



REFUGEES BECOME COUNSELORS

AND TRAINERS

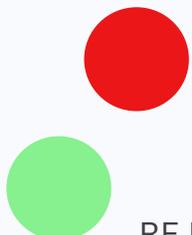
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YOUTH LIFE RE.BE.CO. ERASMUS + Call 2020 Round 3 KA2 - Cooperation for innovation and the exchange of good practices - N. 2020-3-IT03-KA205-020204





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OPERATIONAL BEST PRACTICES TOOLKIT

The experiences and the good practices that will be examined in this document are the result of a selection made as a team and which is based on the central objectives of the European Erasmus + program, later taken up by the RE.BE.CO. project, i.e. the removal of all those obstacles that limit access to the possibilities of education, training, job placement and, more generally, all those opportunities for integration and socialization of young asylum seekers and protection holders, within the host communities.

Just as identified by the Erasmus + program, migrants and protection holders are one of the categories that fall within the definition of the macro group of beneficiaries “people with fewer opportunities”.

This “best practices operational toolkit” is the product of RE.BE.CO Project partners which collects the most significant factors that emerged during the research, second TPM, workshops and seminars in reference to their working experience exchange organized within the project.

The good practices that we report below have the common goal of accompanying young migrants in paths that allow them to build an AUTONOMOUS and FULFILLING dimension of life both in terms of integration within the host communities and in terms of project satisfaction at the base of the migration project.



OPERATIONAL BEST PRACTICES TOOLKIT

Presenting the best practices Toolkit in a synthetic way, is intended as an easy tool for administrators and public operators, but also for third sector subjects and volunteers that can provide examples of virtuous projects to be inspired by, as well as enhancing existing practices that do not always known even within the same territory, a tool for integration and social inclusion.

To establish which of the practices that emerged could be defined as "good practice", the research group of the REBECO Partners defined a series of indicators that were indicative of sustainability, effectiveness, innovation, in particular:

1. Specific responses to needs – i.e. the ability to provide ad hoc services for migrants and asylum seekers particularly vulnerable and / or at risk of exclusion
2. Innovation of the intervention – i.e. the truly innovative nature of the practices, understood as the promotion of initiatives fostering inclusion and social cohesion.
3. Active involvement of migrants – i.e. the effective involvement of migrants as active subjects of the practices, and they are not beneficiaries of the same, as they can contribute to the greater effectiveness of the practices where they aim to promote the autonomy of the beneficiaries.

THE RE.BE.CO. PROJECT

The Project stems from a strategic partnership for the exchange of good practices to employ in positive and participatory contexts of young immigrants often on the margins of society, and a more inclusive communication strategy aimed at a better representation of the migrant in the media.



GOALS: Project RE.BE.CO. is a practice exchange project on the inclusion of young migrants.

A project based on sharing and participation, stemming from the bottom up and sensitive to diverse experiences.

Operationally, the project intervenes to connect young foreign guests with the project's RE.BE.CO. coordinators, themselves young migrants, who are properly trained in good practice, working in teams alongside other educators /operators /volunteers to improve the dynamics of relationships with families, when present.

RE.BE.CO. shares the best operational practices to INCLUDE young migrants and confront the difficulties they face daily, with the emphasis on relations with their European peers, civil society, and the opportunities offered by enhanced communication.

The project has a strong impact both on young foreign guests and on the socio-economic fabric of the territories.

THE RE.BE.CO. PROJECT

■ The outstanding work of RE.BE.CO. is concerned with consolidating the skills of its operator and volunteers, habitually working closely with young people on the margins.

■ Good practice, and the emphasis on the training and teamwork of young people, can be replicated by the involvement of yet more young people working in reception centers in other territories.

■ The project will involve circa 5,000 subjects, including young foreigners, local young people, families, citizens, volunteers and operators, teachers, public bodies, and associations through a network of 60 local partnerships.

■ These subjects will take part in 20 micro-communication events coordinated throughout the territories. A system of evaluation regarding positive impact on subjects and the related shift in perception will be developed by the partnership.

BEST PRACTICES FOR INCLUSION

A Language Learning

Language learning and communication skills are keys for integration, allowing migrants and refugees to interact directly with the host community and create bonds. We understand language learning as one of the first steps to integration. Therefore, one of the first activities ever implemented in many organisations is the language school.



BEST PRACTICES FOR INCLUSION

In Italy, the teaching system for migrant and refugees take place through the collaboration between PES Association and the local CPIA (Permanent Adult Education Centre), with some teachers within the association and some volunteers. Through incoming interviews, the basic school skills of each user are evaluated, trying to identify the most appropriate path for each of them, avoiding situations of frustration and distancing from the "school" system, especially regarding beneficiaries with a lower level of education received in the country of origin.



PES Association Language Teaching

In addition to the Italian language courses for foreigners, PES Association tries to evaluate any recognition paths of the first period of compulsory schooling, which have led, from 2011 to nowadays, various migrants to the achievement of the first-grade secondary school diploma. An evaluation is made with some guests, the possibility of facing the Italian language tests for the assessment of the language skills acquired according to the Common European Framework of Reference for Languages (CEFR)



OCC Barcelona Integration language learning of migrants and refugees

BEST PRACTICES FOR INCLUSION

One of the first activities ever implemented in OCC organization was the language school.

Nowadays they count with a:

Language Lab: this language project connects locals, volunteers, and newcomers through our free classes. The classes in Barcelona are given both by locals and newcomers, and students are also a mixture of the two. Classes are free for our members and it's a great opportunity to improve language skills and to get to know new people

Language Exchanges: Since the Covid pandemic started they moved Language Lab classes online. To facilitate social interaction among members, once the situation stabilised, they started organizing monthly in-person language exchanges outdoors. Currently, these events are open to the public and advertised via our social media platforms (Instagram, Facebook, etc.) and Meet- up. OCC Barcelona Language Exchanges gather locals that are willing to learn new languages and newcomers living in Barcelona who want to learn the local languages (Spanish and Catalan) while fostering connections and integration.

In Greece also, language is used to connect locals, volunteers and newcomers through our free classes. Classes are free for members and it's a great opportunity to get to know new people. Students are mainly refugees from refugee camps, learning Greek, English and/or other languages (cost-free). students are mainly refugees, learning Greek, English and/or other languages (cost-free).



In OCC Greece Learning Languages Project

BEST PRACTICES FOR INCLUSION

B The Figure of A Facilitator

The figure of an operator has a fundamental importance in a reception Center, voluntary or salaried, generally a young migrant, who supports other operators / educators.

The Facilitator a Key Figure in PES Association

These people arrived on the national territory some time ago and are now bridge figures for new arrivals or for those who are not yet autonomous.

Their main functions are not only to reduce linguistic obstacles by knowing, overall, numerous languages, but also to facilitate, with their previous experiences, the orientation to the territory and again: to give hope, trust, and greater certainty to those who are in an unknown country.



C Vocational Training

Thanks to the Network of relationships with institutions and economic realities of the territory, taking advantage of programs and projects both at regional and national level, it is possible to propose to the migrants or asylum seekers, who respond to the specific characteristics of each path, different professional training projects.

BEST PRACTICES FOR INCLUSION

PES Association Vocational Training

An active collaboration by PES Association with some training agencies in the area to identify vocational training courses for young migrants financed by the Tuscany region, with the issue of recognized professional qualifications, useful for insertion into the world of work, such as those relating to assistance to the person who has seen some beneficiaries obtain various qualifications, including, for example, "Basic Care Worker". Precisely because of these qualifications, some migrants have been permanently included in the staff of some companies that operate in the field of children and young people carrying handicaps

Another tool widely used to promote the integration into the employment market of people with fewer opportunities was that of the JOB CLUB project, which saw the involvement of some beneficiaries, in a path of orientation, professional training and job placement.

In this case, the paths started have given very positive results, both from the point of view of satisfying users, who have also obtained some of the fundamental certifications for entering the world of work, such as the HACCP Hazard Analysis Critical Control Point, mandatory for all those who intend to enter companies where food is produced or administered (both from an objective point of view since, just after paying internships carried out at some of the companies in the area participating in the initiative, they were then hired and permanently included in the staff. Others have done courses for cooking, baker, forklift worker, mechanic, tree pruning courses, etc...)



BEST PRACTICES FOR INCLUSION

Training and education in OCC Barcelona

Employment is an effective way to fast-track social and economic integration. Training and education projects enable migrants and refugees to train their soft and hard skills to later enter the employment market and stabilise their situation in the reception country.

Youth4All is a housing project carried out at a small village in Northern Catalonia. It provides housing, support, and training to 8 unaccompanied minors who also volunteer in different local projects (football team, local radio, animal shelter, etc.). These activities, enable them to access education and get in contact with the local community.



MigraCode Barcelona

Migracode is an advanced coding free academy for migrants and refugees that acts as a bridge between the demand for skilled people in the tech sector and people with a migration background who are eager to work in the tech industry. Founded in 2019, we are cooperating with other code schools in Europe to build a large community of companies and students to foster both labor inclusion as well as social integration.

!Fall - Integration För Alla suggestion for using VET education on refugees

This resource is created for and with refugees and asylum seekers in mind. It eliminates the previous barrier where language training and other integration measures start with delays only after a protections status is granted. Hence, online tools in Sweden are possible for VET early intervention.

BEST PRACTICES FOR INCLUSION

D Insertion in Work Contexts

Facilitating access to the employment market through a close collaboration with the Employment Hubs present in the area and the local network companies.

Evaluation skills in PES Association

With the help of language facilitators and operators working in the Employment Centers, migrant's CVs are drawn up for the evaluation of the skills acquired and to be acquired. From 2011 to today there have been many extracurricular internships, or periods of training at work financed by the national program (for example "Garanzia Giovani" "Youth Guarantee" activated by the Tuscany Region for migrant users in local companies). In the reference period there were about 500 beneficiaries of those projects. They were able to take advantage of this type of program, which allows migrants to learn a job, supported by an experienced tutor of the host company and to also obtain a reimbursement of the expenses of € 500.00 per month. It should be noted that in many of these cases, the outcome of the course was undoubtedly positive, and the internship then turned into a real stable employment contract



BEST PRACTICES FOR INCLUSION

"Jobskill" a digital tool used by !Fall - Integration För Alla

The government provides guidelines to be implemented in the reception of migrants in Sweden, especially focused on the labour market, but they often fail to foster integration. Therefore, iFall promotes activities that can improve the relationship between Swedish society and migrants and refugees.

The Digital tool "Jobskills.se" developed by Arbetsförmedlingen aims to identify asylum seekers' skills (before a decision is taken) in the first language (available in Arabic, English, Persian, Somali, Tigrinya), which is then directly translated into Swedish. The tool works as an open internet platform with registered users who create profiles based on education, work experience, competencies, career interests, and language skills. Related services are multilingual videos describing the Swedish labor market, how to write a CV, or how to prepare for a job interview.

Other methodologies are also used to as web-based training, language courses, first skills assessment/early intervention. The aim is to identify seekers' skills to create early invention support for asylum seekers (before they receive a decision from the migration board). The impact on refugees is to Increase their self-esteem and presentation skills, enable them to apply for a job easier, develop the digital competencies of asylum seekers, Increase their access to the job market.



BEST PRACTICES FOR INCLUSION

E Awareness Raising

Awareness raising actions such as relationships or intercultural events can help comprehending the real situation of migrants and refugees while eliminating stigma and discrimination practices.

PES Association tries to improve awareness to environmental issues and initiatives to enhance diversity and diffusion of a positive representation of the Migrant

Events are organised to propose a positive perception of young migrants, creation of meetings within the host community. Specific lessons were held by PES Association operators, involved together with the linguistic facilitators, on many activities.

I.e. methods relating to separate collection of waste carried out daily in the reception centers.

The Association together with some local institutions, asylum seekers and migrants participated in some days entitled "Collect me", dedicated to protecting the environment with the collection of abandoned waste.

Meetings between asylum seekers and students: creation of the project "At school to get to know each other" which, in collaboration with the Provincial School Office and some of the Comprehensive Institutes of the Province, has allowed a series of meetings between asylum seekers staying in our facilities and boys and girls of the lower secondary schools.



BEST PRACTICES FOR INCLUSION

During the meetings, the migrants had the opportunity to talk about themselves and to make their countries of origin known to students, providing them with useful elements to understand the differences but also to perceive their value, as well as to understand what kind of languages are universals that could represent a "meeting place", such as for example music and sport.

Research Projects and Intercultural events carried out at OCC Barcelona

Disinformation is one of the biggest barriers to integration, organising actions or intercultural events can contribute to the understanding of the social geography and the relationships between locals and newcomers. In addition, OCC organizes on a regular basis intercultural event and talks, and workshops carried out both by local volunteers and volunteers from the refugee and migrant community. These events take place in schools, civic centers, libraries, etc. and contribute to precisely inform the local community and foster healthy multiculturalism.



BEST PRACTICES FOR INCLUSION

F Support Systems

To overcome the difficulties that migrants and refugees usually must live daily and to enable integration support in different areas such as encourage students to work towards their successful graduation, psychological help, and legal support.

OCC's MigraCode project:

Code Women: supports and encourages female students during their Migracode bootcamp, to work towards their successful graduation as Junior Web Developer. The project was started to address the difficult position of women in the mostly male tech world and consists of bi-weekly meetings where our students and volunteers can meet to code, socialise and share experiences and knowledge.



The Migracode CodeBuddies project aims to support and encourage students during their Migracode bootcamp, to work towards their successful graduation. Linking students who need extra support with developers who have volunteered for the CodeBuddies project. The personal relationship between the student and the instructor is key and has been proved that can help in their integration as well.

BEST PRACTICES FOR INCLUSION

Psychological support: Migrating to another country can have a big impact on the wellbeing. OCC counts with various volunteers that provide psychological support to MigraCode students who face challenges related to mental health.

Legal support: To point migrants in the right direction, OCC Barcelona counts with some volunteers who have basic to advanced legal knowledge and can give useful information that beneficiaries may not be able to find on the internet or through public institutions. (i.e. Receive a decision from the migration board)

OCC GRECE and the "Community building project"

The main integration project implemented by the Greek government is the HELIOS project, which includes accommodation support, Greek language courses and employability support. Unfortunately, the support given is limited and it doesn't enhance inclusion. To overcome these challenges OCC Greece is developing the "Community building project" which is both an integration practice and a strategy to understand how to foster integration. It includes different stages:

1. Conducting secondary research on the social geography of the local community/area.
2. Enhancing the minority group's active presence within the public space of the local community through the organization of open cultural events at central squares i.e. culinary events, photo exhibitions, clown performances for children - spreading joy and conviviality.
3. Interactive Problem-Solving workshops, such as focus groups aimed at closed inter-group interaction, in which people can express what integration means to them, they can express their needs and fears, recognize the legitimacy of others' needs and feelings and realize that one's well-being does not pose a threat on the others' well-being.

BEST PRACTICES FOR INCLUSION

This project hasn't started yet. It will start after a selection process, like a pilot course mixing refugees and the local community. This isn't implemented national wide, in fact, there is a gap in national policies for this integration part of the project. The challenge of this project is the difficulty in measuring the actual impact of workshops.



G Volunteering Activities

The development of relationships with the Network of local Voluntary Associations can develop the culture of volunteering among young migrants. This is a fundamental way to strengthen social ties and integration, as well as to promote the participation and the leading role of young migrants, so that they become agents of the change too.

In PES Association organization of volunteering training courses

Many young migrants have made themselves available to participate in some training courses for voluntary activity at local associations (courses organized by the local Red Cross, for example, to become rescuers on ambulances).



BEST PRACTICES FOR INCLUSION

The "culture of volunteering", therefore, understood not only as a "gift of self" but also a way to become aware and face those issues with a social background such as solidarity and hospitality.

A National or Regional Civil Service or a voluntary commitment of 8 – 12 months in a project aimed at education, peace among peoples and promotion of the founding values of the Italian Republic, with actions for the communities and for the territory. In this case also the guests involved were followed by PES Association operators in the phase of submitting the application and carrying out the selections. Every year the adhesions are many. The educational scope of this good practice is very significant since it allows young migrants to understand and live our society more consciously.

H Sports

Sports may be one of the best ways to bring people together and create understanding towards other people. It is well-known that sport is a great tool for integration and social inclusion.



PES Association using cycling event in compliance with the rules of the road

Organising sports events for migrants and asylum seekers but also giving them by this way basic notions of the highway code. Thanks to the collaboration with the municipal police, training courses were also organized. The bicycles were also purchased through reuse channels, to raise awareness of the objects use that someone no longer needs, giving them new life. Reuse is one of the fundamental values to give a correct imprint to the new lifestyle, both from the social and environmental point of life.

BEST PRACTICES FOR INCLUSION



OCC Barcelona Sport Events



Organising various sports events, ranging from cycling and football to volleyball and hiking. Sports engages people with different backgrounds in a healthy activity.



BEST PRACTICES FOR COMMUNICATION

INTRODUCING SOCIAL COMMUNICATION/ DEFINING COMMUNICATION IN OUR SECTOR

Non-profit communication is any communication that takes place between a non-profit organisation and its audience. This includes everything from relationships with donors, through calls for volunteers and beneficiaries to creating organization updates to existing supporters and the general public. Why does a non-profit organization need to communicate?

It may seem trivial, but we all communicate, even when we decide not to communicate. In this case the message passes that we are not interested in interacting with others and we do not need their contribution (emotional, relational, economic).

Social communication is therefore the tool to involve the person and push him to action. Feeling involved, the person will feel involved in a collective interest and in the possible solutions that we will offer them. Communication must therefore be able to persuade and provoke a reaction and it is here that it is closely intertwined with fundraising, the search for new volunteers, the building of the institution's reputation and many other crucial fields.

There are many organizations that communicate little and badly, without a clear goal or a strategic plan to achieve it.

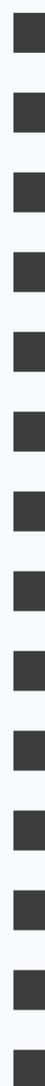
BEST PRACTICES FOR COMMUNICATION

Communication is essential to achieve many goals, here are some:

The main objectives for the Communications activities within an NGO are:

- Creating sensibilization about topics like migration, human rights, etc.
- Promote the search for volunteers or funds to support social purposes or a specific project (motivate, solicit, call to action, thank, etc.);
- Update the people interested and / or involved in our projects and the community on the activities carried out (results achieved, needs, internal events, etc.);
- Giving a voice to our beneficiaries
- supporting our fundraising efforts
- Supporting the goals of our activities (for example: getting job opportunities for students; creating social inclusion in the neighbourhood...)
- Giving visibility to opportunities or services available to our beneficiaries
- Communicate positions on issues close to their cause or of interest to the community;
- Build and consolidate the reputation of the entity;
- Build a sense of "community" and of sharing one or more objectives.

As we can see hereby, we have different kind of Communication Strategies and Good Practices among the RE.BE.CO. partners:





GOOD PRACTICES ON COMMUNICATION BY “PARTECIPAZIONE E SVILUPPO” ASSOCIATION

To promote communication between local community and foreign immigrants, it is important to promote cultural initiatives, including information, aimed at the population to make known the reasons for migrations and the different cultures of origin.

Multi-dimensional communication between natives and foreign citizens favours the positive construction of relationships. It is precisely through the dynamics of the relationships between these groups and the overall attitude of the host population that the networks of belonging take shape and the possibilities of designing an integrative path capable of enhancing the resource represented by foreigners are determined.

To foster communication between natives and foreign immigrants, it's important to promote cultural initiatives (even of informative nature), aimed to make known to the population the reasons for migrations and the different cultures of origin, organizing initiatives inspired by criteria of coexistence in a multicultural society.

It's also necessary to prepare information, communication and awareness tools that have the dual objective of dismantling unfounded prejudices and fears and of reassuring against well-founded fears, because they are capable of proposing solutions to situations of relational discomfort.

GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION



1 Actions

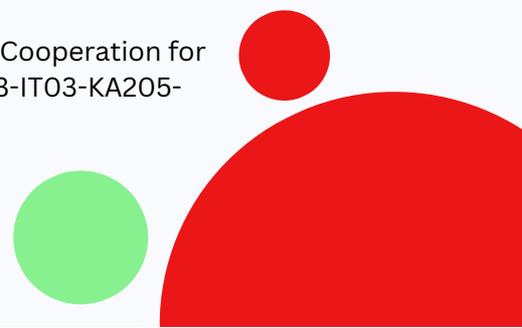
- Identify meeting opportunities for an exchange of experiences between Italians and foreigners;
- Raise public awareness on the reasons for migration;
- Spreading the discussion of issues relating to integration, knowledge of different cultures and multi-ethnic coexistence.

2 Expected Results

- Organization of public meetings relating to integration, knowledge of different cultures and multi-ethnic coexistence;
- Creation of spaces in the mass media for stories of life and integration of immigrants;
- Publication of factsheets on the cultures of origin and host.

3 Impacts

- Promotion of coexistence and overcoming of mutual distrust;
- Improvement of mutual knowledge and understanding of cultural differences;
- Raising awareness of public opinion on the reasons for migration;
- Demonstration effects for media information, no longer just alarmist;
- Enhancement of the active participation of immigrant citizens in cultural events.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION

Good Practice 1 : Meeting with Students

Project "At school to get to know each other!" - a series of meetings with the students of the local schools. Young migrants became "teachers for one day" Young migrants had the opportunity to tell their stories, to present their countries and their culture through universal languages such as music, art and cooking.

School students discovered a small part of the lives of migrants and managed to grasp the differences but also the common points.

This best practice was a

collaboration between

Partecipazione e Sviluppo

Association and some of the school of the area of Lucca and Grosseto.

During the school year we organized some meetings with students, during which young migrants became "teachers for a day" and they had the opportunity to talk about their stories, but also about their culture and their countries. Through music, art and cooking, school students discovered a small part of the lives of young migrants and managed to grasp the differences but also the common points.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION

This best practice was a collaboration between Partecipazione e Sviluppo Association and some of the school of the area of Lucca and Grosseto. During the school year we organized some meetings with students, during which young migrants became "teachers for a day" and they had the opportunity to talk about their stories, but also about their culture and their countries. Through music, art and cooking, school students discovered a small part of the lives of young migrants and managed to grasp the differences but also the common points.

This practice aims at:

1. Building opportunities for encounter between young migrants and young Italians;
2. Promoting a positive representation of young migrants;
3. Providing a different image of the migration phenomenon to Italian students.

Impacts:

The impact on the young migrants was very positive. For the first time the participants felt that they could be part of the community and contribute to its development.

This best practice provides visibility to our PES association and gave also the possibility to grow their network of contacts in the territories where they operate.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION

Good Practice 2 : Voluntary Work

Voluntary work of young migrants with local associations, in particular in the occasion of traditional events that took place in the villages where PES have their reception centres. This best practice was a collaboration between Partecipazione e Sviluppo Association and some of the local associations, active in the areas of Lucca and Grosseto, in particular with associations that deal with tourism promotion and the organization of traditional events.

This practice aims at:

1. Promoting a positive representation of young migrants among the community where they are hosted;
2. Creating opportunities for encounter between young migrants and the hosted community;
3. Creating a proper communication campaign to spread the real potential of young migrants and how they could represent new resources for the community.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION

Impacts:

This best practice provides visibility to their Association and give us the possibility to grow our network of contacts in the territories where we operate.

Thanks to this type of experience, young migrants have the opportunity to feel part of the social life of the host communities.

This best practice provides visibility to the association and to the attention that we put into the integration of young migrants.

Good Practice 3

Public Events

Events of dissemination of their projects aimed to the integration of young migrants. Using occasions such as International Refugee Day, PES Association organizes public events open to citizens, other associations and public bodies.

During these events the Association tries to give visibility to the projects they have carried out for the integration of young migrants and, in particular, to the results that, thanks to this kind of projects, young migrants have achieved.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION

This practice aims at:

1. Disseminating the goals of their job and the real potential that young migrants have to build a fulfilling life in our country;
2. Improving the capacity of their association to build a network of contacts with local associations and public bodies.

Impacts:

The impact has been to improve the contact network on the territory also young migrants will benefit of more opportunities.

This best practice provides visibility to other association and improve their capacity to build a network of contacts.

Good Practice
4

Civil
Service

Young migrants engaged, carrying out the civil service in different realities of the territory such as Italian Red Cross of Bagni di Lucca, Green Cross of Lucca, Mercy of Galliciano, Mercy of Corsagna.

Commitment to a service in many delicate sectors such as assistance to the elderly or medical transport.



GOOD PRACTICES ON COMMUNICATION BY "PARTECIPAZIONE E SVILUPPO" ASSOCIATION



This practice aims at:

1. Engaging selected asylum seekers give a positive representation of young migrants among the community where they are hosted.
2. Makes them grow in responsibility and humanity;
3. puts them more closely in contact with the cultural reality of our country and from them a preferential way for a true and positive integration.

Impacts:

Improving the contact network on the territory; to providing visibility to the association and improving the capacity to build a network of contacts

Good Practice
5

Cultural
Events

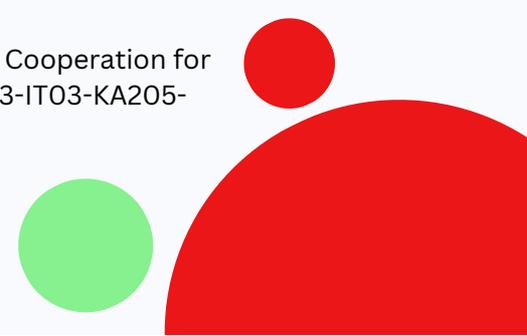
Workshops organized by the Association Partecipazione e Sviluppo in many cities in presence of residents, young migrants and local Bodies.
Screening movies relating the stories of asylum seekers and explaining the activities done for them by the Association.

This practice aims at:

1. giving a positive representation of young migrants among the community where they are hosted;
2. putting them more closely in contact with the territory, residents and local Authorities;
3. giving them a better way for a true and positive integration.

Impacts:

Improving the contact network on the territory;
Providing visibility to the association and improving the capacity to build a network of contacts;
Sensitize local public opinion.



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

A General Dissemination About the Activities - Beneficiaries And Social Issues Fighting Directed to the General Public And Our Supporters.

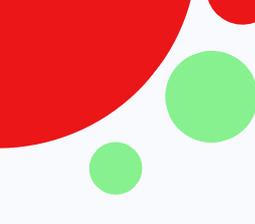
1. Focusing On Humanisation

As non-governmental organisations, they are often working with people in situations of vulnerability who have been through difficult experiences and lack opportunities, voice and power.

The goal of our activities is always to empower these people and offer them services and opportunities to improve their situations. When we communicate about our work and the communities we work with, however, we often forget this main goal. Because of language barriers and other obstacles, the people in charge of our communications teams are often not representatives of the community we work for, but rather European citizens with academic backgrounds in social studies who are used to making statements with a critical viewpoint on social issues.

While an external, critical take on discrimination and injustice can appear to be effective in raising awareness about social issues, this viewpoint often commits three main mistakes

1. It seldom includes the actual experience or opinion of the people affected by it.
2. It reduces the identity and reality of the people affected by it to the concept of "victim", excluding everything else in their identity and reality (the good moments, their hobbies, their families, their job, etc.).
3. It often uses very negative language, and focuses on everything that is going wrong (not on the potential solutions).



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

The result is a very “de-humanizing” communication. We are not empowering our beneficiaries and giving them a platform to express their needs, suggest solutions and identify themselves as people (mothers, teenagers, fathers, husbands, engineers). Rather, we are reducing their identities to that of “victims” of injustice.

“Who decides what to say about this topic?”. The answer must always be: “the people affected by whatever subject we are talking about”.

“Is the identity of the people round enough? Does it include more than just being the “victim” of an injustice?”. Try to always have at least 2-3 aspects of a person’s identity (e.g. Family status, hobby and victim of a social injustice)

“Does my article suggest or show solutions to the issue it points out?”. The answer must always be “yes!”.

2. Involving Migrants In Communications Processes

Making sure that it is the migrant communities that are deciding what to say while maintaining high-quality in our communications activities is not an easy task. Here is a list of good practices that help ensure our communications are a platform for our beneficiaries’ voice, without losing effectivity or quality:

For more information on this: <https://vimeo.com/ondemand/stopfilmingus> To avoid this, when creating communications content, we need to ask ourselves three questions:



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

Good Practice 1: Collaborative content creation

A good technique to let the beneficiary community use their own voice is let them produce the content themselves. However, this requires some system to control the quality of the content before posting. Creating an online platform (such as Trello), where participants of our activities can post photos, they take during the activity together with text explaining the activity can be a good solution. Later, our communications manager can check the photos and text for quality, and post them on our channels.

Good Practice 2: Interviews

If letting the community create the content is not an option, we can recur to interviews to make sure we are including the beneficiaries' point of view. This can be a classic interview simply a written interview, or asking to send an audio note on WhatsApp explaining an experience.

Good Practice 3: Use our existing activities to produce content together

We can always think of creative ideas to use the activities of our organisation to produce communicative or dissemination content together with our beneficiaries. If we teach languages, for example, we can ask students to write "an essay" as a writing exercise, which we will later use in our communications. The same with making videos with conversations, using art workshops, and many more ideas that will depend on our activities.

GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

Good Practice 4 : Use our existing activities to produce content together

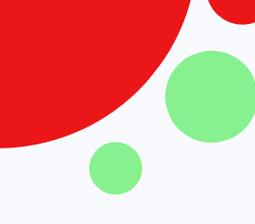
We can always think of creative ideas to use the activities of our organisation to produce communicative or dissemination content together with our beneficiaries. If we teach languages, for example, we can ask students to write "an essay" as a writing exercise, which we will later use in our communications. The same with making videos with conversations, using art workshops, and many more ideas that will depend on our activities.

Good Practice 5 "Constructive" or "Solution-based" approach

When we offer a critical view point or report a social issue or injustice, it is essential to also offer a constructive point of view. Either report on good practices of NGOs working in response to this situation as inspiring examples, ask the affected people what they think could help solve the problem, or point on the different possible paths to offer solutions.

3. Recognising and addressing the concerns of the local community

With all of the above in mind, it is still important to remember who our audience is and what they might think or feel about our content. Often, our audience is rather composed of local, European people than of members of the migrant and refugee communities. Because of this, we must make sure that we are creating comprehensive content that is respectful of the views or ideas that different members of the local community might have. Content that feels aggressive to the audience will not have a positive impact on their ideology, and is not a good strategy for sensibilization. Here are some good practices to address this issue:



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

Good Practice 1: Include the voice of the Local community

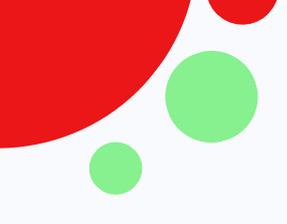
Although our main goal will always be to give voice to the migrant and refugee communities, it might be interesting, now and then, to run an interview around the neighbourhood to get the views, doubts and concerns of the local community on migration, inclusion, diversity, etc. Always add some migrant voices, to make sure you are getting a good range of opinions. Always approach this following the tips mentioned above about humanisation, even when giving voice to members of the local community with polemical opinions. A good idea could be to ask for the local community to express concerns, fears or doubts, and have people from the migrant and refugee communities to respond to them, in a kind of fictional interview format.

Good Practice 2: Make the local community feel welcome

Explicitly invite the local community to your open events, make space for them in your centre, make sure they personally meet your students and beneficiaries. There is no better way of sensibilization than actually creating personal social bonds between people of different origins.

Good Practice 3: Make sure your content is not aggressive

When talking about a polemical topic that might be sensitive to your local community, never attack the opposite side. Simply give constructive arguments to why you are on the side of the migrant and refugee community.



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

B

Communications with Governments.



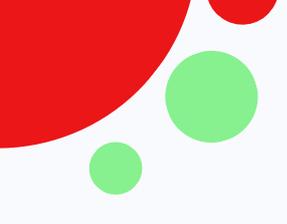
Good Practice 1: Include the voice of the Local community

This aspect of communications might be the least developed within NGOs, especially small, local organisations. The idea of this section is to comment on some best practices in order to use our reach within the migrant and refugee communities to do two things. On the one hand, disseminate good policies and services that our governments might make available to migrants and refugees but not be able to communicate efficiently about.

On the other hand, bring the voice of migrant and refugee communities to public institutions in order to make their needs and situations heard.

a. Disseminate public policies and services targeted at migrants and refugees

Although our local, national or even international governments might have put in place policies and services for the migrant and refugee communities, they don't always manage to communicate about them effectively and reach the population they are meant for. This is where local NGOs dedicated to this field can help. First of all, it is important to make sure that we ourselves know about all the services available.



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

It is good practice to check in without local public institutions in different fields (health, education, etc) and find a personal contact in each of them to make sure we are in touch and up to date. Second of all, we need to keep in mind we know the population better. This is why we can help the public services to identify which languages they need to communicate in, and which spaces or areas they must focus on when sending out leaflets etc. We can always create leaflets ourselves, and even do translation work if we have volunteers for it.

b. Bring the voice of migrant and refugee communities to public institutions

Organisations can work towards creating spaces of debate bringing the institutions in touch with the target groups, in order to allow the voice of the migrant and refugee communities to arrive into decision-making spheres. This can be done in many ways, such as workshops, focus groups, panel discussions or other types of events including both parties. The important thing here will be to manage to create contacts within institutions in order to get their participation and their trust. In order to do this, it will be important to start with the most local institutions, and slowly create a bigger network to reach further contacts.

GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN



Communication with the private sector aimed at labor integration of migrants

When it comes to communication with private companies aimed at creating labor integration for our beneficiaries, there are a few best practices to be followed:

a. Personal communication

Generally, these collaborations are founded on trust. This is why it is essential that we choose one person with excellent social skills to personally represent our organization throughout the whole relationship with one single company. Following the same logic, this chosen person will have to find a single person representing the company to maintain a personal relationship with, to ensure that trust is built and maintained over time. It is also a good practice to teach this to our own students in our Soft Skills sessions. Don't limit these sessions to how to write CVs or motivation letters, make sure you teach them how to communicate in a professional way, both in a written and oral form.

b. Events, first impressions

Events are the best way to start a collaboration before even entering the conversation of labor inclusion. It is a good place to start a relationship with a company. We can, for example, ask to use the company's offices to host an event, offer to give a talk on our work to the employees, or even organise a joint event to raise awareness and do crowdfunding within the company. These collaborations are very efficient because they don't cost a lot of money or effort to our partner, but create a huge impact in terms of creating a first good impression and starting a relationship.



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

c. Trainings with Corporate Volunteers

Communication with a private company can also mean creating communication channels with their individual employees. A great way to do this is to invite their employees to be volunteers at our project, which allows them to get to know our activities from the inside: the best way to build trust.

d. Job fairs

Another type of collaboration that creates communication channels directly between our students and the companies are job fairs. It is time consuming to organise an event like this, but it pays off! A good way to do it is to invite several representatives from different companies, and set a series of short 10-minute meetings with each of our students.

In these short meetings, our students can present themselves, share their CV, their LinkedIn page or their email address, and get in touch later! Again, personal contact is key!

e. Focus on diversity and motivation

Once we have built trust with a company, we might want to present our students and graduates as excellent candidates for their job openings. When doing this, it is important to keep in mind that what stands out in our pool of applicants is that they are diverse (origin, gender, etc), and they have extra motivation (they will not take this opportunity for granted). Always remember to stress these two aspects!



GOOD PRACTICES ON COMMUNICATION BY OCC SPAIN

f. Communicate about success stories!

Once you have one or two success stories, communicate about them! Make a video, write a blog post, post on social media, and share this content with the other companies you are collaborating with! There is nothing that builds more trust than proof that it is possible and that others have done it before.

STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

Exchanges have become commonplace with globalization, whether of capital, goods, ideas, or services. However, human migration is still a problem in many cases, especially concerning refugees.

Developing tools to help them in many areas is essential to enable their successful integration into their host country. With the advancement of technology, communication seems to be the best way to promote the integration of refugees/migrants. It's therefore essential to find ways to improve the communication skills of migrants arriving in a new country.

For many years, Sweden was the country that received the most migrants, and although it has always put in place means to integrate them as well as possible, it is now necessary to develop new and more modern techniques.

STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

For example, one of them has been tested in different European countries hosting refugees and is called “Multimedia Learning Kit for Migrant Children” and is a tool set up through a welcoming project in the framework of the Erasmus+ program. The project consists of learning the host country’s language but by less formal means based on “learning-by-doing” and “knowing-by-playing.” It helps to promote inclusive education and basic communication skills in the host country’s language through a set of interconnected animated films, games, and comics, allowing learning, repetition, practice, and introduction of new language content.

The content is adapted to the migrant’s host country (counts taught to learn the language are typical counts of the host country). This model could be adapted to Sweden given the large number of migrants wishing to integrate into the country, especially for the part of migrants/refugees already in the country and which represents a large sign to be integrated. In this hyper-connected generation, communication affects everyone and is a more effortless skill to develop for refugees. Indeed, when a migrant arrives in his new host country to find a job or school, it’s essential to help him in this process, and this will often involve communication tools. Developing communication skills is therefore vital to them for several reasons.

1. Migrants and labor integration

Firstly, the development of communication skills can help the professional integration of migrants in their workplace. Currently, in Sweden, foreign-born represent 58% of the unemployed in the country; this number reflects the difficulty for migrants to integrate into the labor market. There are many reasons for this, including discrimination in employment, lack of language skills, or lack of job search assistance. The resulting problem is dramatic because Sweden's prejudices and violent reactions against migrants and refugees appear.

STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

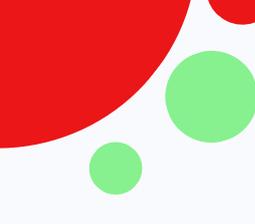
. It was the case in Malmö in April 2022 with a violent riot that caused several injuries following an anti-Islam far-right group planning to burn a Quran. Prime Minister Magdalena Andersson said: "segregation has been allowed to go so far that we have parallel societies in Sweden. We live in the same country but completely different realities". "Integration has been too poor at the same time as we have had a large immigration. Society has been too weak, resources for the police and social services have been too weak".

A question can be asked: how to integrate migrants into the labor market if they are not integrated into society.

Therefore, a Dagens Nyheter report revealed that people granted residence permits for economic reasons are often poorly qualified and at the mercy of unscrupulous employers.

It's necessary to strengthen the protection of immigrants and make it more difficult for employers to break the rules and abuse their employees. Then, the difficulty in learning the language and the lack of professional support. Even the most highly educated refugees must go back to school to get equivalencies, and many of them do undeclare "odd jobs" with precarious working conditions and meagre wages.

In Sweden's context, the state set up an employee mentoring program, a long-term internship enabling qualified refugees to integrate with an employer or start their own business fully. Sweden has set up vocational integration programs where refugees are automatically enrolled.



STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

Since 2012, 8000 refugees have asked the public employment service to help them find a job, and half have been offered a good position with an employer. A quarter of the participants have found a job or are following a course; the remaining three quarters are following the integration program. To prevent refugees from suffering prejudices such as not working or taking advantage of the support system in place, they mustn't be discriminated against in their search for work or on the level of qualification between the country of origin and the host country.

It's essential to enable refugees to find a job as soon as possible to earn a salary, participate in the country's life, and learn the language more efficiently and for a more extended period than through courses.

2. Recognizing and addressing locals' concerns

Secondly, communication is probably one of the best ways to raise awareness among those concerned about why it is essential to integrate migrants into their community.

Communication must come from both sides to enable cohabitation. As a result, it's essential to make the locals understand that the migrants arriving in their city or country are not there to steal their work but have mostly fled their country for dramatic reasons. Nevertheless, it's essential to understand the fears that local populations may have with the arrival of migrants who don't speak their language and have a different culture from their own.



STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

Therefore it's also necessary to raise awareness of the local population and listen to their demands to allow good integration and cohabitation with the refugees.

It's essential to set up meetings with the people concerned to organize conferences and awareness-raising campaigns. By establishing a dialogue between locals and migrants, the latter's integration in the host country can begin. Valuing the richness that migration and the arrival of refugees can bring and fighting against prejudices is the first way to take into consideration local populations; moreover, it will avoid "easy" speeches highlighting.

The number of homeless people who are nationals of the poor host country in favour of welcoming migrants, to avoid excesses and discrimination. To move in this direction, a report by OECD has proven "that in almost all OECD countries, migrants contribute more than they take in social benefits. They are productive members of society who work, set up businesses, and have innovative ideas. Migrants boost the working-age population: over the past ten years, they accounted for 47% of the increase in the US workforce and 70% in Europe. They also fill jobs in both fast-growing and declining sectors of the economy, including the care of the elderly and health care in general". If there is good communication between the public services and the local people concerned, perhaps the prejudices about refugees can be avoided. This shows the importance of communication between communities for the well-being of all.

STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL



To improve this communication, it's possible to set up workshops at the arrival of the migrants in a city with the local's people, on the one hand, to enable them to meet each other, and on the other hand, to allow them to create links and get know each other. This communication will break some taboos and perhaps allow for some mutual help.

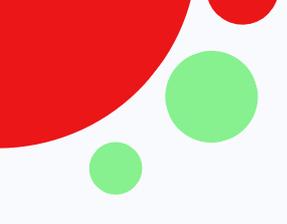
This communication can occur digitally, for example, by creating virtual forums or discussion groups via social networks to enable migrants to ask questions on essential topics of life in their host country. That is why it is fundamental to set up assistance for refugees to train them in oral and digital communication to encourage and facilitate dialogue with locals' concerns. To conclude, this communication is also made for locals who are entitled to ask questions and to have their way of life respected to help cohabitation.

3. Involving migrants in communication processes

Finally, to help migrants into the labor market and recognize and address locals' concerns, migrants need to be given communication skills. This starts with training and learning at an early age for young children.

As said before, to develop the communication skills of migrants, it's necessary to adapt the content and teaching to a variety of profiles.





STRATEGIES OF COMMUNICATION AND BEST PRACTICES BY !FALL

Children are more likely to learn, so workshops and courses should be set up on arrival to integrate them into communication processes.

Concerning adult migrants, it's even more vital to incorporate the communication process to help them in their job search and their life in a new country. Still, it's even more difficult to arrive in a new country not speaking the language and not knowing the customs and way of life.

Considering these different elements, the involvement must be done in the most playful and accessible way for people who want to learn a language and integrate into the country simultaneously.

To return to the children, especially the young refugees/migrants, it's essential to set up workshops to raise awareness about communication. This is how they will be able to develop skills in this area from a young age that will be very useful in their future.

The OECD stands ready to help, drawing on our data and multidisciplinary expertise, strengthen international cooperation on such critical issues as empowering migrants to fully use their skills in the destination country, fighting discrimination, tackling smuggling and corruption, and combatting the illegal employment in foreign workers. To involve migrants in their host country's communication process also needs to ensure access to social support services and collaborate with civil society to build ties between migrant and host country communities.

GOOD PRACTICES ON COMMUNICATION BY OCC GREECE

Communication Methodologies used by OCC Greece are mainly Open Communication Practises, Internal & External Communications and Training Workshops

Good Practice – CAFETERIA

The main communications practices for Open Cultural Center Greece, take place in the physical space called "Cafeteria".

It serves as a meeting point between our organization, refugees and locals and aims at bringing people closer to each other through giving prominence to commonalities that transcend cultural and linguistic barriers.



Cafeteria is always open to local people of Polykastro and OCC's beneficiaries' community, making people realize that they share more similarities than differences, in a familiarisation endeavour.

Cafeteria also works as CV & InfoHub for OCC, dedicating hours to disseminate information, reach other organizations, book appointments for services, etc.

Every 4 months the data collected through our registration forms of Cafeteria's beneficiaries are evaluated in order to monitor the progress along the year.

GOOD PRACTICES ON COMMUNICATION BY OCC GREECE

This practice aims at:

1. Overcoming the physical and practical barriers of connecting the greek society with refugees and asylum-seekers.
2. Disseminating of Information regarding OCC's activities for locals and refugees.
3. Creating of a "safe space" for social interactions and promotion of the well-being of our community.
4. Internal and External communications of OCC Greece.
5. Communicating and info sharing regarding practical challenges concerning the labor market and public services of Greece, for Refugees and Asylum-Seekers.

Impact on refugees/migrants:

The "Cafeteria" project offers specific services to the beneficiaries of Open Cultural Center Greece, regarding practical information about their reception and integration into the Greek society, job market, and public services, such as but not limited to: guidance about how to be prepared for a job-interview, create a CV or a motivation letter, booking an appointment to a public service, translation of administrative documents, but and also sharing of contacts with other NGO or guiding services for Refugees and Asylum Seekers.

Direct Links to OCC Greece Best Practise:
<https://openculturalcenter.org/projects/>

RE.BE.CO. PROJECT'S TRAINING PERIOD



Training Period Report

The two-week training period foreseen in the Youth Life RE.BE.CO. project took place in Bagni di Lucca (Italy) from 19 September to 1 October 2022.

The training involved young people with a migrant background from different countries including Nigeria, Gambia, Russia, Ukraine, Turkey, Venezuela, Syria, Latvia, Kenya, Iran, Afghanistan, Somalia and Tunisia.

As well as being an opportunity to develop new skills, the training represented a valuable opportunity for exchange and mutual comparison between the participants in a welcoming and listening atmosphere.

The main objective of the training, in line with the whole project, it was to develop transversal skills to guide and facilitate the inclusion of other migrants. The training program was divided into four modules integrated with laboratory experiences, in order to make learning and the exchange of good practices more effective.

Due to the extent and complexity of the skills, the training was multidisciplinary and Legal, social, psychological and cultural mediation issues were addressed.

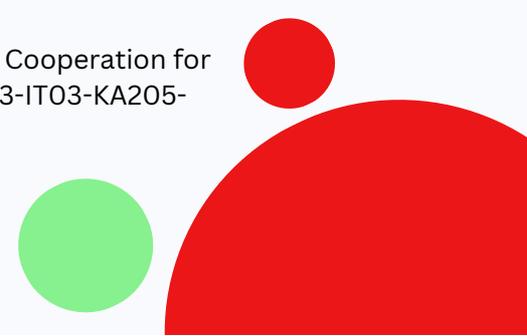
Training Program

Specifically, the points of the training program (modules and workshops) were the following:

Modules

Module 1

- Introduction to the training program and the objectives: focus on the figure of RE.BE.CO.
- European Union: a brief history.
- European Charter of fundamental rights.
- European Charter of fundamental rights



RE.BE.CO. PROJECT'S TRAINING PERIOD



Module 2

- Global Goals for Sustainable Development: focus on quality education; gender equality; good jobs and economic growth; reduced inequalities; peace, and justice.
- Inclusion and integration: definitions, models, and conceptual frames of reference. Focus on different national contexts of concern for young people participating in training.

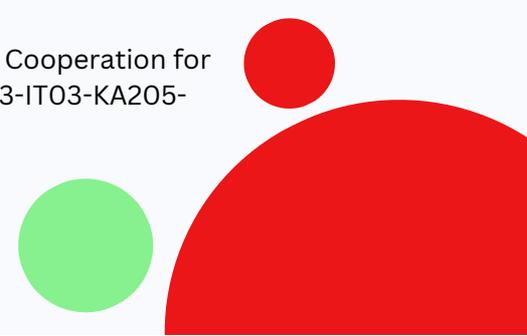
Module 3

- Prejudices, stereotypes, and conflict management.
- Safeguarding: focus on gender violence and conditions of migrants with diverse SOGIESC.
- Relational skills for building an inclusive context.
- Psychological vulnerability and relational life.
- Programs to improve relational skills. They are facing and overcoming fear.
- Emotional aspects.

Module 4

- Social media, young people, and the pitfalls of the network.
- Active and positive communication.
- Active and positive communication.

Project work (50 hours)





RE.BE.CO. PROJECT'S TRAINING PERIOD

1. Workshop on emotional aspects

- The sharing, the story of ourselves, and the power of narrating.
- The narration and the journey.
- Learning by doing.

2. Principles of design of the intervention

- Analysis of the context and needs of the beneficiaries.
- Basic principles of design of activities.
- Basic principles of monitoring and evaluation of activities.

3. Workshop on hate speech and quality communication

Training

Due the specific nature of certain topics, during the training there were interventions by different professional experts in the field of inclusion of migrants. In particular, were involved:

- Lawyer
- Psychologists
- Cultural mediators
- Social worker
- Operators in reception center

RE.BE.CO. PROJECT'S TRAINING PERIOD



From the outset, young people were invited to participate actively in the formation. For example, during the first day they discussed the figure of the RE.BE.CO., defining together the salient features. This figure was also drawn on a billboard that stayed in the room during both weeks and that, every day, the participants enriched with words, symbols and considerations.

At the end of the training period, a theatre workshop was also organized with the Association Il circo e la luna which allowed participants to learn also with this expressive modality: through games in pairs or in a group, The guys experienced the relationship with each other, focusing on the body as an expression of oneself and one's feelings.



RE.BE.CO. PROJECT'S TRAINING PERIOD



A day of training took place in Lucca, where the participants, thanks to the presence of a local guide, they discovered part of the city's history through architectural elements, famous people and references to ancient communication routes that made it an important crossroads and meeting point between people in time.

Later in the day, after a collective brainstorming on the theme "The space between me and others", the guys carried out a theatrical improvisation work on the words that were most shared within the group (hugs, peace, love, dance, music, contact). Each group conceived and performed a theatrical scene, also using various materials for the creation of costumes.



RE.BE.CO. PROJECT'S TRAINING PERIOD

In addition, during the training, the people knew some realities that operate at local level to promote social inclusion, such as the Croce Rossa Italiana, the Association Auser and the band Djembé Fola which animated the final day of the training after the delivery of the certificates.



The group was very close-knit and collaborative, bringing several ideas for thought and discussion in a relaxed and non-judgmental atmosphere. Training feedback has been positive, both in terms of the training program and the logistical organization.

THIS IS HOW ONE PARTICIPANT DESCRIBES THIS EXPERIENCE

"[...] My perspective has changed on how problems can be addressed and on the challenges that both asylum seekers and asylum seekers face every day to improve situations. I also learned a lot about myself, about my abilities: both on how I can positively influence the lives of the people around me and on the ways to integrate better by becoming an active part".



THANKS

YOUTH LIFE RE.BE.CO. ERASMUS + Call 2020 Round 3 KA2 - Cooperation for innovation and the exchange of good practices - N. 2020-3-IT03-KA205-020204



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