shall also remember some insights from the open space/ Marktplatz, because these were workshops, given by some of the group members.
- Yes I learned a lot from others, more than I expected.

- I learned mostly from the trainers. I also exchanged idea with a lot of members of the group during the Marktplatz, the breaks, the group work and in the reflection group.
- There were many moments. I highlight the moments during the group supervision and also the personal and professional stories of the people when sharing in reflection groups or in informal time.

12. What are the most important things about diversity you will take away from the training course with you and why?

It appears that a cornucopia of important learning has been gleaned from the training and here is what they said:

- The Awareness Wheel, Power Flower, DISO, Conflicts-solving. Because are tools that I can put into practice easily.
- Different theoretical approaches shared by trainers.
- The exercise we have done where a conflict situation were commented by different observers.
- The Power Flower: easy to use it for self-awareness . SWOT for yourself: it helps diverse groups see in which way they are different / the same, based on their strengths, weakness, threats or opportunities. One Step Forward: useful to use with diverse groups. "Just three words about"... helps us understand and know each other better based on the words we choose.
- To widen your focus from mostly intercultural diversity to all kinds of diversity.
- I think that the most important things about diversity i will take away from the training course is the ability to develop a deeper understanding of diverse perspectives and practices, to increase participation and the freedom to make choices because the aim is to respect everybody and foster equality.

13. What unexpected things are you taking away with you that could be considered added value to your learning goals?

It is good to see that so much added value was obtained from this training and here is a selection of that:

- Diversity consciousness.
- DISO
- The possible future cooperation
- Inspiration
- Growth and comfort don't coexist. Focus on your vision and make it happen.
- Having had the chance of meeting a refugee has given me the chance to get a new perspective of this situation. I found out a lot of details about his experience and that has been really enlightening for me.
- Other countries perspectives

14. Will you put any of your learning on the topic of diversity to good use? How will you do this?

So many plans for the future and pledges to disseminate the learning:

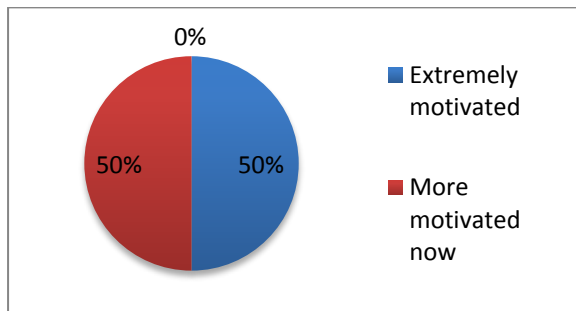
- On daily basis.
- I'll organise a Diversity Lab in September, I'll use a lot of the things I've learned.
- For sure I will teach it to the youth I work with but also use tools and activities with international volunteers. In addition, I will share what I have learned with my colleagues at work.
- Most of the inputs and methods are very relevant to my work as a youth worker and to YMCA Dobrich's focus of work. I shall use more than five methods.
- I would like to implement tools like the flower power and one step forward into my work life.
- Yes, I will improve the quality of the training we offer for young thanks to this training course.

15. Are you more able to confidently share new knowledge, skills, or attitudes with your colleagues and to the young people you support as a result of this training course? To whom and how will you do this?

Lots of plans to share the learning both to colleagues and young people alike:

- Yes. To young people with disabilities.
- To some of my colleagues. I will share with them SWOT analysis and reflection group as methodology to discuss specific job related topic
- Yes, multipliers in the organisation, through trainings
- Yes, I feel that I brushed up on diversity issues and also was taught new energizers, activities and games that I can use. I will share it with the youth that I work with, the youth workers, activity leaders, national and international volunteers.
- I feel much more diversity conscious and will deliver this to our volunteers too

16. How motivated do you feel to develop projects with a specific focus on diversity and inclusion?



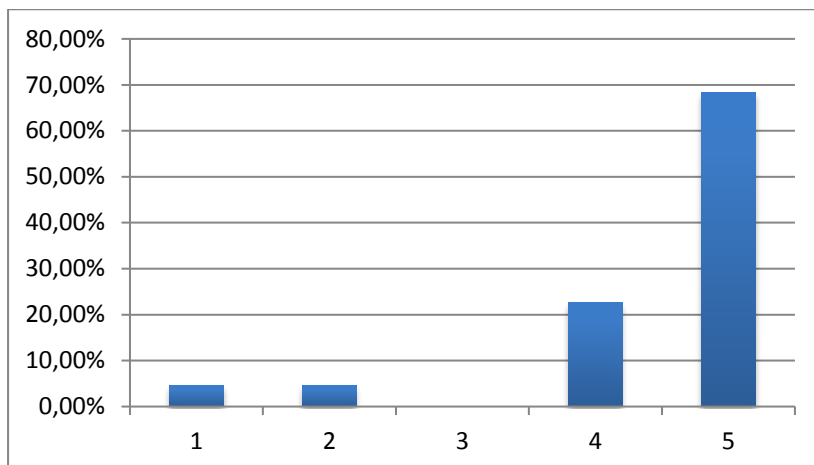
Everyone went home motivated and half were extremely motivated.

17. How do you feel overall at the end of this training course?

It appears that all the participants were exuberant and here is a snapshot of how they felt at the end:

- It has to be repeated and it would be very interesting if a specific course about young with disabilities is offered.
- Tired but happy. There was enough learning by doing, and that suited for me more than well.
- Wonderful and thankful
- I am feeling challenged to learn more because I've realized once again how much there is to learn.
- Exhausted but happy
- Satisfied and full of ideas.
- Full of learning

18. What is the overall rating you give for the training course?



20 out of the 22 participants rated the course overall as a 4 or 5 with the majority being 5. We are unclear as to whether or not the one and two star ratings are as a result of the participants being unclear about the rating and what it meant.

19. Is there anything else you'd like to share with us?

See a selection of the comments we received:

- The trainers were very professional! Sue was very lively, Julia was very caring to do things right, avoid someone making someone else feel pointed, Mireille was a good organiser, Marija was very open and well prepared.
- I would really like to thank and congratulate the trainers, Sue and Julia, for their fantastic attitude and professionalism. The whole experience was amazing, as this is the first international training course I have ever attended and I certainly hope it won't be the last. Thanks again for everything!
- Thank you! It was a wonderful and diverse experience. I learned a lot with a lovely group and great trainers.

- I personally consider this training course a real success. I am impressed by the level of interest manifested by the team towards the topic. I totally recommend the multiplication of this project. Congratulations and many thanks!

Summary and Conclusions of the Learning Outcomes and Evaluation

On the whole the training course was extremely successful and on many different levels. The vast majority of the participants reached their learning goals. Many participants were able to find potential partners for future projects and collaboration; there was a good transfer of experience and learning. The participants were generally happy with the organisation of the event, the team and the outcomes.

The team worked together very well and experienced no difficulties during the week. The venue was excellent, along with the meals and the evening out. The materials were plentiful and of good quality. The plenary room was well equipped and spacious with plenty of light.

Recommendations:

The method for the session on dimensions of diversity to be changed as some of the group had difficulty identifying the commonly known aspects and therefore it was difficult to link them to the model. It would be best to elicit all factors that help to shape us and our identities (and therefore discriminate against us) and then compare these to the official models.

The explanation for the Marktplatz should take place on the first morning and the participants given a vision as to how it practically will look. This will enable them to better prepare for this kind of activity. We also recommend an amount of time, say an hour or two, for the participants to reflect on the sessions on offer before making their selection to attend. In doing so they will have the time to ask questions to the convenors.