

# Report of the Contact Making Seminar XL Benelux and South East European Countries

Larochette, Luxembourg, 28<sup>th</sup> February – 6<sup>th</sup> March 2005



## REPORT FOR THE PARTICIPANTS

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**SALTO-YOUTH**  
SOUTH EAST EUROPE  
RESOURCE CENTRE



## Foreword

By Charles Gasperi

Five National Agencies (NAs) from Belgium (the Flemish, French and German speaking Communities), the Netherlands and Luxembourg organized together a first common Contact Making Seminar (CMS) to promote co-operation between the BENELUX countries and the countries from South East Europe (Albania, Bosnia and Herzegovina, Croatia, Former Yugoslav Republic of Macedonia (FYROM), Serbia and Montenegro).

The program of the CMS had been prepared, worked out and implemented by the two trainers Jelena Jovanovic (Serbia and Montenegro) and Yvor Broer (Netherlands) according to the guidelines proposed by the National Agencies and the SALTO South East Europe Resource Centre.

This first experience was hosted in Larochette, Luxembourg, and 27 very motivated youth workers from both regions, were working together during 5 days in a constructive atmosphere. They shared information about their work; they defined project objectives in the frame of the "YOUTH" program and came up with concrete project ideas for a stronger co-operation between the regions.

The youth workers participated in activities and workshops about Intercultural Learning, youth work realities of the present countries and the "YOUTH" program in general. They opened the process of partner finding and the preparation of projects for European Youth Exchanges, European Voluntary Service projects and Support Measures (Trainings, Seminars and Short Study Visits). One of the main targets has been to break prejudices between the two regions, an objective which will be a priority of different projects and which will for sure be an investment in a future better understanding between both regions.

Sonja Mitter (SALTO SEE RC), Fatima Laanan (NA Belgium – French speaking Community), Katharina Heldt (NA Belgium – German speaking Community), David Wemel (NA Belgium – Flemish speaking Community), Myriam Putzeys (NA Luxembourg), Josée Bredimus (NA Luxembourg) and Charles Gasperi (NA Luxembourg) assisted the participants by informing and advising them during the process of the project definition.

Four Youth Exchange projects, two Short Study Visits, one European Voluntary Service project and one Seminar project have been developed as an outcome of the CMS, which would mean 8 new different projects of common youth work.

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## Background

This seminar was the result of the cooperation within the TCP framework, between the National Youth Agencies of the French speaking community of Belgium, Luxembourg, the Flemish speaking community of Belgium, The Netherlands, the German speaking community of Belgium and the SALTO SEE Resource Centre in Slovenia. At the TCP meetings in Bonn (2003) and Strasbourg (2004) it was discussed that the cooperation with countries from SEE was too poor and that there was a will to organize activities to improve this situation in the Benelux cooperation format.

The aims of this seminar were thus the following: the training aims to establish sustainable contacts between Benelux and SEE countries, with clear intentions to work out common projects, and develop/ work out realistic ideas of projects in the framework of the Youth Programme, leading to concrete project proposals between Benelux and SEE countries at the end or shortly after this contact making seminar. To achieve this, 30 participants (representing 30 organisations) with experience in working with the Youth Programme would be invited for a contact-making seminar in Luxembourg in March 2005. The focus will be on action one and action two of the Youth Programme, and on concrete project ideas, visible at the seminar. This thus led to a more extended form of a contact making seminar, to offer enough space for concrete project development, explaining the name CMS XL

Even when this training was a Benelux initiative, the involvement of the SALTO SEE resource centre was extensive and needed to make it successful. It made the seminar a real SEE Benelux activity, bringing the best from both regions.

## **The preparation**

For this seminar quite some preparation work has been done. First of all most preparing work has been done by the National Youth Agency of Luxembourg, more specific Charles Gasperi, in charge of this CMS on behalf of that Agency. Secondly, much work has been done by the other National Youth Agencies organising this CMS, being it maybe in different spheres, but all to their most extensive capacity. Finally, also the two trainers did their effort to bring this renewed kind of CMS activity to the results it brought.

The preparation is very detailed described in the report of the preparation meeting, which took place in the second week of January 2005. This report can be obtained by contacting the National Youth Agency of Luxembourg, via Charles Gasperi.

# The seminar

## Monday

### Introduction

Even when the seminar started on Monday evening, only a part of the whole group was present. Many participants were to come overnight and the next morning. The evening was thus very informal; first of all by the nature of activities, secondly by the size of the group. So as Charles was driving on and off to the airport, Jelena and Yvor took the floor after dinner.

### Evening session

The evening session lasted rather short, about one and a half hour and had the objective of making an atmosphere of warm welcoming and getting to know those present a little bit. It was accompanied by some drinks provided by the national youth agency of Luxembourg.

We did four energizers to create this warm atmosphere and to get to know each other better, after a short welcoming by the trainers. First of all we used the badges so the participants could welcome each other. They had to place all name badges in a box, draw one out and then sit in the circle. One would start by calling out the name on the badge he/ she now had, and welcoming the owner of the badge. This continued until all people present were welcomed.

We continued with a scrabble of names, by which participants use their names on a big flip chat to scrabble with their names, to, in a metaphorical way, link all individuals to the group. This was followed by an exercise in a circle. One by one the participants had to mention something that makes them unique in one way or the other (like e.g. making wine or having seen Antonio Banderas in real life). When there were more people with the same experience, hobby, etc. they would stand up with the one speaking at that time. So, one had to find something that nobody else experienced, had as a hobby, etc.

To conclude the evening, the group had to work on a name for the group. For this they were split up in four smaller groups and each group had to find one of the following things (for the whole group):

1. Choose an animal for the group;
2. Choose a plant, flower, tree;
3. Choose an instrument;
4. Choose a face.

After that they had to draw it, first in a group, later combining it in the larger group. The name that they gave to all these pictures combined, would be the name for the group for the rest of the week and possibly for a yahoo group after the training. After some confusion by the participants, which were surprised by the call for creativity at this point in time, they make a crazy composition with the name 'MENBSUNBEE'.

## Tuesday

### Introduction

This day was the first full day of the seminar. It focussed on getting to know each other better, but also getting an understanding of expectations towards this seminar, realities where we came from, organisations that were represented. This was also the time to build the group further, as almost all participants showed up at the breakfast table.

### First morning session

The morning session was entitled 'Me, myself and I... and why are we all here', meaning the part on introducing the programme, aims and objectives, team and participants.

After a small explanation of the programme of this day, we first started with an extra name game, as the group was complete, except for one 'lost' participant (who would show up later). All of them had to stand in a circle and one mention one by one their name and a movement they liked. Then the person next to that person had to first repeat the previous name(s) and movements, and then add his name and movement to it. This continued until after all presented their names and movement and Yvor repeated all of their names and movements. From there on we completed the scrabble of the last evening (as there were quite some names to add).

To loosen the group further, Jelena entertained a small game, involving some physical action. For this, the whole group needed to stand up and start walking around, following commands like 'stop' and 'jump', greeting whomever they met of the rest of the group, being it first with words, later with gestures. Then, to show the place where we came from, the group had to form a map of Europe. With more divers groups (meaning a more divers geographical group) this normally only works, but used for this group, representing two relatively small areas in Europe, it showed very much the diversity in the regions we come from. Of course, the regions were, in relation to the rest of Europe, completely out of proportion, but when people one by one explained where they came from, it showed how big the differences are, even when people live less than hundred kilometres away from each other.

The group was loose enough now step into the next part of the programme, which was dedicated to the presentation of the team, aims of the seminar and the programme. So first of all Charles and Josee presented themselves (representing the organisers of this seminar), and then Charles went on with:

- Again welcome
- Who he is
- What you could ask him during these days
- Background of the CMS (Benelux cooperation)
- Aims of the CMS (see Background in this report)
- Who would be with us later, like Sonja Mitter (SALTO SEE resource Centre) and other representatives of National Youth Agencies

After him, the trainers (Jelena and Yvor) shared with the group:

- Who they are
- Why us/ why they were there
- What you could ask them during these days
- Again the aims and objectives of the CMS, but from that perspective the flow and topics in the programme of the whole week.

After some space for questions from the side of the participants for clarifications (which was used by quite some participants) we wanted to find out why they came here, thus what they expected to happen and wished not to happen. For this they had to write on two different coloured post-its their personal expectation and on the other colour their fears. This was done individually and later discussed in the group, while the participants put their post-its on flip charts, with nice bags drawn on them (so the post-its became a part of the luggage). What was good was that most fears and expectations were somehow being dealt with in the

programme, with only some minor exceptions. They mostly expected to find partners and concrete project cooperation, and mostly feared to leave without any concrete projects and contacts for other ways of follow up. It was thus good that the groups expectations were in line with the aims for this seminar and this brought relieve to the organisers and trainers.

Also the next part, where a third flip chart was added to the wall, confirmed this. They had to stick to this new flip chart questions they wanted to find answers to during there days. This later would be used at the end of the seminar, to see if most questions have been answered or if they would then know the places where they could find answers.

### **Second morning session**

The second part of the morning we continued to build a trust in the group and to create a shared understanding for good cooperation during and after this seminar. We chosen to have various exercises instead of one big one, as then we could reflect better on different issues concerning teamwork, trust, group spirit, etc. To make it into a clear flow, the reflection questions guided this process.

First of all there was the exercise 'Do not move', for which the participants had to stand in a circle and look at the person that stands fifth from them, to the left. They had to imitate whatever this person was doing, but trying to enlarge the movement/ expressions. At first the group was not doing anything, until some of the participants understood how and what can be enlarged/ exaggerated. We started a couple of times from the start, which every time lead to new dynamics. In the end this was followed by some debriefing questions:

- What has happen here
- What can be the main conclusion about the teamwork from this exercise
- Whatever people do reflects on the group as whole

From this point on we continued with a 'Traffic jam', a highly physical exercise on group work. Divided in two smaller groups, the task was to stand on marked squares on the floor, with no body part touching the floor outside it. At the start this was easy, as the squares we big enough to fit the groups, but then the trainers made it more and more difficult by making the squares smaller and smaller. Apart from having great fun, some people really went engaged into this process, feeling a need to compete with the other group. For the trainers it showed also a bit roles people took onto them, which could be used at a later stage in the seminar. The exercise was followed by a 5 minute debriefing:

- How did you feel during this exercise
- What is important for the teamwork that can be concluded from this exercise
- Use all the capacities in the group



From individual to groups to the whole group (as that was the process until now), the group stood in a circle and had to make a five pointed star. The five pointed star begins with participants gathering around a rope on the ground in the shape of a circle. Participants were instructed to pick up the rope with both hands and then shape the rope into a 5-pointed star, with all the overlaps and criss-crosses, but of course with some limitations: First they had 8 minutes to come up with a plan and while they were talking they could not start moving. Then group had to decide who would be blindfolded (10 people) and whose ankles would be tied together (10 people). The group had to implement their plan (move) without talking and let go of the rope. Once they had moved through the sequences and formed the best star possible they laid the rope on the ground and examined their handwork.

Even when it took longer than planned, the group, being it in some kind of subgroups, worked closely together, especially during the implementation. In the planning phase only few were talking, but in the implementation phase many were talking and/ or just trying. Also this exercise was ended with some debriefing questions:

- How was the planning part, how was the implementing of the plan
- What do you see as most important elements that define cooperation
- What do you see as main challenges in the team/ group work
- Communication, understanding of common goal, roles and responsibilities, what does that have to do with all this

So now that the group had gone through some different aspects of group and team work, the group was asked to think about what they could contribute to this seminar's group/ team process. For this a fourth flip chart with a bag on it was hung on the wall, where they could stick their ideas on, one by one, while reading them out loud.

From here on it was easy to make the step to the learning contract. A learning contract is an understanding between the team and the group (and between the individuals in the group) that they all have the key to success and should work accordingly. So the group was asked to discuss in smaller groups seminars or other gatherings they took recently part in, what went very well and to assess what were they keys to success. In plenary a summary was made of these keys to successful teamwork/ group work, which could be used throughout the rest of the week, to reflect how we all contribute to things, problems and solutions.

### First afternoon session

The afternoon was aiming on presenting and sharing between organisations. By this organisational sharing we meant showing identity, interests and backgrounds of all the organisations present. They were asked at first to make an ID (Identity Card) of their organisation, by which they later could present their organisations in the big room above the plenary room (also called the fire place room). For this they could use all kinds of material they brought in every way they wanted. The task was to make a poster of their organization following this:

- The name of the organization and logo
- Date of birth and who were the "parents"
- Aims and objectives
- Number of people involved and organizational structure (like diagram), marking their place in it
- Target group
- Recent main activities
- Future cooperation, like e.g. projects ideas
- Contact details

They had 70 minutes to prepare this, by which the trainers were also aiming at discussions during the making of these ID's. So in preparing for presentation and discussions, they, the participants, could already share and discuss some matters related to their organisations and work.

### Second afternoon session

So after making the ID's they were guided in a process on how they could find out more about all the others. Of course, it was difficult to make sure all could share with all, as there were simply too many organisations represented to know all about. Nevertheless, an attempt was made.



We started with an energizer, as after so long individual work in the previous session, the group needed to be brought together a bit again. We used the energizer 'Pass on the applause' to do this. For this all people had to stand in the circle and the trainer 'let go' the first applause (one clap) to circle around by clapping with hands in the same time with a person next to his right side, than that person claps simultaneously with his neighbour on his right and so on, until the trainer gets the last clap from the left neighbour. After two circles trainer introduce one more or more than one clap while clapping of previous is still going on. Last version is let one clap from the opposite side.

Now all posters/ ID's were put on the floor and the participants had to walk around in silence and look for the poster that, in any kind way, had something similar with theirs or just felt attracted to. After some 10 minutes of looking around they could grab their own posters and put it closer to the posters they saw

similarities with, this all while keeping silent. By this they were asked to form groups of minimum 4 and maximum 6 participants.

In these groups the participants question each other about their organisations, its structures, its history, why they joined this organisation, etc. For this they had quite some time, as these were the organisations they had most interest in (so far). Of these talks they had to give a small plenary feed back, aiming at the talks, not at any kind of conclusions. The rest of the session time and the time before dinner, people could walk around in the fire place room, where the posters were then hung, together with all materials people brought with them. The room became an exhibition room, with almost 30 presentations of the organisations represented. Until dinner, but also after, there was a lot of moving around and talking going on. The exhibition staid until the end of the seminar, to make sure that people could always have a glance at possible partners for future projects.

For those who wanted to present their organisations using audio visual means, like a beamer, computer, TV or other kind of technical equipment, a schedule was made for showing them during the rest of the week at end of lunch breaks or in between of the last session of the afternoon and dinner, as before dinner there was about an hour free time in the programme.

### **Evening session**

Food, drinks, music and dances... the intercultural evening was there! Organised completely by the participants, the diversity of the places we all came from was shown in different ways than the spoken word. It was well self-organised and for some of them it went on longer than for others.



## **Wednesday**

### **Introduction**

This day had a very great variety. It started with presentations of the SALTO South East Europe Resource Centre by Sonja Mitter and the European Youth Programme by the head of the National Youth Agency, Madame Myriam Putzeys. After that, the group could share experiences about their work with the Youth Programme and pose questions about EU SEE cooperation in the framework of the Youth Programme. The afternoon and evening were 'down town' in Luxembourg City, where there were first some site visits, followed with a wine and dine with local youth organizations. A mixed day it was.

### **First morning session**

The first part of the morning was thus a kind of formal morning, with mainly presentations about the Youth Programme, its priorities and possibilities with cooperation between SEE and EU countries. Sonja Mitter started, after a wake up energizer, telling what the SALTO SEE Resource Centre does, how they can help and about new developments in the Youth Programme in relation to the SEE. The most striking part was that from the 1<sup>st</sup> of November dead line on it is foreseen that SEE organisations can directly apply to the Youth Programme via Brussels, so that they can develop themselves and apply for it themselves. She also explained the work that the Centre has planned and what the organisations present could do with that, like for instance hosting information points for the Youth programme in the countries of the SEE region.

The second part of this session was run by Myriam Putzeys, head of the Luxembourg National Youth Agency. She explained thoroughly the Youth Programme and even more experienced 'users' of the Programme could learn something from her presentation. After her input, both she and Sonja opened the floor for questions and later some discussions, as certain rules/ priorities of the Programme were being perceived by the group as not serving their needs well enough.

### **Second morning session**

The last part of the day which was in the Youth Hostel, dealt with the experience the group had with working with the Youth Programme. Even when in the original call for this seminar it was mentioned that experience with working with the Youth Programme was a prerequisite to participate, there were some participants who only have heard about the Programme, not worked with it yet. However, this led to lively discussions in smaller groups, as they were formed in such a way that there was a balance in experience in each group. In the first half an hour, they were asked to discuss the experience with the Youth Programme, but also about other international youth work, and select per group two experiences:

- The best success
- The best failure (and what they learned from it)

After having shortly shared and explained them with the whole group, they went back into their groups to see what the educational value was of these experiences and what could be questioned as educational value. In this way they prepared for a discussion with the group and the persons present from some National Youth Agencies, about the added value of international youth work in the framework of the European Youth Programme.

In plenary some real good experiences were shared and it was nice to see that people were not reluctant to share 'good' failures as well. In relation to the latest, it was also stressed by the representatives of the National Agencies, that failures are also a learning process and that Agencies understand that very well.

### **First and second afternoon session**

After an earlier and short lunch, the group was urged to enter the bus that would bring the group to Luxembourg City. There we would have a sight seeing tour, followed by some visits of local youth work/ projects. The organisers thought that as the seminar took place in Luxembourg, it would be logical to take the opportunity to visit some of the youth work in Luxembourg. So before the tour was over, the group was split in two and got the questions below on a piece of paper.

About organisation:

- What is organization doing now?
- What is the main aim of the organization?
- How does organization get finances?
- Who are the people they work with?
- What are the greatest challenges in their work?
- What are the greatest achievements they are proud of?
- What is their experience in Youth Programme?

About people:

- How is the life in Luxembourg?
- What do young people do here in their free time?
- How much do young people like school in this country?
- What are the main social problems?
- Is it easy to start with family life here?
- What do you like in Luxembourg and what you don't?

The groups had to find answers to these questions and to feed back the next morning.

### **Evening session**

After seven, when the two groups came together again in the Youth Hostel in Luxembourg City, the wine and dine was opened by Charles Gasperi, who told a bit about the Youth Hostel, the other guests (representatives from various youth organisations) and the idea of a wine and dine (informal getting to know each other). So after that, when the buffet was opened, people could walk and talk around, meet possible partners, share experiences with other people than the group and have a nice evening.

## Thursday

### Introduction

This day could roughly be divided in two parts. The first dealt with intercultural learning and intercultural teamwork, the second, after the lunch, about finding common interest for future cooperation. It was planned to do this in this way, to give them some things in the morning they could and should later during the seminar, keep in mind when designing and planning new Youth Programme projects. Also, the morning part could be used as inspiration to including certain intercultural learning elements into their work at a later stage.

### First morning session

Before we started with all this, there was a small feedback about yesterday's site visits in Luxembourg City. What was striking during that presentation was that quite some of the SEE participants were amazed by the wealth of the youth organizations here and the work they were doing. The realities in the two regions (SEE and Benelux) proven to be very different, making it sometimes hard to understand the other's work.

As we now could start with today's programme, a small energizer was entertained to show that we were entering into a different part of the programme, where we soon would start to develop new and common projects.

To raise awareness about complexity of intercultural and international cooperation, its challenges and benefits, we started the work on intercultural learning and international teamwork/ project development and management. First there was a small exercise about greetings. For this each participant had to take a handout of paper and greet as many persons as possible by using the single action described on the handout. The actions on the different handouts were:

- Kiss the person three times on the alternate cheeks
- Embrace and kiss the person twice on the alternate cheeks
- Place your hands together in prayer position and bow forward
- Put gentle your nose on the other person's nose (nose kiss)
- Give other person big warm hug with large smile
- Greet the other person with a very strong, firm handshake
- Shake hand but keep your arm starched, light grip and keep the distance between you and the person

The purpose of this exercise was to show how different traditions and customs can show in every daily practice, like in a simple greeting. From there on, people who had to do the same action, had to form smaller groups, where they could discuss for a small half an hour about people's real and own experience with intercultural learning and experiences in the daily life. They especially had to look for funny and awkward experiences, so that later, they could share the funniest/ most remarkable with the whole group.

To have a discussion of the possibilities and impossibilities to define culture, to foster for instance international teamwork, a handout was handed out after the previous plenary (see annex 2). Based on the work of G. Hofstede, whose work has lots of limitations but is very useful to steer up discussions on culture and cultural differences, the participants had 3 dimensions where they could define themselves, their organizations and their society. They had to put marks where in between they saw it, in each of the three following dimensions:

- Polychrome time/monochrome time
- Hierarchy and authority/ participation and autonomy
- Conflict orientation (directness)/ harmony orientation (indirectness)

The group was first instructed and then was put to work. First they had to fill it in themselves and later in the groups they were in previously. At first the group seemed rather content with this kind of approach towards cultural differences, but when they then were asked to define the others, their organizations and societies, nobody liked the approach. It was too limited, gave no space for nuance, separated issues that could not be separated, etc. The discontent with the approach, showed also through also during a plenary

round up. There it was discussed how culture can sometimes be drawn in as an excuse of behaviour, so that one organisation or a volunteer can ask for respect and understanding of behaviour which is seen as problematic by the other organisation. To what extent do you need to understand and respect behaviour because of culture and to what extent is it okay to ask the 'rules' of the country or organisation to be respected. It was furthermore discussed how to possibly understand the cultural difference and at the same time express expectations of different behaviour in a respectful way.

### **Second morning session**

The second part of the morning focused on communication in relation to culture, but also communication versus conflict management. By this session the organisers wanted to stress the importance of communication and the complexity of communication in international teams. Therefore some exercises on verbal and non verbal communication (including internet) were entertained.

We started with a small energizer and then 15 minutes input on conflicts and deescalating communication, like active listening. For this we used a power point presentation explaining the levels of escalation, ways of deescalating and the appreciation of conflicts (there is always something good in them).

After the input, we directly went into the explanation of a 20 minutes interview-exercise on active listening (Listen so others will talk). For this the participants had to split into groups of three and one person in each group should be willing to be interviewed about his/her personal involvement as a part in an intercultural or international (personal) conflict. The second person will then interview the first about this conflict. At a certain moment the interviewer will be given cards with key words on how to practice active listening. The third person will be an observer, and will be given a card telling him to focus on non-verbal behaviour and the change after the interviewer gets his card. The observer had to focus on the process of questioning and not to the content of the conflict itself.

In plenary first the observers were asked what they noticed during the interview. After that the other could comment as well. We discussed what they saw happening, while focusing on the process. In this discussion we came across quite some issues:

- Nonverbal language (eye contact, legs, arms, smile, overall appearance)
- The atmosphere that went along with 'normal' and active listening (supporting, nice, warm)
- Evoked emotions (calm, relaxed, letting steam out)
- Did it trigger to tell more or less
- Defences going low
- The interviewee explain more or less (enable to analyse the situation)

After the debriefing we summed up, using the power points last slide before the exercise, that interruption, closed body language and ignoring makes the person get annoyed, stop telling, since it gives the impression that the interviewer is not interested or thinks that the person's emotions and ideas are not correct. Instead of this, active listening could create a warm atmosphere and gives space so that the steam can come out. The person gets a feeling that his points are heard and understood and his feelings acknowledged. The whole conflict is clarified (the facts and the emotions), and this enables us to move on. However, it is not always a key to avoiding or resolving conflicts.

Using the power point further, the I-Statement was introduced (talk so others will listen). It was explained what the assumptions behind I-statement was (keeping the ball on your own half) and what it can mean for something we use day to day to communicate; email. In the same groups as in the previous exercise they got a small paper with a fictional email (though based on an experience given a day earlier by a participant), which had to be answered using the I-Statement format (see annex 3). The email dealt with an EVS challenge and, especially after the participant whose case we used explained the real situation to the group, discussions challenged the limitations of these kinds of statements. It took not enough notice of power and dependency relationships in conflicts, the group agreed.

To bring the morning together and make it clear that after the lunch we would start with the second part of the programme of this seminar, we had a plenary discussion on constructive communication, so that we

could think of a communication agreement before we all left from Luxembourg. In that way, they should be more equipped with the reality of distance between project partners, how that could hinder them and what they could plan to overcome these hindrances.

### **First afternoon session**

After this session the programme thus made a concrete change. From here on the group started to work on project development in the framework of the Youth Programme, between countries from the Benelux and the SEE region. To find partners in a right way, the programme for this afternoon was designed in such a way that partners could find each other on the basis of real (organisational) interests, and not just on some ideas individuals might have. For this some methods inspired by Imagine Chicago ([www.imaginechicago.org](http://www.imaginechicago.org)) were used, looking at what works well more than at what does not work. To look beyond the obvious and the Youth Programme, also made it clear that the Youth Programme has clear limitations, which is good to know.

The session started by a guided visualization, with calming and friendly music, bringing people to look some years ahead, to the year 2015. They have to explore what they would like to see, taking that as a starting point of their work (so not looking at what bothers us now, but on what we need to do more to get there). It took a bit longer than expected, as the trainer guiding the visualisation did a great effort to make it relaxing, thus taking a bit more time.

Now the group was divided in four groups, two from each of the regions at this seminar, as they better discuss the future in the context of their region. In their groups they used a handout (see annex 4) to explore what they would like their region to be. As thinking so far ahead is rather difficult (dreaming seems to have a bad connotation these days), the team walked around to make sure they looked at what could be, not at what is not now. This however, proven to quite some participants more difficult than was expected. First of all the method was a call for quite some creativity, but moreover, it was found a bit too far in the future. Nevertheless, during the rest of the session, where they discussed first in groups and later in plenary, it became towards which world they were actually working, for their own world, their organisation and society as a whole. In the plenary it was also obvious that the differences between the two regions were wished to disappear, by both regions.

### **Second afternoon session**

Then, after the break, the group was drawn back to the now, to look at what we thus work on. Some things were rather obvious and/ or in line with what the organisation was already working on/ with, but all to all it brought clearly what makes people and organisations move, finding real interests and motivation. They thus were guided to find relevant themes for cooperation and how they related within and between the regions.

Literally they were brought back from the future with a shaking awake energizer (Ma-Zinga). From there on, they were asked to discuss in the same groups, with the help of a handout (see annex 5), to define what actions were in their interest, especially in light of possible future cooperation between partners from the different regions. After half an hour they were not asked to feed back to plenary, but to do something different. They had to make posters, on which they had to write, sexy and catchy, on what theme(s) they wanted to work on, based on which needs. They had to think in advance if international cooperation would be a solution, have an added value, or could better stay out of it.

The participants were asked some time later to walk around with posters, showing to all who wanted to see where their organisations wanted to work on. In this way people could walk around, like at a market place, and see who worked on similar issues/ brought sense to their wish for international cooperation. They were asked to form groups, not bigger than 6, not smaller than three and representing always at least 1/3 of the two regions (SEE – Benelux). They were encouraged not too fast get connected, but have a good look (and talk) around.



The last part of the session of this afternoon, about 30 minutes, the newly formed groups had to talk about how this relates to all of the group members (what they have written on their poster) of you and what could connect them in this matter (so how their was a connection between needs). They only had to discuss why they could work together on it, as the how was for the day after. These groups were thus only a first attempt to form groups that could commonly work on possible future projects, assessing first the why of international youth work, before discussing out of the context the how.

### **Evening session**

This evening was the first free evening, where the group could do whatever they wanted. For those who wanted to see more of Luxembourg City, a small buss was arranged to bring and later, late at night, bring them back. About half of the group went out, but the next morning it did not show who went and who staid in the hostel; they all participated fully!

## Friday

### Introduction

The day before this day, the participants had to define what needs they would really like to work on together in the framework of SEE Benelux cooperation. From this day on they worked on concrete project proposals, with as final result 7 concrete project proposals, as can be seen under 'Results', later in this document. The morning was dedicated to the translation of needs into (international) actions (projects), the rest of the day on concrete development of proposals. For this stage of the seminar, there were representatives the National Youth Agencies from Belgium (representing all 3 Agencies) and Luxembourg to give further explanations on the Youth Programme and tips for applying. The trainers were there to give the tricks.

### First morning session

The first part of the morning started with a small energizer, to wake up the group for a hard day work. After that, the process of this day and the following were thoroughly explained and it was made sure the whole group understood what the plan was. We moved from the room downstairs to the one upstairs (the one with the huge fire place where fire was forbidden), as there so-called working islands were prepared by the team. These islands were tables spread through the room, with lots of pencils, paper, drinks, etc. on theme, so they could be places where people could work in a group for a long time (actually the whole day, including the evening).

We started off with the same groups as yesterday evening and asked them to take a table they liked. In the centre, around the fire place (on the benches) the representatives of the National Youth Agencies were sitting and later on, also the team could sit there. It was made clear to the group that even though they would brainstorm for some time on what actions could fulfil their needs in the same groups as yesterday, they any way could move groups if they wanted to after some time.

In the groups they did some brain writing, to brainstorm on what (international) actions could meet their needs, the themes they and their organisations wanted to work on. Brain writing is a brainstorm method that tries to give space to all people in a group, without the ones who always speak dominating and hindering the flow of the brainstorming of all the group members. For this people sit around a table, only have an empty sheet of paper in front of them and a pencil. On this paper they wrote whatever they thought which actions could be the best to work on. After some time, when the brainstorm slowed down, they had to, all together, pass the paper on to the person left of them, and he/ she could read, be inspired and continue with his/ her thoughts.

After quite some passing on there were going around, silently, in each group, quite some full sheets of papers. After about 30 minutes, they had to write all the ideas out (taking thus out all the duplications) on a flip chart, so the groups knew what could be worked on. After they had done that and clarified that the group understood all proposals the same, the individual members of each group had to think, individually, and their thoughts down, if they:

- Would commit to any of them
- Affect their work in the right way
- Helped their organisations and/ or society
- Were realistic (to be carried out by them)
- Could fit the Youth Programme
- Would make a difference
- They would not be carried out (so better not to do it)

Based on all these considerations, the groups selected the best ideas after quite some discussion. When then made known to the whole group, people could decide if they wanted to work in the same groups, or maybe wanted to leave to another (the team only made a restriction that the groups should not be bigger than seven). In case they wanted, they only needed to motivate why, in relation to the issues he and his

organisation is working on. Some, but not all too many, indeed changed groups, and the time of the coffee break was used to form the renewed groups and share a bit more.

### **Second morning session**

Now the renewed group selected one idea, but they were clearly told that if they wanted to work on more than one, they could use the free time moments, so they were not limited to only that single project. To guide them along the way of the development of their projects, some handouts were given (see annex 6), that could help them structuring their work. Not all of them had to be filled in, only the one making a problem/ challenge tree.

The problem tree was introduced as a tool, with limitations and advantages. It was presented in this seminar to structure the needs a bit, see who is involved and affected, where solutions can be found at a level that they could work on, etc. It was mentioned as well, that in line with the I-Statement of yesterday, this method could easily be used for blaming people or groups, for contributing to a problem, with all kind of negative consequences, as one of the limitations/ risks. The group understood it well and made some clear maps on how they see certain challenges.

With these maps and the other handouts, they were asked to work on their ideas and present at the end of the morning, a kind of outline on what they were working on, giving a small summary of the idea and some key characteristics. In the time they spend on doing so, the team and representatives of the various agencies were walking around, directing the proposals towards the right actions of the Youth Programme, and eventually also giving them the relevant forms and abstract of the users guide.

### **First and second afternoon session**

From the afternoon the groups went working independently. However, when they needed help from either the trainers or the representatives from the National Agencies, they could of course ask for it. They were also walking around, which seemed useful, as there were quite some practical questions in relation to the various actions of the Youth Programme. It was explained to the groups that of course, they could maybe not fill in all parts of the application, even when they had the afternoon and evening to do so, but if certain parts were left blank, they had to agree who and how it was going to be worked out later.

The groups worked independent from the start, requesting help whenever they needed it. Some groups needed more guidance than others, as some groups had more experienced participants among them than others. It was actually funny to see how sometimes different approaches to project management/ working



out ideas could create very complicated discussions, as if people were talking from different planets to each other. Those cases were the hardest to resolve, but with so much support, especially from the present National Youth Agencies, going sometimes into a one-to-one balance between group and support people, it worked out well.

At the end of the day the groups informed in plenary about their proceedings and what they would like to work the evening. The evening was allocated for extra project development, being it in or outside the Youth Programme. But in the presentations it became clear that

most groups/ participants wanted to continue the work on their projects, as so much still had to be done. Good to see that they were excited about their work, and really wanted it to be successful!

**Evening session**

The evening session took place in a nice atmosphere. The room was cleaned in advance, some music was around, and there was support until very late from the team and the National Youth Agencies. Actually, some groups needed to be stopped, as they continued far after midnight, yet being it in a relaxed atmosphere. To see them working so late, made the trainers doubt if they were doing so because of lack of time in the rest of the programme, or that they just were very motivated and could not stop, no matter how many time they would have been given.

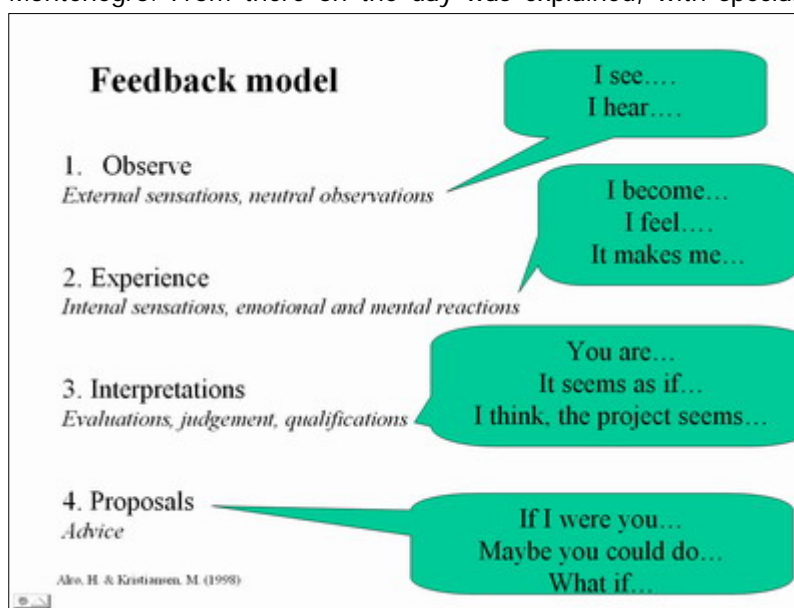
## Saturday

### Introduction

The Saturday morning was the start of the last day of the seminar. At this day the group would share their work of the previous day, get feed back from the group, the National Agencies and the team, redesign the applications after this feed back, plan the action to be taken after the seminar and finally, they would make an evaluation of the contact making seminar.

### First morning session

The day started with a strong energizer, close to extreme morning gymnastics, coming from Serbia-Montenegro. From there on the day was explained, with special emphasis on the feed back part of this



morning. Based on the sheet next to this text, they were prepared on how to give and receive feed back, especially when people have been working hard on something and get to hear that there is still quite something to work on, or worse, to reconsider. It was seen by the group that the slide had quite some resemblance with the I-Statement method discussed two days earlier. Indeed, it has.

After a small discussion about it, where also risks were brought up that could weaken this approach, the groups were given some time to prepare to present the work done so far, towards the rest of the group. They got a list of questions they had to answer to the

group, containing the following questions:

- Title
- Aims
- Objectives
- Who (partners, applicant, coordinating, person)
- When (deadline for application, project start, activity start, duration)
- Where
- What (summary)

Even when after the preparations one hour was planned to present and discuss the applications, more than one and a half hour was used to do so. This was not so much seen as a technical problem (the next session had to thus to be changed), as the discussions were really helping the development of the projects forward. The feed back, often based on experiences working with the Youth Programme, brought quite some useful help to all project groups.

What was seen much during the presentations and conversations was that participants found it difficult that they were drawn to the fact that they did not know all the details of the Youth Programme. The question "why didn't you tell me this or that earlier" was often posed by the participants during the feed back rounds. It took quite some time to make them understand that to find out inconsistencies or weaknesses of the proposals; this feed back moment was made in the programme.

### Second morning session

Much shorter than planned, the second part of the morning dealt with some final work on the applications, taking the feed back into consideration. It was also used to finish some unfinished parts, left over from the



morning or the evening before. A final round of final proposals was planned for the afternoon, as then they could go along with some action planning, having names, dates and places attached to the proposals.

### First afternoon session

To make the action planning go well, the afternoon session started with some input on planning ahead and planning realistically. The Swamp model (below) was used to make it clear to the group that they would

	Me	You	Us	Another group	The organisation	The youth reality	Society
Now	FIRM GROUND!!				Swamp		
To-morrow							
Soon							
Some-time							
Even-tually							
Never							

have to plan at a level closest to them and not too far in the future. It was discussed why many ideas fail, die and drown. We cannot force anybody to change or decide that they should do things differently, when we come home, but we can try to make a change that matters.

Having printed and handed out the swamp on small cards, so they could not forget them easily (they could stick them in their wallets), we had a small 'stand where you are' exercise. Planning and wishing is one thing, but the reality is mostly that change has to come from more than one person. Experiences were shared about resistance to change and how that can be predicted. On the floor there was a plus, a minus and a plus minus, creating a kind of barometer. Participants could move to the position they felt related to when they would hear a statement, and then tell the group why they chose that position. Some of the statements were the following:

- When I come home I will meet lots of resistance
- It will be easy to get funding
- All my co-workers will think that this is a good idea.
- Everyone has the necessary skills

- I cannot count on sufficient human resources for the project.
- Some more statements based on experience with international youth work

From there on the participants were asked to make a plan for how to continue, including issues like what needs to be done now, who will do what when and how are you going to communicate were to be talked about. From there on, still in their groups, they had to write down the answers to the list below and later present as final to the whole group:

- Title:
- Aims:
- Objectives:
- Who are the partners?
- Who is the applicant?
- Who is the coordinating person?
- Which deadline are you using to apply? Towards which agency will you apply?
- When will the project start?
- When will the activity start?
- What is the duration?
- Where will it take place?
- A short summary, so the agencies know what they can expect

The answers to these questions were used to inform the agencies about possible applications coming up, but also to be copied and handed back to the groups, so they could use them to continue the work. Eight projects were thus presented, of which one was a joke, showing what means Balkan black humour. All except the joke are to be found in the 'result' part of this document.

### **Second afternoon session**

From this point on the actual seminar was over, as it went into the evaluation phase. We started with a giving and receiving pantomime, for which the participants had to stand in a circle. A trainer explained that that they needed to imagine clay in their hands. The clay could be magical in their hands because it can get bigger and smaller and turn in all kinds of shape or objects. They had to make one, one by one, and give it as a present to the person left of them, a present he or she needs, which makes her/him nice and happy.

As an open evaluation, the team hang three flip charts on the wall, with the titles 'team', 'programme' and 'you/ group'. The team left the room, as it was up to the participants what to write and what not, without being bothered by the team. They were, before the team left, clearly instructed that as this was a new kind of format of contact making seminars, especially feed back on the programme was desired, to look for changes in future ones. When the team left, the group was asked to call the team back when they were done.

The group used about 20 minutes on their three flip charts and called the team in again. From there we did a small physical evaluation about the technical sides of the seminar (venue, food, etc). When they liked a certain thing, they had to move close to the team, when they did not like it, they had to move away. All to all, people were very satisfied with the technical side and gave a great applause to Charles, main organiser of this seminar, hosted by the National Youth Agency of Luxembourg.

When all then was said and done, like informing about the last technical issues and words of thanks, the group got their evaluation form (see annex 7)

### **Evening session**

The farewell party

# Results

## The projects as proposed by the participants:

1. Welcome neighbour
2. Raft for multiculturalism
3. Nature, future culture
4. From prejudice to cooperation
5. Cultural rituals around food
6. Breaking prejudices, accepting differences
7. BE active, BEU
8. EVS project Luxembourg

### 1. Welcome neighbour

Aim:

To visit and discover the aspects of youth work in a West European (WE) Country

Objectives:

- To bring together NGOs from WE and SEE in order to have exchange of cultural
- Information and experience at the level of youth work and youth sector in the different countries.
- To empower the participants at the level of good practices so that they can go back to their local community with new tools aiming at improving their daily and/or long term work.
- Doing this, to develop and strengthen the partner NGOs and to increase capacity building on both sides.
- To realize a leaflet and CD about the study visit
- To multiply the possibility of mobility of the target public of each partner
- To reinforce European cooperation for common values.
- To build up some follow up and future common activities in the frame of the YP, we ensure in this way long term cooperation

Partners:

- PAC-EVERE = Belgium
- IMI = Netherlands
- SCG = Lighthouse
- BIH = Hi Neighbour
- Macedonia = Save the Children
- Croatia = Zum
- Italy = to be confirm
- Slovakia = to be confirmed

Applicant:

Thierry Dufour (PAC-EVERE, Belgium)

Coordinator:

Thierry Dufour

Deadline and Agency:

1<sup>st</sup> June 2005, NYA French Community of Belgium

Start of project:

1<sup>st</sup> November 2005

Start of activity:

27<sup>th</sup> November 2005

Duration:

6 days, excluding travel

Venue:

Belgium (Brussels, Walloon and Flemish parts)

Summary:

The study visit will take place in Belgium and 8 partner countries are involved (4 SEE countries + 4 European countries). The project aims to allow an exchange of experience and know-how between different NGOs, to discover reality in youth work and youth sector in Western Europe, and to improve youth work in SEE. This would be made through discussion workshops, field visits and meetings with resource people.

This study visit should also ensure a follow up consisting of one or more activities in the frame of the Youth Program.

## **2. Raft for multiculturalism**

Aim:

The aim is to bring 20 youngsters between 16 and 20 years from SEE and Benelux together to experience multiculturalism, mutual discovery and to work on breaking prejudices through direct contact and intercultural learning.

Objectives:

- Exchange different aspects of culture
- Create or open mind through the activities, break the prejudices and improve mutual tolerance
- Reinforce their capacity of cooperation
- Strengthen European cooperation and awareness
- Non formal training of some skills (socialize, reporting, initiative, workshop leading...)

Partners:

- Serbia-Montenegro – hosting country (region of Montenegro)
- Bosnia - Herzegovina
- Belgium
- The Netherlands

Applicant:

The Netherlands – John Kamara (IMI)

Coordinator:

John Kamara, [johnkamara2002@yahoo.com](mailto:johnkamara2002@yahoo.com)

Deadline and Agency:

1<sup>st</sup> November 2005, NYA The Netherlands

Start of project:

1<sup>st</sup> April 2006

Start of activity:

15<sup>th</sup> July 2006

Duration:

10 days, excluding travelling

Venue:

Serbia-Montenegro, region of Montenegro

#### Summary:

The youth exchange will take place in Serbia-Montenegro, region of Montenegro. The main theme of the exchange is to work against stereotypes and prejudices. We will travel from one end of Montenegro (mountains) to the other part of Montenegro (beach-side). During this travel we organize different activities, games, presentations related to this theme of stereotypes and prejudices and also activities to stimulate teambuilding. For example by:

- rafting down the river (- teambuilding)
- traditional dinner at local community
- intercultural evenings of different countries
- informative game about stereotypes
- they will produce a magazine reporting about what the participants learned about each other and their activities
- (- in the beginning of the 10 days they get workshops to initiate these disciplines)
- (- during the 10 days they work on their magazine, video)
- (- presentation at the end of the exchange)

### **3. Nature, Future, Culture**

#### Aims:

Fighting social Prejudice Between youngsters with less opportunities from different cultural areas

#### Objectives:

- Intercultural Mind opening of youngsters
- Raising Self-awareness
- Raising awareness on human – and environmental nature

#### Partners:

- Serbia - Montenegro NGO LIGHT [light@ptt.yu](mailto:light@ptt.yu)
- Macedonia AKTIVA [daniel2@freemail.org.mk](mailto:daniel2@freemail.org.mk)
- Luxembourg MERITE JEUNESSE [pnicolay@pt.lu](mailto:pnicolay@pt.lu)
- Belgium MUNICIPALITY SCHAERBECK [Kabengele@hotmail.com](mailto:Kabengele@hotmail.com)

#### Applicant:

Kabengele, Belgium

#### Coordinator:

Tshilombo Kabengele

#### Deadline and Agency:

1<sup>st</sup> June 2005, NYA of the French Community of Belgium

#### Start of project:

1<sup>st</sup> January 2006

#### Start of activity:

5<sup>th</sup> April 2006

#### What is the duration?

10 days, excluding travelling

#### Venue:

Belgium (Château Courriere)

#### Summary:

Celebrating differences through artistic workshops where every young man and woman shows his own qualities through giving and receiving.

#### **4. From prejudice to cooperation**

Aim:

To break prejudices and stereotypes between Benelux and Balkan Countries

Objectives:

To learn more about:

- Culture
- Tradition
- Habits
- Music
- Food
- Legends and history of Balkan and Benelux Countries

Partners:

- Step-IJsselstein (Holland);
- Youth House – Nis (Serbia and Montenegro);
- Democratic Youth initiative (Croatia);
- Mja (Social Youth Action) [Belgium-Flanders];
- Centre Information Jeunes Wiltz (Luxembourg);
- Aktiva (Macedonia)

Applicant:

Centre Information Jeunes Wiltz (Luxembourg)

Coordinator:

Sandra Esteves, +352959327, [CIJWILTZ@PT.LU](mailto:CIJWILTZ@PT.LU)

Deadline and Agency:

1<sup>st</sup> November 2005, NYA of Luxembourg

Project start:

1<sup>st</sup> February 2006

Activity start:

1<sup>st</sup> April 2006

Duration:

7 days, excluding travelling days

Venue:

Luxembourg (place to be defined)

Summary:

The main idea is to gather young people from Benelux countries (the Netherlands, Belgium and Luxembourg) and from Balkan Countries (Serbia and Montenegro, Croatia and Macedonia) in order to learn more about each other. The most important part is an exchange of cultural specificities, customs and sharing experience about young people in both regions. This is a way to break all prejudices and the stereotypical way of thinking present in Benelux and Balkan Countries and to exchange opinions about Europe as we would like to strengthen cooperation between Benelux and Balkan Countries in the future.

#### **5. Cultural rituals around food**

Aims:

- The theme creates a non-threatening environment for cultural sharing
- It gives the youth a practical skill (cooking)
- It allows the impact to be a part of a larger community

Objectives:

- Skill development: researching historical recipes, teaching peers, public speaking, cooking
- Increased active citizenship when the youth cooks the meal for a disadvantaged community in Albania they will receive positive reactions. So they feel good and increase their desire to do more community work.
- Personal development: The youth participating in the preparatory advance planning. visit will gain leadership skills as will be enabled to take special responsibilities for their group. All participating youngsters will increase their cultural awareness about Benelux / SEE countries and about the 2 major religions.
- Understanding of diversity / common basic values. Through the workshop on appreciating differences and recognizing common realities the youth will question their pre-conceived ideas. They will become more conscious of how they 'categorize' people and learn not to do so.

Partners:

- Albania (hosting country)
- Serbia-Montenegro
- Netherlands
- Luxembourg

Applicant:

Netherlands (see coordinator)

Coordinator:

Andrea Lemire, Code International, Culemborg, [info@code-international.nl](mailto:info@code-international.nl)

Deadline and Agency:

1<sup>st</sup> June 2005, NYA of The Netherlands

Start of the project:

13<sup>th</sup> March 2006

Start of activity:

18<sup>th</sup> April 2006

What is the duration?

6 days, excluding travelling days

Venue:

Albania (place to be defined)

Summary:

A group of Benelux youth (Luxembourg and Netherlands) will travel to Albania and meet up with Balkan Youth (Albania and Serbia-Montenegro) for an exchange with the theme of cultural rituals around food: They will teach each other how to make traditional food from their countries with the recipes, the youngsters will create a cookbook for all of the participants to take home. Food will be used to support the local community as the youngsters will make a meal together for disadvantaged youth. We will also participate in local ceremonies (Muslim community and orthodox community)

## **6 Breaking prejudice – Accepting differences**

Aim:

## Decreasing prejudice between West and East Europe

### Objectives:

- Introduce the notion of country identity and see how prejudices are affecting our lives
- Give to participants (25) some tools how to deal with prejudices in their job in international environment
- Reduce prejudices among participants exploring different methods and information
- Create new contacts and network in order to exchange ideas, information and projects.

### Partners:

- Belgium
- Netherlands
- Albania
- Serbia and Montenegro
- Czech Republic
- Portugal
- Macedonia
- Lithuania
- Bosnia – Herzegovina
- Croatia

### Applicant:

Belgium (see coordinator)

### Coordinator:

Svetlana Radosavljevic, Youth Centre "Ahoy", Wijnegem, Belgium, [svetlanainbox@yahoo.com](mailto:svetlanainbox@yahoo.com)

### Deadline and Agency:

1<sup>st</sup> June 2005, NYA of the Flemish Community of Belgium

### Start of project:

1<sup>st</sup> November 2005

### Start of activity:

20<sup>th</sup> November 2005

### Duration:

5 days, plus 2 travelling days

### Venue:

Gent, Belgium

### Summary:

Action 5, Seminar (will be worked out in the weeks ahead)

## **7. BE ACTIVE - BEU**

### Aims:

- To build in youth leaders the right competencies in leadership and policy making
- To acknowledge the importance of meaningful involvement of youth at all stages of policy and program design, implementation and evaluation
- To provide youth leaders with basic skills and knowledge to work effectively in a youth work setting for developing quality youth work
- To arise awareness in active participation in decision making
- To set up a youth network for sharing experience and ideas

### Objectives:

- To bring together organizations from Western Europe and SEE in order to have exchange of experiences and ideas, identifying problems and needs at the level of youth work and youth sector in the different countries
- To empower the participant at the level of good practice so that they can go back to their local community with new tools aiming at improving their daily and/or long term work
- Doing this, to develop and strengthen the partner NGOs and to increase capacity building on both sides
- To realize a Manual kind of white book that will be like the "User's Manual" and a CD- ROM about the study visit, summing up the results of the discussions in terms of good practice so that they can make use of it in their work
- To reinforce European cooperation for common values (tolerance, citizenship, participation....)
- To build up some follow up and future common activities (training and/or youth exchange) in the frame of the youth program, and doing so to ensure long term cooperation
- To develop a better understanding of youth problems and formulate policy recommendations
- To make Millennium Development Goals relevant to youth work
- To improve youth information structures and process

Partners:

- 'Youth Centre LIVNO' – Mirjana BRCKALO (contact person in Bosnia and Herzegovina [mirjana@cmlivno.org](mailto:mirjana@cmlivno.org))
- 'PAC – Evere' – Thierry DUFOUR (contact person in Belgium [everepac@hotmail.com](mailto:everepac@hotmail.com))
- 'WINDOW' – Marsela DHIMITRI (contact person in Albania [marsdhimitri@yahoo.com](mailto:marsdhimitri@yahoo.com))
- Under observation – (One organization from Program Country)

Applicant:

The organization from the Program Country which has to be defined.

Coordinator:

Marsela Dhimitri – 'WINDOW'

Deadline and Agency:

1<sup>st</sup> June or 1<sup>st</sup> November 2005, depending on the applicant availability

Start of project:

Depends on applicant availability:

- 1<sup>st</sup> June 2005; November 2005 – April 2006
- 1<sup>st</sup> November 2005; April 2006 – September 2006

Start of activity:

- 1<sup>st</sup> June 2005; January 2006 until March 2006
- 1<sup>st</sup> November 2005; Mid June 2006 – August 2006

Duration:

6 days, excluding travelling days

Venue:

The study visit will be organized in the applicant country (one Program Country)

Summary:

The project was born during a Contact Making Seminar in Luxembourg; Larochette (28.02.2005 – 06.03.2005) aiming to develop cooperation between countries. During the activities of this seminar as well as informal meetings, participant partners in these projects identified their priorities (needs for change) which are described under AIMS & OBJECTIVES section, but can be mentioned here as :

- lack of training experience in youth sector between SEE and EU;
- lack of knowledge of SEE reality in EU youth sector;
- need for building long term new partnerships ;

On this regard, a study visit in the applicant PROGRAM country, where the youth sector has a long experience and diversity.

Every partner in the project will have some preparatory work to do, like collecting info on the youth work and sector from respective countries for presenting it during the comparative workshop of the seminar.

Following the step of "a study visit", we will try to concentrate on field visits and meetings with feedback among participants, following a logical and progressive working method (comparisons, field visits, feedback, and good practice action – developing projects to be implemented in respective countries).

At the end, participants will get acquainted with youth programs aim or European youth agencies and programs and institutions, as well as developing projects to put in practice.

With this project we are not only aiming witnessing good practices and implementing developed projects, but also a follow-up session for finding out what has been the impact of the study visit.

## **8. EVS project Luxembourg – Serbia and Montenegro**

Aims:

- To promote the culture of the region of South East Europe
- To decrease prejudice between West and East Europe
- To prepare possibilities of co-operating "Youth" programme projects between Luxembourg and SEE

Objectives:

- To bring together a Youth Centre from Luxembourg and from SEE in order to have exchange of experiences and ideas, identifying problems and needs at the level of youth work and youth sector in the different countries
- To empower the participant in his personal development and skills
- To strengthen the understanding between the two cultures and to give a different more positive view of the SEE region
- Doing this, to develop and strengthen the partner NGOs and to increase capacity building on both sides
- To reinforce European cooperation for common values (tolerance, citizenship, participation....)
- To build up some follow up and future common activities (training and/or youth exchange) in the frame of the youth program, and doing so to ensure long term cooperation
- To develop a better understanding of youth problems and formulate policy recommendations
- To improve youth information structures and process

Partners:

- Youth Centre Wiltz, Sandra Esteves( [cijwiltz@pt.lu](mailto:cijwiltz@pt.lu))
- BalkanIDEA Novi Sad, Biljana Simonovic

Applicant:

Luxembourg, Youth Centre Wiltz, Sandra Esteves

Coordinator:

Sandra Esteves,

Deadline and Agency:

1<sup>st</sup> June 2005

Start of project:

- 1<sup>st</sup> November 2005

Start of activity:

- 1<sup>st</sup> November 2005

Duration:

12 months (renewable)

Venue:

Luxembourg (hosting organisation)

Serbia and Montenegro (Sending organisation)

## Evaluation

During the last sessions various evaluation methods were used, to look back at the week and see how the week met the expectations and needs of the participants and the team/ organisers. This is a summary of the evaluation, based on the evaluation form (see annex 7) and the Wailing Wall (the three flip charts). The evaluation by the trainers, is being given in the 'recommendations' part later in this document-

### Facilities: (1-5)

- The house 4.18
- Shower was most often mentioned as a problem.
- The food 3.55
- The rooms 4.22
- The seminar 4.14

### Programme elements: (1-10)

- Name games, ice breakers 7.73
- Intro morning and expect 6.70
- Group building 6.91
- Sharing org ID's 6.92
- ICL evening 8.00 (note: there was a small lack of presentations of different cultures)
- Presentation of Youth Programme and Salto SEE 6.39
- Sharing experience in international projects 7.15
- Tour de Luxembourg 6.41
- Visit to NGOs 7.87
- Wine and dine 7.13
- ICL morning 7.13
- Communication skills 6.82
- Imagine, visions and needs 5.74 (no that this exercise provoked participants in two ways; one didn't find this exercise very useful, the other enjoyed it)
- Partner finding 6.09 (note: some wanted more time for explanations of their needs)
- Brainstorming on activities 6.43 (note: some needed more time after it to talk about it)
- Project development 7.08 (note: some participants said that there was not enough time to discuss ideas and that they were interrupted at the beginning with different instructions and papers for fulfilling)
- Open space for alternatives 7.27
- Feedbacks on proposals 7.90 (note: some groups were said to had less time than others)
- Redefining the proposals 7.3
- Action planning 7.04
- Predictions for the farewell party 7.61

### Aims/objectives

Contact making and partner finding 7.81

Designing of concrete projects 7.37

Personal aims:

Can be divided in two groups- personal individual (to meet other culture, different people, see places) and professional ( learn more about Actions, know more about other organizations, find partner, make projects and very concrete some like job shadowing, find volunteer for A2)

Fulfilling of personal aims 7.60

Future recommendations:

Push more and harder contact making on the one side and make more time for project development, on the other side is the essence of the recommendations. Make more time for partner finding and for country presentations and maybe involve more participants to prepare and presents their skills and abilities. Some people said that the group was heterogeneous but balanced, other people said that there was not.

### Gains

People learn about some specific features and about countries and organizations in general as well, for example: about problems of young people in Luxembourg, different speaking community in Belgium, That they have 3 NA, that unemployment rate in Luxembourg is 4%, about differences in work of NGOs in Benelux and SEE. But, discovering that there is prejudice from both sides was one of the "shocks". It was like people thought that they do not have them.

### The participants

The group sees itself as: constructive, there was a respect for each other, there was an appreciation, tolerant, flexible, high spirit, fantastic humour but with prejudice as well, especially against Balkans.

### Comments to the team

Some people had feelings that seminar was too psychological, some thought that methods were not "modern" enough, but majority is saying that the programme was well planned, that the work was interesting and relaxing and the organizers did very good job.

## Annexes

### Annex 1, List of participants and staff

1	Svetlana	RADOSAVLJEVIC	Youth Centre "Ahoy"	<a href="mailto:svetlanainbox@yahoo.com">svetlanainbox@yahoo.com</a> <a href="mailto:svetlanainbox@hotmail.com">svetlanainbox@hotmail.com</a>
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**Annex 2; worksheet cultural differences**

Work sheet on Cultural differences at work

Polychrome time .....Monochrome time

Hierarchy and authority.....Participation and autonomy

Conflict orientation (directness).....Harmony orientation (indirectness)

0 = Me

X = My organisation

I = My society

### Annex 3; Handout EVS email

Introduction to the mail:

Maybe you remember the story of Ruud, about the problems he faced with his EVS project. Two of the three EVS volunteers cancel at the last moment, which made the whole project fail. This is a similar case.

You have arranged an EVS project for one person and two weeks before the EVS volunteer will arrive, you receive a rather disturbing mail. Imagine that you really did your best for this project and you need this volunteer for your project, as the larger project, a big film festival, needs all the help it can get, especially from people who are available for a longer time. You will do your best to convince the volunteer to come.

---

You have mail:

Dear Friend,

How are you?

I am mailing you because of a small problem. I was planning to come to be a volunteer at your project in Luxemburg and this film festival sounded so great. I have been thinking for some time to start school again, because all my friends are going to be there. It made me doubt a lot.

So I have to say sorry to you, to stay here instead and go to school.

Can you inform the organisations who would send me?

Hope to stay in touch.

Greetings,

Katy.

## Annex 4; Handout Year 2015

YEAR 2015

WORKING GROUP

You have previously interviewed each other about your peak experiences within youth work in the past (e.g. youth participation / involvement and international cooperation).

What you have just done is to move into the future and individually visualise the society of your dreams. Now it is time to share these visions, listen to and understand what other members of the group hope for their region. Don't let yourself be limited by the present reality – we are after all talking about year 2015.

Discuss in the group how you imagine your regions in 2015

- What has changed about your society?
- How do you notice this change?
- What are people doing differently?
- How are young people involved in society?
- What has happened to international cooperation?
- What do you see happening around you?

Etc.....

## Annex 5; Handout vision to needs

### Translating visions to needs

#### WORKING GROUP

You have now been in the future and seen how you would like your society to be. Now the time has come to get more realistic, and find out which needs we encounter in the different regions. The needs are understood as the so far unfulfilled visions. In your presentation you will thus give a description of the current realities of youth work in your region.

Allow individual differences / disagreements to show in your final result – it is more important to show the diversity of the regions, than to come up with a common “solution”, which everyone can only partly agree to.

Discuss in the group the particular needs of your region – and aspects that your organisations can work on in order to move closer to your visions for society

*Among other things you can focus on these points:*

- *How far is your society from your visions?*
- *What needs to be done in order to move towards the vision?*
- *What can your organisation contribute with?*
- *Where do you need the help of others?*
- *In which way can you use the Youth Programme for your purpose?*
- *Etc....*

## Annex 6; Worksheets for project development

### Worksheet 1

#### Problem/ Opportunity analysis

Complete this sheet below and discuss the content with your colleagues in your group

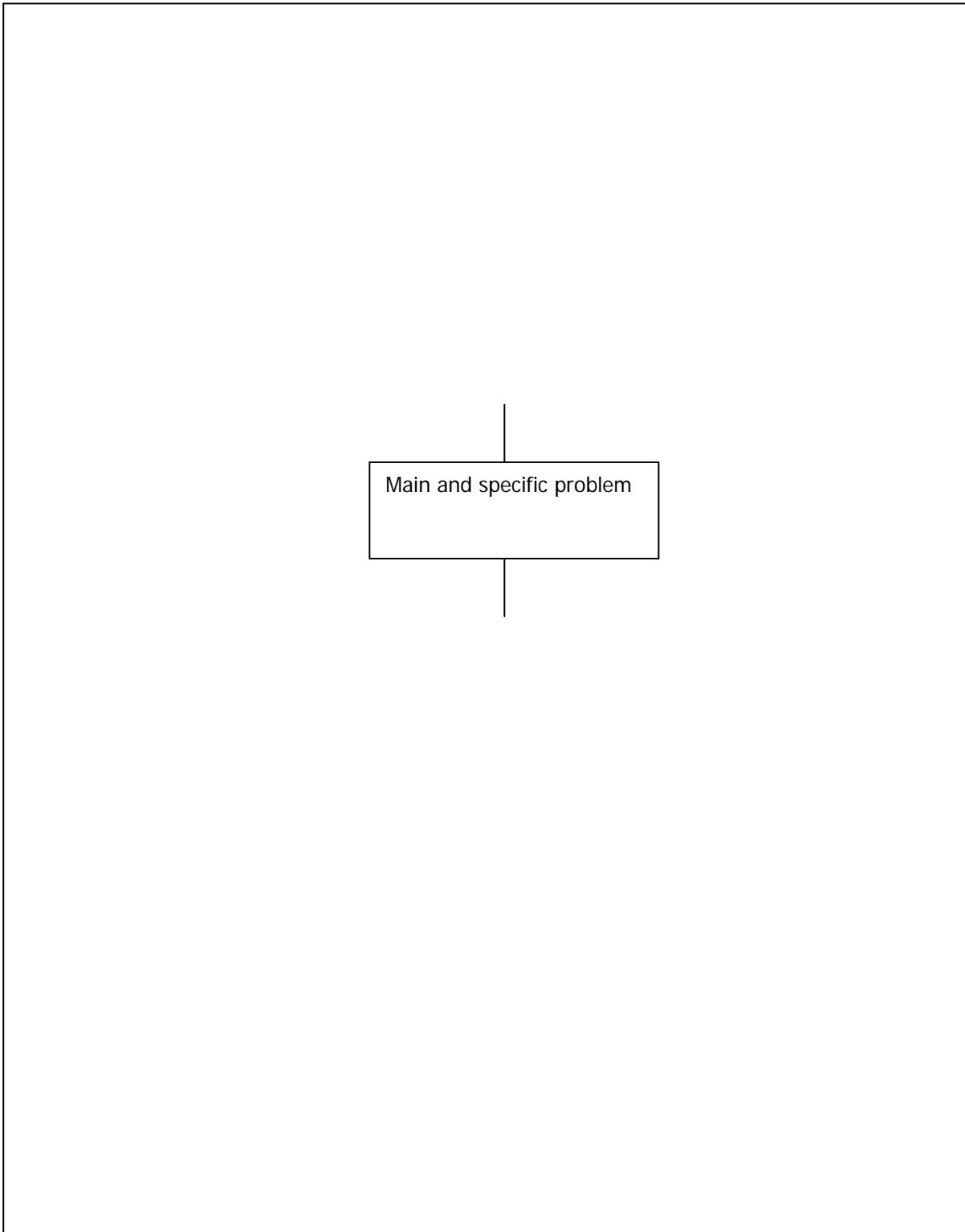
Describe the problem or opportunity you have identified	
Give the reasons for choosing this as a priority; what are the benefits and who will benefit?	
Who will be affected if the project does not proceed and how?	
What is your outline proposal	

Worksheet 2  
Needs assessment

What do I need to know?	
Where or from whom will I find this information?	
How will I get this information e.g. questionnaire, group discussion, etc. ?	
What else seems important to think about?	

Worksheet 3  
A Problem tree/ Opportunity tree

Design below a problem/ opportunity tree for your project idea, thinking of the causes and consequences.



## Worksheet 4

### Project development checklist

Read the questions below carefully and answer them briefly.

1. What information has been gathered, for example through consultation with stakeholders, and is anything missing?
  
2. What is the aim of your project? What problem or opportunity does it try to address? So, what do you hope to achieve?
  
3. How long will it take to achieve the objectives of the project? What will be the cost (time and other means)?
  
4. Are there other ways of achieving these objectives? So why have you chosen for this strategy?
  
5. Do you have the skills that are needed to carry out the project and what are your plans if not?
  
6. Will you be working in partnership and if yes, with whom and why they?
7. How do you know the benefits will be long lasting?
  
8. When do you need approval and from whom? Do you expect cooperation or hindrance?

Worksheet 5

The Project Proposal

Title

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Introduction

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Background and Aims

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Objectives

1. ....  
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2. ....  
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3. ....  
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4. ....  
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5. ....  
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Benefits and beneficiaries (output)

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Activities

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- .....

Partners

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Sustainability

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Monitoring and evaluation

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Risks

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Timetable

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Resources

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## Annex 7; Evaluation form

Please take your time to look back on this contact making seminar on what have you done, what have you experienced, what have you learned. Try to be as honest to yourself as you can when filling in this form, and if it may be of some help, you are welcome not to sign it (but you are also welcome to do so if you want).

### FACILITIES

Tell us now, how did you like: (The higher the number, the better you liked something)

<b>The house</b> (comments?)...	1	2	3
		4	5
<b>The food</b> (comments?)...	1	2	3
		4	5
<b>The working rooms</b> (comments?)...	1	2	3
		4	5
<b>The seminar</b> in general (comments?)...	1	2	3
		4	5

### PROGRAM ELEMENTS

How far did the following **elements of the program** help your personal and professional growth? How did you enjoy/like them? Will you take them as a method you could use in one or another projects/activities of your own? Please mark, till what extent and use the box to the left for comments:

Getting to know each other – name games, ice breaking exercises.	1	2	3	4	5	6	7	8	9	10
Introduction morning and expectations	1	2	3	4	5	6	7	8	9	10
Group building (second part of Tuesday morning)	1	2	3	4	5	6	7	8	9	10
Sharing organisational identities	1	2	3	4	5	6	7	8	9	10
Intercultural evening	1	2	3	4	5	6	7	8	9	10
Presentation of Youth Programme and SALTO SEE Resource Centre	1	2	3	4	5	6	7	8	9	10

Sharing experiences in international projects/ Youth Programme.	1 2 3 4 5 6 7 8 9 10
Tour de Luxembourg city	1 2 3 4 5 6 7 8 9 10
Visit to NGO's in town	1 2 3 4 5 6 7 8 9 10
Wine and dine	1 2 3 4 5 6 7 8 9 10
Intercultural Learning (ICL) morning	1 2 3 4 5 6 7 8 9 10
Communication skills workshop	1 2 3 4 5 6 7 8 9 10
Imagine, visions and needs	1 2 3 4 5 6 7 8 9 10
Partner finding	1 2 3 4 5 6 7 8 9 10
Brainstorming on activities	1 2 3 4 5 6 7 8 9 10
Concrete project development Friday morning and afternoon	1 2 3 4 5 6 7 8 9 10
Open space for alternative projects (Friday evening)	1 2 3 4 5 6 7 8 9 10
Feed back to proposals (By NA's and the group)	1 2 3 4 5 6 7 8 9 10
Redefining the proposals	1 2 3 4 5 6 7 8 9 10

Action planning	1	2	3	4	5	6	7	8	9	10
Predictions for the farewell party	1	2	3	4	5	6	7	8	9	10

**AIMS/OBJECTIVES**

Please read the **aims and objectives of this seminar** set by the preparatory team and evaluate till what extent you think they are reached. Please comment your answers:

Contact making and partner finding	1	2	3	4	5	6	7	8	9	10
Designing of concrete projects	1	2	3	4	5	6	7	8	9	10

What were **YOUR PERSONAL AIMS/OBJECTIVES** when you came to this seminar?

**Till what extent** have you fulfilled/reached them (please fill in the scale)?

1	2	3	4	5	6	7	8	9	10

Can you give us some future recommendations on how to develop this kind of seminars further?

**GAINS**

Please write down at least 1, but preferably MORE findings about the other region that was present at this seminar

**THE PARTICIPANTS**

What did you think about the group, the group performances and the given space within the group for own contributions?

**COMMENTS TO THE TEAM**

Please give us – the trainers – **your feedback** on our abilities, performance, skills etc. you have experienced during this seminar.

Your name (optional):

Thanks for your attention and patience!  
The trainers

**Annex 8; The programme**

Monday 28	Tuesday 1	Wednesday 2	Thursday 3	Friday 4	Saturday 5	Sunday 6
<b>Arrivals</b>	<b>Introducing</b>	<b>Youth Programme</b>	<b>Realities and needs</b>	<b>Project development</b>	<b>Looking ahead</b>	<b>Departures</b>
Breakfast 8.00 - 9.00						
	<b>ME, MYSELF AND I AND ...WHY ARE WE ALL HERE?</b>  Introduction to the programme, team and participants, again ☺	<b>YOUTH PROGRAMME-TOOL WE USE FOR...</b>  Space for finding out even more about the YOUTH PROGRAMME.	IMAGES THAT WE HAVE, THAT YOU HAVE.  ICL in international cooperation.	<b>FROM IDEAS TO ACTION PART I</b>  From realities and needs to activities.	PRESENTATIONS OF PROPOSALS AND CHANCES TO EVEN MAKE IT BETTER. Get feedback and feed-forward from different points of looking at the proposals.	Departures
Coffee break 10.30 – 11.00						
Arrivals	<b>HOW CAN WE BUILD THE BRIDGE OF TRUST ?</b>  Agreement based on best experience and good will.	THE BEAUTY AND THE BEAST OF INTERNATIONAL TEAM WORK.  Previous experience of different aspects in international cooperation.	<b>REALITIES OF YOUTH AND YOUTH WORK IN SEE AND BENELUX.</b>  Sharing, comparing.	FROM IDEAS TO ACTION PART II  Logical project development.	<b>USE YOUR CHANCE TO MAKE IT BETTER. ASK FOR MORE TIPS AND TRICKS.</b>  Redefining the proposals.	Departures
Lunch 12.30 – 14.00 (see changes on Wednesday)						
Arrivals	<b>HAVE YOU BROUGHT YOUR "ID"?</b>  A few words about participants NGOs.	13.15 Departure to Luxembourg-City 14.00 – 17.00  FIND, SEE AND ASK IN REALITY  CULTURAL SIGHTSEEING VISITS TO LOCAL NGOs	WHAT BRINGS US TOGETHER...FIRST STEPS...  Looking for project ideas based on actual needs.	EXPLANATIONS TOWARDS BETTER UNDERSTANDING  Few words more about how to write, plan and implement an Action.	<b>CHALLENGES AND HOW CAN WE COPE WITH THEM.</b>  How can we manage obstacles and what kind of support we need for that.	Departures
Coffee break 15.30 – 16.00 (see changes on Wednesday)						
Arrivals	HOW CAN I FIND OUT MORE ABOUT ALL OF YOU?  The important things, needs to be said about work of your NGO.	17.00 – 18.00 FEEL FREE TO EXPLORE MORE Visiting / Meeting / Shopping	PARTNER FINDING  (between organizations of course).	<b>PROJECT GROUPS IN THEIR BEST WORK.</b>  Continuation of developing project proposals.	JUST ONE MORE STEP AND JUMP IN TO THE ACTION...  EVALUATION	
Dinner 18.30 – 19.30 (see changes on Wednesday)						
WHO IS WHO AND WHY ARE YOU JUST AS YOU ARE  Introducing time	DANCING NIGHT	18.30 – 21.00 WINE AND DINE at Youthhostel in Luxbg City (together with possible partner organizations)  21.00 Return to Larochette	DO WHATEVER YOU NEED TO DO....	IF NEEDED, DO MORE...  Continuation of developing project proposals.	FAREWELL PARTY	-