



# **EVS TRAINING FOR EECA**

## **PORONIN, POLAND, 09-13 AUGUST 2006**

# **REPORT**

**Programme**  
**Expectations for the training**  
**EVS reality in my country**  
**EVS theory**  
**On-Arrival Trainings**  
**Rights and responsibilities of different actors in EVS**  
**Practicalities**  
**Cultural learning & general country overview**  
**Conflict resolution**  
**Integration of EVS volunteers**  
**Difficult situations during the OAT**  
**Project monitoring**

## Programme

Wednesday	Thursday	Friday	Saturday	Sunday
9.30 – 13.30				
travelling...	Getting to know each other  Expectations for the training  EVS reality in my country	EVS project cycle  On-Arrival Training: aims, content, methods, etc.	Multipliers in project monitoring  "Open space" for extra topics  Plans for the future  Financial aspects while organising trainings for volunteers	Good bye!
15.00 – 19.00				
travelling...	Some EVS theory	Difficult situations during the OA training  Project monitoring	Youth in Action – new programme  Evaluation	travelling...
evening				
Welcome! ☺	Intercultural Evening	SALTO's new ideas	Farewell surprise	travelling...

## Expectations for the training

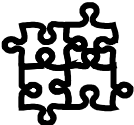
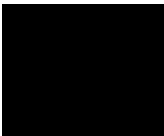



Expectations/questions/contribution – taken from participants' notes (original spelling)

EVS reality in my country	<ul style="list-style-type: none"> <li>- How to motivate volunteers and organizations to participate in EVS?</li> <li>- Involvement of social and national minority youth.</li> <li>- EVS reality in my region (Georgia) is not good. Main problem is that since now people has no information about Youth Programme.</li> <li>- For the moment is very difficult to organize an EVS in Moldova... there are some arguments;</li> <li>- Statistics of EVS in EECA – sending, hosting;</li> <li>- I can share my experience in hosting EVS volunteers;</li> <li>- 4 years of experience in Russia (sending, hosting, coordinating): hints, advisors in partner searching, administrating of projects;</li> </ul>
EVS theory	<ul style="list-style-type: none"> <li>- Do the YOUTH Programme have any recommendations for doing EVS in countries with special civil situation;</li> <li>- More information about the insurance for volunteers, AXA system;</li> <li>- How to get information about EVS projects realized in PC?</li> <li>- Nice... Do it ☺</li> </ul>

	<ul style="list-style-type: none"> <li>- How to combine the theory with reality;</li> <li>- Some researches done on the base of EVS projects;</li> <li>- More info about coordinating organisation;</li> <li>- What standards should my organization fulfil to host a volunteer?</li> <li>- What are responsibilities of sending organisation? What we have to provide for volunteer?</li> <li>- What is needed to put the project in host-org data base?</li> <li>- How can we manage the situation when we can't provide the language courses for volunteer? e.g. Dutch course;</li> <li>- All legal documents on EVS;</li> <li>- What is the first step until to apply with an EVS project?</li> </ul>
On-Arrival Training	<ul style="list-style-type: none"> <li>- Are there any movies?</li> <li>- Information about training organizing;</li> <li>- Duration of OA regarding number of volunteers;</li> <li>- Draft program of OA for one, two and group;</li> <li>- Where can we get the practical materials for providing this?</li> <li>- How to organize volunteers for OA?</li> <li>- Needs, rules, etc.;</li> <li>- Concept of OA in EECA;</li> <li>- I can share my experience in providing trainings for EVS volunteers in Ukraine.</li> <li>- Some ideas / philosophy of EVS trainings;</li> </ul>
Difficult situations during the OA training	<ul style="list-style-type: none"> <li>- How to manage difficult situations not only on OA training;</li> <li>- What to do if during the voluntary service the volunteer wants come back home?</li> <li>- Possible problem situation and what to do;</li> </ul>
Project monitoring	<ul style="list-style-type: none"> <li>- The main indicators for monitoring of EVS project;</li> <li>- Who is responsible for monitoring?</li> <li>- Is it possible to do something like accreditation for EVS in PC?</li> <li>- New methods of evaluating the project;</li> <li>- Quality measures of EVS projects;</li> <li>- What would you like to suggest to people who work as a team but live far?</li> </ul>
Plans for the future	<ul style="list-style-type: none"> <li>- Can we organize presentation about YOUTH program in our country?</li> <li>- Are there any printed materials about EVS? concrete!</li> <li>- Will there be the coordination of the trainings for EVS volunteers in my country?</li> </ul>
Financial aspects of trainings	<ul style="list-style-type: none"> <li>- Some special aspects of EVS financing;</li> <li>- Financial aspects, project monitoring;</li> <li>- Sometimes the greatest part of budget goes for salaries, not every agency that gives money likes that. What should we do?</li> </ul>
Youth in Action	<ul style="list-style-type: none"> <li>- Power point presentation of YiA;</li> <li>- What is the difference?</li> <li>- There is not a lot of sense to discuss YiA in details – nobody knows a lot about reality;</li> </ul>
?	<ul style="list-style-type: none"> <li>- What can I expect from SALTO EECA? How can you help me and support me in my work for EVS in my country?</li> <li>- How about PD training for those who send?</li> <li>- I would like to know about the network of trainers. If it will be?</li> <li>- What are you expecting from us.</li> <li>- Excursions: Zakopane, Tatra, Krakow</li> </ul>

## EVS reality in my country

Country presentations – original spelling

<h1 style="text-align: center;">ARMENIA</h1>	<p><b>EVS partners</b>  <b>how do you find your partners?</b>  <b>how do you cooperate during the project?</b></p> <ul style="list-style-type: none"> <li>- Contact Making Seminars</li> <li>- TC's</li> <li>- volunteers</li> <li>- filling application form together;</li> <li>- keeping informed each other;</li> <li>- honest info about volunteer;</li> <li>- monitoring;</li> <li>- thinking about new EVS projects.</li> </ul> 
<p><b>What are the standards for hosting volunteers</b>  <b>(accommodation, food, pocket-money, language training, support for volunteers, etc.)?</b></p>  <ul style="list-style-type: none"> <li>- accommodated in separate place;</li> <li>- money for the food but also some parties, joint evenings;</li> <li>- language training organized by professionals and/or volunteers;</li> <li>- mentor's work, also involvement into NGO work as an active member;</li> <li>- traveling through country;</li> <li>- guarantee with the family &amp; sending organisation;</li> </ul>	<p><b>What works best while organizing EVS project?</b></p>  <ul style="list-style-type: none"> <li>- easy to find EVS volunteers;</li> <li>- society is open to host and support;</li> <li>- continuation of partnership;</li> <li>- personal development of the volunteer (because of cultural differences);</li> </ul>
<p><b>What are the main difficulties while organising EVS project?</b></p>  <ul style="list-style-type: none"> <li>- visa problems;</li> <li>- food;</li> <li>- cultural differences;</li> <li>- leisure time;</li> <li>- post-conflict country;</li> <li>- health problems;</li> <li>- losing an interest;</li> <li>- very high prices of tickets;</li> <li>- lack of culture of volunteerism;</li> <li>- danger of traffic;</li> </ul>	<p><b>What trainings are there organised for EVS volunteers?</b></p>  <ul style="list-style-type: none"> <li>- any sending or host organisation is responsible for organisation &amp; implementation of all kinds of work with their volunteers;</li> <li>- lack of cooperation – limited numbers of volunteers;</li> <li>- also involvement in other TC's</li> </ul>

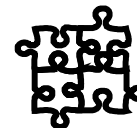
# GEORGIA

## EVS partners

how do you find your partners?

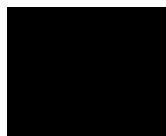
how do you cooperate during the project?

- Mainly we find partners in CMS and other kind of Youth activities;
- in some cases our partners are helping us to get in touch with other organisations;
- there was one case that volunteer contacted us herself and found sending organisation;
- during the project we are staying in touch with partner organisation on regular basis;
- we discuss problems, improvements and reporting project situation.



## What are the standards for hosting volunteers

(accommodation, food, pocket-money, language training, support for volunteers, etc.)?



- volunteers are accommodated in separated flat or at least they have own room to live;
- volunteers are getting fixed amount for food and they are arranging it themselves, in some cases other people are cooking for the volunteers;
- volunteers get pocket money in advance;
- volunteers are getting language trainings once or twice a week;
- volunteers are supposed to have mentor outside his/her project, but in some cases mentor is not existing at all;
- due to the lack of information about volunteers we cannot support all of them and there is no structure to help them in case of need;
- we cannot monitor EVS project;
- we cannot check quality standards;
- we do not have any right to influence hosting organisation to improve the projects.

## What works best while organizing EVS project?



- First of all hosting organisation has to have clearly defined role for EVS volunteer;
- Will be good to know volunteer abilities, fears;
- to have mentor who will support volunteer all the time;
- good OA training;
- evaluation of the project time by time;
- knowing duties and rights.

## What are the main difficulties while organising EVS project?

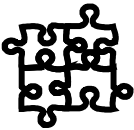
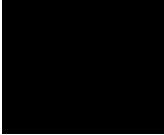

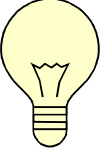

- the behavior of volunteers;
- hosting placement;
- problems with friends;
- laziness of volunteer;
- tasks for volunteers;
- cooperation with sending organisation;
- language barrier
- mentor.

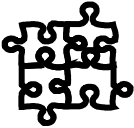
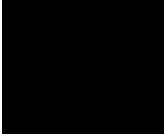





## What trainings are there organised for EVS volunteers?

- not so many trainings are organised for EVS volunteers.
- All hosting organisations are trying to conduct OAT themselves and quality standards are not kept at all. No one is checking how training was conducted.
- Only two trainings was conducted by us for EVS volunteers, one for one volunteer.



<h1 style="text-align: center;">MOLDOVA</h1>	<p><b>EVS partners</b>  <b>how do you find your partners?</b>  <b>how do you cooperate during the project?</b></p> <ul style="list-style-type: none"> <li>- to contact NA in different countries;</li> <li>- using list of participants of seminars;</li> <li>- CMS – searching partners;</li> <li>- SOS helpdesk;</li> <li>- contacting SALTO-EECA;</li> <li>- asking old partners for new contacts.</li> </ul> 
<p><b>What are the standards for hosting volunteers</b>  <b>(accommodation, food, pocket-money, language training, support for volunteers, etc.)?</b></p>  <ul style="list-style-type: none"> <li>- accommodation, is very expensive, depends on locations;</li> <li>- the sum for accommodation is not real for Moldova;</li> <li>- 100 euro food;</li> <li>- 200 euro: accommodation;</li> <li>- language: 200 euro; 3 month – 2 times a week (most people speak Russian)</li> </ul>	<p><b>What works best while organizing EVS project?</b></p>  <p><u>Sending:</u></p> <ul style="list-style-type: none"> <li>- more chance to find a volunteer;</li> <li>- to organise more local meetings with youth organisations;</li> <li>- to share experience before organising EVS.</li> </ul> <p><u>Hosting:</u></p> <ul style="list-style-type: none"> <li>- if you know a volunteer before hosting.</li> </ul>
<p><b>What are the main difficulties while organising EVS project?</b></p>  <p><u>Sending:</u></p> <ul style="list-style-type: none"> <li>- to motivate the volunteers;</li> <li>- to have feedback of the project;</li> <li>- the trust is missing for new partner;</li> <li>- financial support is missing from partner countries sometimes;</li> <li>- the lack of info from Program Countries &amp; financial/tasks;</li> <li>- language for pre-departure;</li> <li>- to organise pre-departure;</li> <li>- sometimes a volunteer use it just as a possibility to get a visa and go abroad.</li> </ul> <p><u>Hosting:</u></p> <ul style="list-style-type: none"> <li>- OAT – who will do it?</li> </ul>	<p><b>What trainings are there organised for EVS volunteers?</b></p> <ul style="list-style-type: none"> <li>- providing with information about EVS (tasks, responsibilities, money, etc.);</li> <li>- information about country, host organisation, culture, customs;</li> <li>- language trainings;</li> <li>- seminars to motivate the volunteer to participate in different national projects.</li> </ul> 

<h1 style="text-align: center;">BELARUS &amp; RUSSIA</h1>	<p><b>EVS partners</b>  <b>how do you find your partners?</b>  <b>how do you cooperate during the project?</b></p> <ul style="list-style-type: none"> <li>- CMS, common projects in other fields;</li> <li>- database – problematical (no success);</li> <li>- personal contacts;</li> <li>- cooperation during the project: through the volunteer, after the start of activities almost no contact between SO/HO</li> </ul> 
<p><b>What are the standards for hosting volunteers</b>  <b>(accommodation, food, pocket-money, language training, support for volunteers, etc.)?</b></p>  <ul style="list-style-type: none"> <li>- pocket money 150 euro / enough for Belarus, Irkutsk, but very few for capitals, big cities, for northern regions;</li> <li>- 10m<sup>2</sup> / person (accommodation);</li> <li>- hot water, TV, but often no washing machine, no tel.;</li> <li>- language training through private teacher.</li> </ul>	<p><b>What works best while organizing EVS project?</b></p>  <ul style="list-style-type: none"> <li>- preparation &amp; motivation of all people involved in the project;</li> <li>- CMS/TC for future partners;</li> <li>- good contacts / trust among partners / especially before starting the project;</li> <li>- appropriate / complete information for volunteers before to start the project / selection of volunteers – to check the motivation.</li> </ul>
<p><b>What are the main difficulties while organising EVS project?</b></p>  <ul style="list-style-type: none"> <li>- financial difficulties (bank transfer, reporting, <u>taxes</u>;</li> <li>- official registration;</li> <li>- visa (especially in Belarus);</li> <li>- HO database – lack of info about good org. in Russia;</li> <li>- finding motivated partners for hosting Russian vol.;</li> <li>- special permission for working in medical/children org.</li> </ul>	<p><b>What trainings are there organised for EVS volunteers?</b></p>  <ul style="list-style-type: none"> <li>- as we don't have NA, pre-departure, on-arrival and mid-term are done by organisations on local level basing on their understanding, motivation;</li> <li>- officially there are all compulsory trainings but their quality is org's responsibility.</li> </ul>

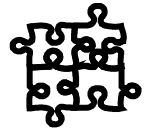
# UKRAINE

## EVS partners

how do you find your partners?

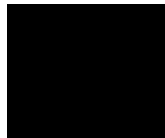
how do you cooperate during the project?

- internet;
- partner organisations;
- CMS and other A% events, conferences, meetings;
- through partner organisations in country;
- information from volunteers;
- personal contacts;
- SALTO-EECA info.



- communication (phone, e-mail);
- realizing add-value projects;
- to meet each other (if it's possible);
- preparation, evaluation, reporting;
- APV.

**What are the standards for hosting volunteers**  
(accommodation, food, pocket-money, language training, support for volunteers, etc.)?



- everything depends from organisation!!! (knowledge & experience of HO).
- accommodation: separate flat, in family, separate room;
- food: money for volunteer (amount depends on the agreement);
- pocket-money: 150euro, from HO or to personal account;
- language training: language course, private lessons, local volunteer, Russian or Ukrainian;
- support for volunteers: mentor, local volunteers, other EVS volunteers, native speakers, trainings.

**What works best while organizing EVS project?**



- intercultural learning;
- possibilities to develop own project;
- no visa to Ukraine (for hosting).

**What are the main difficulties while organising EVS project?**



- financial management of the project (money transfer);
- language (to learn, to communicate);
- cultural shock;
- preparation of volunteers;
- lack of information and support for HO;
- HO do not understand what is EVS and what HO do;
- fear of parents to send their children abroad.

**What trainings are there organised for EVS volunteers?**



- there are trainings in host/sending org. but the quality and standards are very different);
- PD – mostly like consultations;
- OA – depend on organisation;
- MTM (like meeting);
- most of trainings are individual; sometimes they don't exist at all;
- volunteers do not have lots possibilities to meet together;
- multilateral EVS vols. have training organised within project by sending/coordinating organisation;
- language trainings.



## EVS theory

### Quiz on EVS

#### ON-ARRIVAL TRAINING

- On-arrival training has to be organised not later than 3 weeks after volunteer arrives
- What should be included in a report after on-arrival training?
- Who organises on-arrival training?
  - Hosting organisation
  - National Agency
  - SALTO
  - Sending Organisation
  - Multipliers of SALTO
- Present a budget of on-arrival training

#### RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

- Volunteer has rights to call to family at least once a month. For this s/he can use equipment of the hosting organisation
- What is a minimum length of the language course?
  - 2 hours per day
  - 3 lessons per week
  - 2 weeks of an intensive course at the beginning
  - Volunteer chooses
- How much is pocket money for EVS volunteer? When is it paid?
- Which sentence is according to the EVS standards?
  - Volunteer works 6 days per week and after it has 2 days off
  - Volunteer has 2 week holidays
  - Volunteer has rights to take extra holidays to get to know the country
  - Hosting organisation sets up the calendar with days off for volunteer

#### RIGHTS AND RESPONSIBILITIES OF HOSTING ORGANISATION

- Is it true that the hosting organisation has to prepare a volunteer for her/his work?
  - If yes – how?
  - If not – who has to do it?
- Mentor of the volunteer lives 50 kilometres away. In this case the mentor has to visit the volunteer at least once a week. True or false? Why?
- Before the EVS project starts a coordinator from the hosting organization has to visit:
  - Sending organization
  - National Agency of the Youth Programme
  - SALTO office in Warsaw
  - Volunteer at home
- What kind of reports does the hosting organisation have to write? With whom? What for?

#### FINANCES

- Who pays for a general insurance of a volunteer? Who pays if a volunteer visits a doctor?
- Present a budget for coordinating costs in case of EVS exchange with partner countries
- Present a budget of sending organisation
- Present a budget of hosting organisation

## On-Arrival Trainings

Expectations for OA: host organisation, volunteer, Youth Programme.

### Common THEMATIC AREAS:

- Information on EVS
- Rights and responsibilities of each partner in the project
- Intercultural learning
- Presentation of the host country
- Personal motivation, expectations and fears
- Basic language learning
- The concept of volunteering
- Crisis management
- Information on YOUTH
- Defining personal aims within the EVS
- Insurance issues and emergency cases
- Presentation of the hosting projects
- Follow-up opportunities

Ideas how to discuss / present / cover the issue.

where? when? how long? with whom?

specific methods (short description, e.g. materials, rules, etc.)

## WORKSHOP

### **Rights and responsibilities of different actors in EVS.**

#### **Support system.**

- not at the end of OA;
- max. 3 hours (if volunteers get enough information during pre-departure this part can be shorter/less theoretical);

#### 1. Volunteer: responsibilities / rights

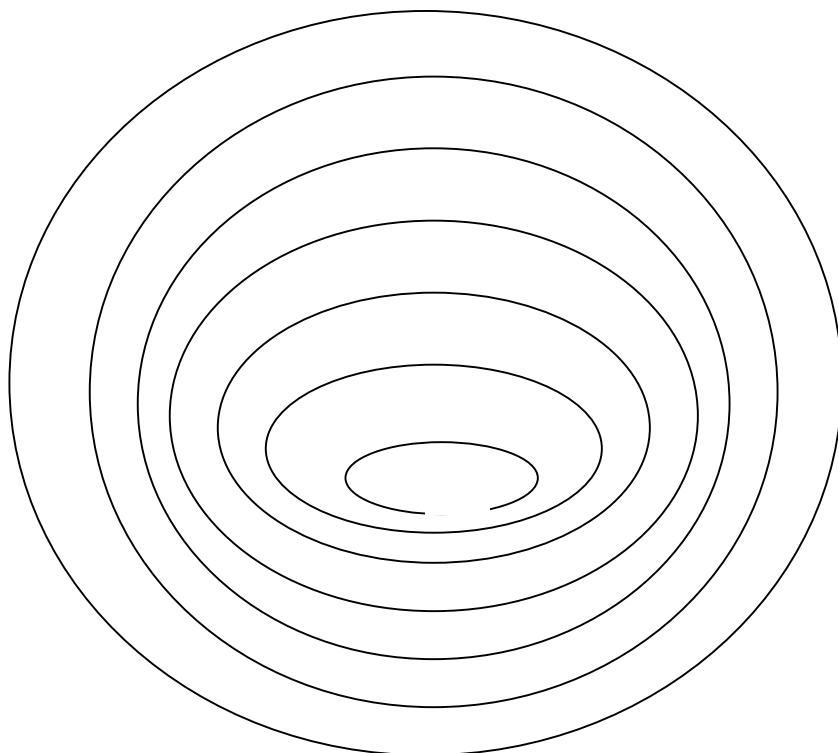
- case studies;
- role plays;
- quiz;
- games (pantomime – guessing phrases) ;
- sum-up ;
- hand-outs ;

#### 2. Other actors: mentor – supervisor/tutor – HO-SO-CO-NA-SALTO-EECA

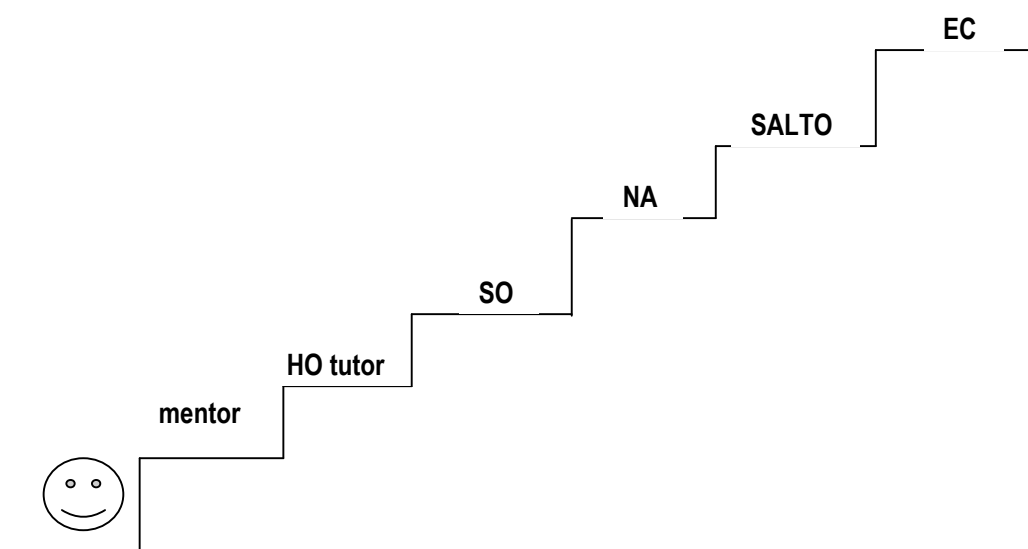
- simulation game (on real stories);
- debriefing / sum-up.

#### 3. Theoretical input:

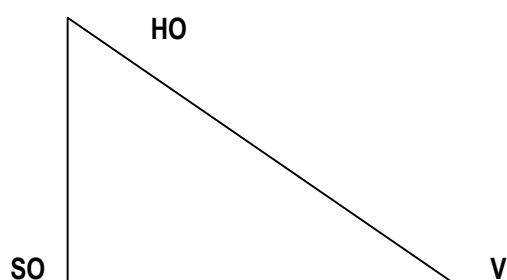
- EVS galaxy:



- stairs



- triangles



4. Hand-outs / contacts.

5. Consultation table (FAQ): specific questions or if there is not enough time & we have to skip one of the sessions.

### WORKSHOP **Practicalities**

#### 1. Emergency:

- phone numbers (police, emergency);
- local phones, internet;
- hospitals, insurance;
- traffic;
- security.

**seminar, theoretical info, ~ 2 hours**

#### 2. City:

- map, main streets;
- public transport;
- leisure time (cinemas, bars)
- orientation;
- exchange offices, rates.

**field visit (treasure hunt), 1 day**

### 3. Food:

- water;
- some info about national food.

**“Be quest”, 1 evening**

### 4. Accommodation & work place


- equipment

With whom?: volunteers, coordinator, mentor, representative of hosting place.

Materials: quest book, maps (city, country), flipchart, markers, cell phone + sim card, pocket money, tickets.

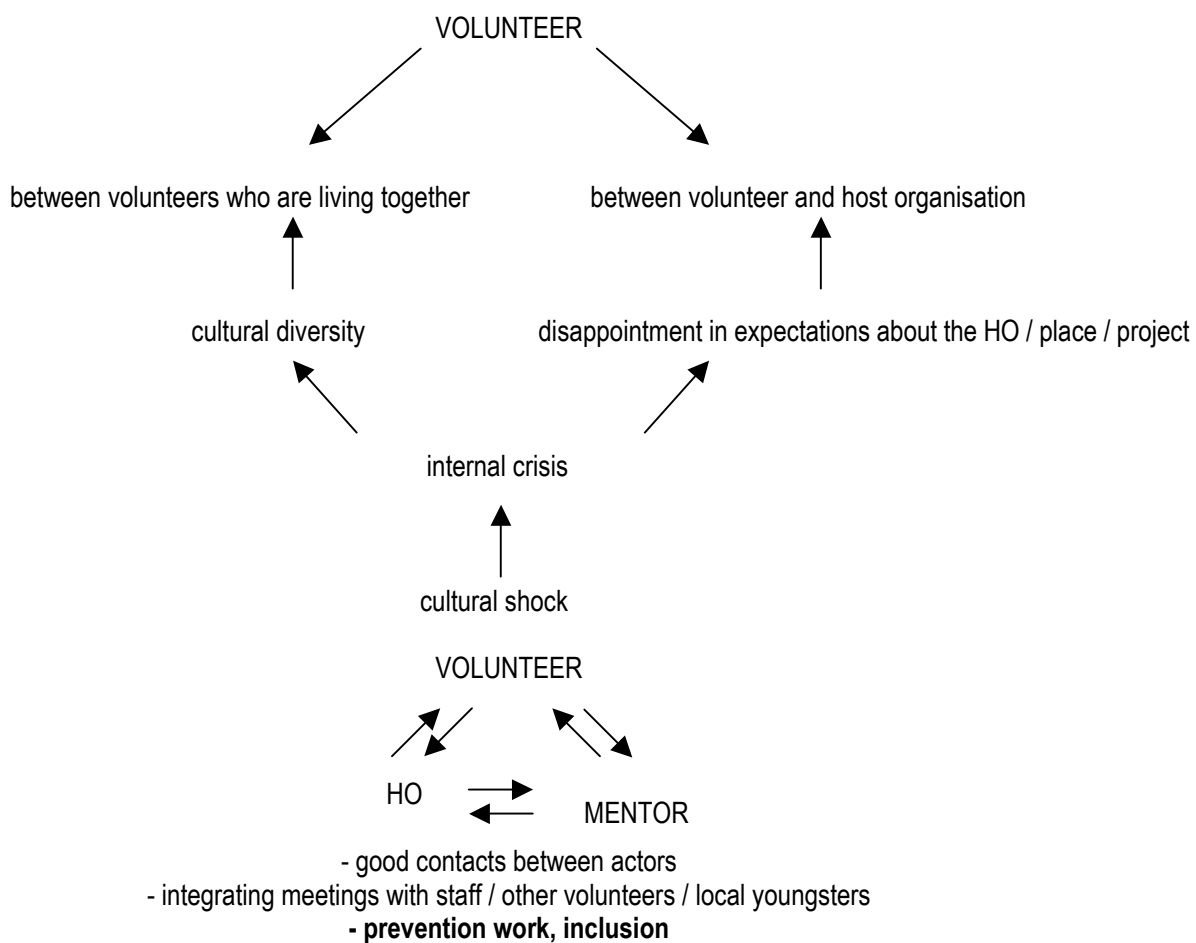
## WORKSHOP

### **Cultural learning & general country overview**

TOPIC		POSSIBLE TOOL
Expectations about the country and realities	30'-1hour	<ul style="list-style-type: none"><li>- why did I come to this country;</li><li>- stereotypes game;</li><li>- first experience exchange;</li></ul>
History, background, actual situation	1 day	<ul style="list-style-type: none"><li>- short media presentation;</li><li>- symbols of country;</li><li>- quiz;</li><li>- cultural tour (community oriented);</li><li>- hand-out with general info;</li><li>- movie;</li></ul>
Language animation	blocks of 10'-15'	<ul style="list-style-type: none"><li>- blocks of interactive exercises during training</li></ul>
Everyday host country life	on-going	<ul style="list-style-type: none"><li>- case study;</li><li>- sharing cultural experience;</li><li>- community visit;</li><li>- schedule - explanation</li></ul>
Cultural influences	½ day	<ul style="list-style-type: none"><li>- climate, gender, house-hold, age, money, leisure time</li></ul>
NGO background	30'	
References	30' on-going	<ul style="list-style-type: none"><li>- country, language connections</li></ul>

## WORKSHOP Conflict resolution

Sources of crisis / problems



### Where?

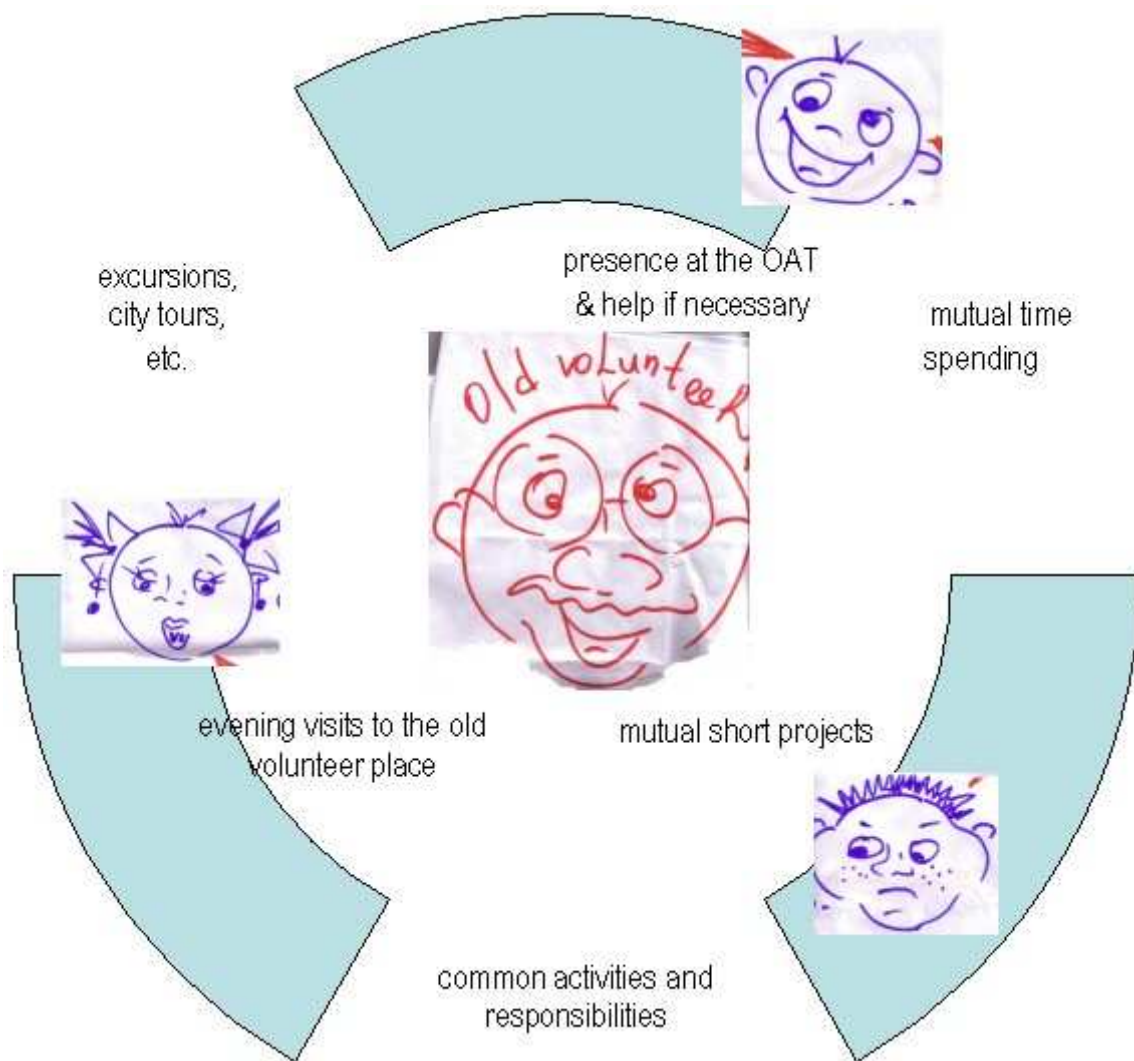
- on the OAT – 1<sup>st</sup> presentation of the HO, projects, duties, usual work;
- at the beginning of the OAT during the poll of expectations, which “???” they like to discuss;

### How?

- during the work in small groups;
- direct asking;
- with former volunteers;
- to make a simulation with stages of “conflict”;
- discussions together.



WORKSHOP  
**Integration of EVS volunteers**



- meeting at the OAT;
- invitation to visit the place where old volunteers live;
- responsibility for something unimportant but useful for them;
- having fun together.

**OA REPORT includes:**

- programme (content, suggestions, methods, activities, etc.);
- list of participants + signatures;
- comments from trainers;
- suggestions to NA, SO, HO;
- financial report;
- evaluation form;
- photos, hand-outs, etc.
- contact list.

## Difficult situations during the OAT

Simulation exercise.

### Personal patterns and approaches

*You've arrived to the training course, which is planned for 5 days (it was really hard for you to leave all your tasks and come here, there is some urgent work waiting to be finished).*

*After the first morning it's clear to you that the programme planned by the trainers will not meet your expectations. You suspect that a few other participants feel the same.*

#### How do you react?

<b>A</b>	You wait for the afternoon session and you tell the trainers that the training is irrelevant to you and you're going to leave. You encourage other participants to do the same. You report the trainers to the National Agency.
<b>B</b>	You go along with the training - all in all it has been planned by the trainers in advance. You tell yourself that finally it may work out.
<b>C</b>	At the beginning of the afternoon session you say that the programme is not very adapted to the needs of the group but obviously it has been planned well by the trainers. You say that everybody could make an effort to participate.
<b>D</b>	You suggest that there are some interesting parts in the programme proposed but there are also other needs, which will probably be unmet. You propose to form a working group to discuss the final content of the training.
<b>E</b>	At the beginning of the afternoon session you say that the training is irrelevant to you. You ask the group for their opinion.

## Reactions to conflict and when to use them

<div>CONFRONTATION</div> <div>Often appropriate:</div> <div><ul style="list-style-type: none"><li>in emergency situation;</li><li>when it is more important for you to be right than to have good relations with the others;</li><li>when the issue is trivial and others do not really care what happens.</li></ul></div> <div>Often inappropriate when:</div> <div><ul style="list-style-type: none"><li>you haven't even tried to cooperate;</li><li>the cooperation with the others is essential to succeed;</li><li>it becomes your habitual reaction;</li></ul></div>	<div>COOPERATION</div> <div>Often appropriate when:</div> <div><ul style="list-style-type: none"><li>both issue and relations are very important;</li><li>cooperation is important;</li><li>it is important to have a creative solution;</li><li>there is a chance to meet most of the expectations.</li></ul></div> <div>Often inappropriate when:</div> <div><ul style="list-style-type: none"><li>there is not enough time;</li><li>the issue is not important;</li><li>you have enough of "group processing";</li><li>the others are definitely wrong.</li></ul></div>	
	<div>COMPROMISE</div> <div>Often appropriate when:</div> <div><ul style="list-style-type: none"><li>cooperation is important but time and resources are limited;</li><li>it's better to find solutions, even not the best ones, than to 'get stuck';</li><li>efforts to cooperate will be misunderstood as forcing;</li></ul></div> <div>Often inappropriate when:</div> <div><ul style="list-style-type: none"><li>it's essential to find the best creative solution;</li><li>you can't cope with the consequences.</li></ul></div>	
<div>AVOIDANCE</div> <div>Often appropriate when:</div> <div><ul style="list-style-type: none"><li>the issue is trivial;</li><li>the relations are insignificant;</li><li>time is short and decision is not necessary;</li><li>you are powerless but want to block the others.</li></ul></div> <div>Often inappropriate when:</div> <div><ul style="list-style-type: none"><li>you care about the issue and relations;</li><li>it becomes your habitual reaction;</li><li>you don't feel well with this.</li></ul></div>	<div>ACCOMMODATION</div> <div>Often appropriate when:</div> <div><ul style="list-style-type: none"><li>you really don't care about the issue;</li><li>you are powerless and have no will to block the others;</li></ul></div> <div>Often inappropriate when:</div> <div><ul style="list-style-type: none"><li>you will nurse resentment;</li><li>it becomes your habitual reaction (may cause depression and low self-esteem)</li><li>when others want to cooperate and will feel like forcing you.</li></ul></div>	



### Difficult situations during the OAT and how to cope with them:

#### 1. Language:

translators, 2 languages, visualisations, non-verbal methods, work in pair.

#### 2. Punctuality:

reminds all the time, explain 'why', punishment, set up the rules – contract.

#### 3. Mobiles, taking photos, etc.:

set up the rules – contract.

#### 4. "Difficult" participant:

pay attention, informal conversation, engagement in tasks which end successfully, openness, more trainers.

#### 5. Negative attitude:

involve in activities, challenge the participant, present the aim, ask for interests and adapt the programme, positive reality, to motivate to participate, good start with expectations.

### GOOD ADVICE FOR TRAINER OF ON-ARRIVAL TRAINING

- Try to know volunteers backgrounds
- Be informed about hosting organization
- Be in contact with SALTO EECA
- Build a network of trainers
- Find interesting place (capital, cultural, historical)
- Have organisers for training
- Do field visits
- Outside activities
- Common language
- Guests
- Fun & interesting

## Project monitoring

### 'Silent' session on monitoring actors

#### NATIONAL AGENCY:

- Develop indicators for monitoring
- Follow the activities which are connected with human resources or seminars / exchange programmes
- Coordinate and make changes if it's necessary
- Accept / not accept final reports, which include monitoring report
- Check out about good and bad projects and organisations
- Inform about monitoring the sending organisation
- Supervise if the project is implemented as it was written in the application
- Be the last level if volunteer / mentor / coordinator failed

#### MENTOR:

- Analyse, advice, help, discuss the problems, be mediator volunteer  $\leftrightarrow$  hosting organisation
- Integration of volunteer into the project
- Provide feedback
- Keep constant contact with volunteer, have good personal relation; have sufficient and updated information on work of volunteers

- Support volunteer
- First monitoring and acting

#### MULTIPLICATOR:

- Participate and advice
- Share experience and practice
- Can provide some independent information about hosting organisation and hosting project
- Ethics
- Support, inform, etc.
- Help volunteer and host organisation if they have a problem
- Organise good on-arrival and mid-term trainings
- Inform SALTO EECA
- Act as mediator if it is necessary
- Visit organisation and clarify everything

#### COORDINATOR OF THE PROJECT:

- Give information to all actors of EVS project and the monitoring person
- Have few meetings with volunteer during the project
- Monitor and help
- Provide with necessary equipment
- Contact person
- Control of the project
- Keep eye on the process of project and volunteer condition; speak with volunteer

#### TROUBLESHOOTER:

- Have neutral position and have conflict resolution skills → help different sides to clarify the situation and to find positive solution
- Support all actors with the information
- Mediate problematic situations

#### SALTO:

- Responsible for giving information to hosting organisation, sending organisation, National Agencies and EVS volunteers about monitoring (people who can do it)
- Support for those who make monitoring
- Act as monitoring actors when it is needed
- Invite multipliers as observers
- Support multipliers
- Contact with NA in case of trouble
- Find 'bad' projects and organisations
- Develop some skills (mentor) about how to monitor EVS project
- To help hosting organisations with necessary information about monitoring
- Inform about changes in Youth Programme, work tools (statistic, information about approved projects) for multipliers
- Develop indicators for monitoring

#### **WHAT DO THE MULTIPLIERS NEED TO BE ABLE TO MONITOR THE PROJECTS**

- Information about EVS project (on going)
- The rights to do this
- Sending / hosting organisations and volunteers know about multipliers
- To clarify the role of multipliers – do they monitor? Or inform about the need to monitor?
- Money
- To make a structure
- The standards for monitoring quality measures
- Knowledge and skills to monitor projects

## OAT and project monitoring – final decisions (together with SALTO)

On-Arrival Trainings	Project monitoring
<ul style="list-style-type: none"> <li>- SALTO gives the national coordinators contact data to host, sending, coordinating organisations and volunteers;</li> <li>- National coordinators contact the organisations to check if there is a need for OAT (if it has not been done before, if there is money planned for it in a budget, etc.); <b>Partner organisations in the project should plan the OAT together!</b></li> <li>- OAT should be agreed with host, sending and coordinating organisations and with SALTO;</li> <li>- National coordinators distribute tasks among multipliers and experienced youth workers (also possibly from some of the hosting organizations);</li> <li>- Persons involved in organisation of the OAT send to SALTO foreseen programme and budget of the training to be approved (there should be the information if the costs will be paid by the organisation directly – normal procedure; or through SALTO accounts – special cases);</li> <li>- After receiving the positive decision from SALTO the OAT may be organised;</li> <li>- After the training, the report on the content and finances must be prepared (if SALTO transfers the money through its accounts - all the original invoices must be included and sent to: SALTO-YOUTH EECA RC, 43 Mokotowska Street, 00-551 Warsaw, Poland);</li> <li>- After accepting the report, money is transferred to the trainer (justified costs: accommodation, food, transport, materials etc, as well as the salary: 120 euro per day for a trainer).</li> </ul>	<ul style="list-style-type: none"> <li>- SALTO asks a specific person to monitor the project (national coordinator may be asked to look for an appropriate person);</li> <li>- A chosen person informs the hosting, sending, coordinating organization about the wish to make this visit, and set up the date with hosting NGO underlining the NON-controlling aspect of this visit (focus on <u>support</u> and <u>get-to-know</u>);</li> <li>- Do the monitoring. Speak with at least mentor, coordinator and volunteer (if possible without the organization);</li> <li>- After a monitoring meeting SALTO receives a report on the content and finances (costs must be justified with invoices and sent to: SALTO-YOUTH EECA RC, 43 Mokotowska Street, 00-551 Warsaw, Poland);</li> <li>- After accepting the report, money is given back to a person who monitored the project; (justified costs: accommodation – if needed, transport as well as salary: 40 euro – which includes pocket money for food).</li> </ul>

## **Working groups on Saturday morning**

### HOW TO INVOLVE SOCIAL AND NATIONAL YOUTH?

- Contacting organisations working with national minorities
- Municipal / governmental organisations working with the groups
- Embassies
- National schools
- Contacting communities
- Advertising in newspapers, TV programmes, web-pages, informative materials (leaflets, brochures) in native languages
- Trainings, seminars in minority languages

### HOW TO MOTIVATE VOLUNTEERS AND ORGANISATIONS?

#### ORGANISATION

- To inform about EVS, to present facts and good models
- New contacts and partners
- Experience and possibility to develop
- Links with foreign organisations and international status
- Volunteer promotion after coming back (if organisation is sending one)
- New methods of work (if organisation is hosting one)

#### VOLUNTEER

- Self-development on national and international levels (language, contacts, friends, independence, experience, new countries, career)
- Higher position in organisation after coming back
- Knowledge of different programmes and possibilities to organise ACTIONS ½
- Involve new people → BOSS
- Personal motivation -> studies, friends, hobby, etc.
- To become \*celebrity\* among friends

## **PARTICIPANTS SUGGESTIONS**

### PRE-DEPARTURE

Time:	2-3 days, at least a month before departure
Content:	Concept of volunteering, Expectations / fears / motivation ICL, prepare for cultural shock Practicalities Rights and responsibilities Insurance EVS actors "What to take with you" Prepare for project
Extra:	Invite ex-EVS volunteer Individual sessions

### ON-ARRIVAL

Time:	3-5 days, no later than 2 months – as soon as possible
Content:	Information on EVS (project life-cycle, procedures, actors) ICL Present host country Basic language learning Crisis management Integration (team-building)

Extra: Field visit  
Individual sessions  
Encourage learning  
Invite EVS (experience) volunteer

#### **MID-TERM**

Time: 3 days, middle of project  
Content: Evaluation of project  
Presentation of experience  
"Me and my project"  
Future after EVS  
Review expectations  
Crisis / conflicts  
Extra: Outside activities,  
Integration  
Invite experts

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**Aneta Kąciak  
Wojtek Szczepanik**

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