

EastWestEVS Training Course



**October 17-23, 2011
Sozopol, Bulgaria**

Background of the EastWest EVS Training Course

EastWestEVS Training course is an Annual Training Course **aiming** at developing competences of EVS projects coordinators in managing EVS projects in cooperation between Programme Countries and Eastern Europe and Caucasus region.

The Training Course has following **objectives**:

- to learn about Youth in Action programme, especially the European Voluntary Service;
- to get to know and experience the specific aspects of cooperation between the Eastern Europe and Caucasus and Programme countries' EVS organizations;
- to develop personal, professional and intercultural competences of EVS coordinators, that are necessary to run quality EVS projects;
- to foster contact making process and lay ground for quality partnership building between organizations from Eastern Europe and Caucasus and Programme countries;
- to create an opportunity to start developing concrete EVS projects for the future.

This training course took place from **17th – 23rd October 2011** (including arrival and departure day) in the **Sozopol, Bulgaria**. The course organisers were **SALTO EECA & the Bulgarian National Agency of the "Youth in Action" Programme** (the hosting National Agency).

Representative of the SALTO EECA: Tomsz Szopa

Host NA representatives: Svetozar Daskalov

Trainers: Andriy Donets, Iva Havlickova

Number of participants: 20

Gender allocation: Female - 11, Male - 9

Representing: NGOs and public institutions, local authorities

Countries represented: Armenia, Austria, Azerbaijan, Bulgaria, Czech Republic, Georgia, Iceland, Poland, Russian Federation, Turkey, United Kingdom, and Ukraine

DAY BY DAY PROGRAMME

Arrival day

The participants were arriving during whole day. The programme started after the dinner when most participants reached the venue. Representative of the SALTO EECA welcomed the participants and after the circle of names and countries started the first activity „DJ Sam“. That was the moment participants walking around talking with the other and sharing the Dream, Joke, Secret, Affair or Melody. The welcome drink and relaxing evening was the last official part of the arrival day.

- Opening
- Practicalities
- Name circle
- DJ Sam
- Welcome refreshments

Day 1

The first working day was opened by the hosting Bulgarian NA with brief explanation of the background for hosting this TC. The first part of the morning was dedicated to the getting to know each other and interactive introduction of the TC. The participants went in the small groups through the four points where different aspects of the TC, background, stakeholders, aim and objectives, methodology were presented and the exploring walk was finalised by the presentation of the programme and its flow. During the session participants got acquainted with each other and got to know the origins of the training course, its aims, educational approach to the course and different actors involved. While designing the programme flow the explanation on each session was provided. When the flow was ready the participants expressed their learning objectives for the TC, discuss them with the other group members and to place them on the programme elements where their objectives could be met. The learning needs of the participants were:

| | |
|--|--|
| To get to know the main tasks of Mentors | Develop EVS knowledge |
| Different approaches to EVS – how is the praxis in other organisations | Generate partnership |
| More financial topics | Cultural understanding, Practical advice/guidance |
| Develop ones skills | Find possible partners |
| Listening to everybody | How to start with EVS in your organisation |
| Get to know the basics | New partners |
| More practical advises | Reflection buddies done whilst walking outside! |
| How to do EVS better | Sharing the experience! |
| Rules and regulations of EVS, timescales | Advices from the ultimate volunteers to the freshman volunteers |
| How to write a strong bid | Good concrete examples |
| Fresh air, beach sessions | To improve or develop the field within my organisation |
| Learn as much as possible | More understanding of the values and expectations of EECA volunteers |
| Exchanging information with volunteers | To understand terminology better |
| Sharing good EVS practices | |
| Questions and answers sessions | |

The teambuilding activity challenged the participants, 21 unusual tasks of the Mission Impossible, 40 minutes and first opportunity to practice the cooperation. The activity was also an introduction for the partnership building within the training course as one of the most often mentioned expectation of the participants. As the result of the activity participants developed the initial awareness of principles of good cooperation and partnership and got to know different understandings and approaches of different people towards partnership. The discussion on People-Process-Product triangle was initiated by the participants so there was a space to share what is the most important issue within cooperation and establishing partnerships.

The afternoon session belonged to the EVS as a part of the Youth in Action Programme, its framework and also the SALTO EECA input on the state of play of the EVS project within the partnership with the EECA region. This session took place in order to create common background and basic knowledge about YiA and EVS. Due to diversity of the group and different experience of participants it was necessary to present the Programme priorities, important features and formal criteria of EVS projects.

The sharing and reflected part on existing dilemmas and quality enriched the technicalities and formal criteria of the EVS. Exchange of the points of view in the "Statement debate" was completed by the quality criteria of EVS analysed in the small groups. This session pulled out different views of participants towards volunteering in general and allowed to share their views on EVS. To what extend a volunteering project should be a service of a volunteer or a learning process, who should benefit more local community or a volunteer, what is more important to address local needs or focus more on European dimension of the project. Having "warmed-up" with the discussion the group gradually moved from formal criteria of EVS projects towards quality criteria and in small groups participants discussed what to do and how to ensure the quality of EVS.

Quality standards of EVS

Volunteers tasks, Support for learning and training offered to the volunteer

- Selection process => volunteer fitting to our project
- Preparing the main structure of the work activities before volunteer arrives => then discuss with the volunteer his/her abilities or what he or she wants to improve
- Project should be flexible according to volunteer's abilities
- Having a work coordinator – person who is supporting volunteer with the working tasks (experienced tutor or supervisor)
- Tasks=> not too much routine,
Not too much pressure
- Specialized training if necessary (i.e. how to work with Hyperactive children)
- Psychological training
- Mentor, coordinator, tutor
- EVS training cycle + local on-arrival training
- What are volunteer's tasks when s/he comes back?
- Support a volunteer with the friend's circle

Impact, multiplying effect, visibility

| Perfect | Reality |
|--|--|
| <ul style="list-style-type: none"> • Involve local community into European dimension • Long term perspective • Generate opportunities | <ul style="list-style-type: none"> • Lack of time • Problem with defining "European dimension" • Soft power of EVS • Individual choice |

- Volunteer is an important part of our organization
- Promotion of volunteering (advocacy)
- Branding

- Income generating
- Visiting schools, universities, public bodies,
- Promoting other cultures and at the same time EVS
- Seminars, workshops, sharing contacts between organizations
- Internet resources
- Using logos
- EVS volunteers are sharing experiences with their friends => more people wants to join EVS
- Working with media

Intercultural dimension

Living in the community feeling like at home
 Breaking cultural stereotypes
 Learning the language (cultural historical and natural heritage)
 Forming long-lasting friendship
 Living in multicultural environment

European dimension

Safety
 Creates the Eurovision effect
 Promotes the development of a community on a personal bases
 Realize what the EU means in practice
 Even without the EU you can bring East and West together

Selection process

Priority needs of host organization are clear for all the actors
 Use photos of project
 Fair, Equal, Non-discriminatory
 Getting to know volunteer's motivation (Skype, face to face, phone communication)
 If not selected, alternative offered
 Encourage volunteer to visit similar projects in home country first
 Manage expectations of all
 Ask even "difficult" questions upfront

Preparation phase

Use current and ex-volunteers experience
 Discuss not only role, but also local area, facilities, culture, language
 Allow a volunteer to show initiative
 Key topics covered in pre-departure training
 Individually customized training
 Match mentors and mentees
 All partners involved should be aware of their rights and responsibilities (they should prepare Activity agreement and Agree with it)

Evaluation

Weekly evaluation (meeting of coordinator, tutor, supervisor, volunteer, mentor)
 Midterm evaluation (not only for long term)
 Visit from NA (twice a month)
 Final evaluation together with host organization
 Evaluation between all promoters
 Evaluation in country of origin of the volunteer
 Constant communication between the volunteer and mentor
 360 degree feedback, including from service users



Evaluation 1-3 years later to measure the progression
Making evaluation exercise fun, participatory, creative
Qualitative and quantitative data
Baseline information from volunteer at the start

Risk and prevention

Risk of putting thoughts in volunteer's mind
Making cultural gaffs (inform a volunteer about possible traps)
What you think is normal for you can make difficulties in another country)
Good preparation (pre-departure or meeting with other volunteers)
Good recruitment process
Assess volunteer's risks to self

After the main part of the first working day was the time to find the reflection buddies and reflect together on the personal learning objectives, expectations related to the learning during the flow of the TC and the impression from the day. Participants were suggested first to reflect personally and later in smaller groups formed according preferences of participants themselves.

The final session of the day was address to getting to know the organisations as potential partners within the market setting of sharing and space for individual interest. The information and request to get ready for the market was sent to participants a week before the training beginning so they had an opportunity for proper preparation. The market was the joint activity with the participants of the other training course taking place in the same venue. Both groups had the same instructions on organising the NGO market.

Name and role in the organization
Name of the organization
The main aim
Fields of activities
Example of the project
Experience in the Youth in Action
Target group
Contact information



With the aim to support participants on the market they were provided a shopping list consisting of the following tasks

Shopping list

1. To find the organization which would be a perfect partner for my organization
2. To find an organization which would enrich diversity of activities of my organization
3. To find an organization similar to us and with which we would exchange experience from the same field
4. To find something unusual and extraordinary
5. Pick organizations working in the countries which would be interesting for you

- Official opening
- Snowball
- Zip – Zap
- Name labels (finding the common letter of the name by meeting each other)
- Introduction of the TC
- Programme flow
- Mission Impossible
- Youth in Action Programme and EVS
- Dilemmas and Important features of the EVS
- Reflection buddies
- NGO market

Day 2

Working day with focus on the project cycle, actors and partnership was based on the main project cycle phases taking into consideration each of the main EVS actors and their duties, tasks and responsibilities for the quality EVS project. The flow of the activity offered to discuss the project cycle of the EVS in small groups and agree on the common cycle including all the important steps and to complete by the division among the actors to keep the quality and well working partnership. The important clarification of the session is the distinction between EVS project and EVS Activity as well as distinction between EVS activity and service. Another important clarification was the role of Coordinating organisation due to diversity of views on its roles in EVS projects. As the result of the activity participants got to know what is necessary to be done by each of the partners in order to assure quality of an EVS project on every stage i.e. preparation, implementation and evaluation. The outcomes of the activity are presented below:

Roles of different EVS Actors on different EVS project phases

Mentor

Preparation

- To get in touch with the volunteer
- To attend seminars, courses to prepare him/herself for mentoring
- To keep in contact with Hosting Organisation

Implementation

- Orientation (organization, town, culture...)
- A bridge between volunteer and HO/CO
- Help with reporting
- Support learning process of the volunteer

Evaluation

- To share his/her experience with HO
- To make some recommendations
- To help with Youthpass

Sending organisation

Accreditation => Find the partner => Develop the project => Make a call for volunteer => Selection procedure => Sign Activity agreement => Preparation of a volunteer (AXA, visa procedure, pre-departure training) => Buying ticket for volunteer => Supporting a volunteer => Monitoring of the condition of a volunteer => Evaluation meeting=> Follow-up activities



Volunteer

Preparation

- To choose the right project
- To take part in the preparation activities
- To be in touch with Hosting and Sending organization
- To learn about the culture before leaving not to have culture shock
- Sign the Activity Agreement

Implementation

- To inform coordinator about problems
- To take part in the whole training cycle
- To be creative
- To solve problems together with coordinator and mentor
- Go to the project
- To take part in a language course
- To be in touch with mentor
- To carry out responsibilities properly
- To create mini project inside the main project

Evaluation

- To take part in developing final report
- To discuss the key competences for Youthpass together with coordinator and mentor
- To take part in evaluation and finalization of reports
- Follow-up activities

Hosting Organisation

Preparation

- To conduct needs analysis
- Expression of interest
- To conduct risk assessment
- If necessary to keep in touch with EVS contact point
- Manage accommodation
- Support with visa
- Provide tutor, supervisor
- Prepare AA together with partners

Implementation

- Decent leaving conditions
- Money for food and transport
- Language training
- Provide mentor
- Provide work/tasks
- Organize weekly meetings
- Keep contact with SO
- Register volunteer for EVS training cycle
- Provide personal support for volunteer
- Handling medical and other emergencies
- Youthpass certificate

The session on partnership linked the teambuilding, outcomes of the debriefing and structured exercise of building the bridge made of 4 identical parts in the time limit and meeting of messengers from each time.

The task of the group was to build a bridge. The elements of the bridge should be identical so when you connect them the bridge is built and can hold and moving load (i.e. it should be possible to roll a bigger glue pencil from one to another side of the bridge). The groups will have the right to send a messenger for common meetings three times. The messenger should always be the same person. The role of the messengers was to be communicators between all the groups working on the same task.



The group was divided into four smaller groups and get the same set of materials. Then they had 10 minutes to think and discuss what kind of bridge can be made of the materials available, measurement systems, what kind of parts will make a bridge section. In 10 minutes each group can send one messenger for a meeting of the delegates who will have another 10 minutes to share the results of the group work and to agree on the common details of the bridge so the parts will be identical. After the meeting the messengers return to the group and the groups continue. The procedure repeats twice. As for the third meeting all groups must agree if they need a meeting of messengers. The second meeting of the messengers lasts for 10 minutes and the third for 5. All together group work took 65 minutes. The groups came back with their bridge sections and one person from each group is delegated to assemble the bridge. The delegates are allowed to use tape only for fixing the sections. When the bridge is assembled the load should be rolled across the bridge.

Debriefing of the exercise takes 20-30 minutes. Questions for debriefing:

Are you satisfied with the result?

Are you satisfied with the process?

What do you feel now?
What would you change next time?
What are the feelings of the messengers?
What they would do differently?
What helped to accomplish the task?
What were the obstacles?
When can we face similar situation when we develop and implement an EVS project?
What we need to take into consideration?

Participants are suggested a list of the principles of a good partnership and are welcomed to add their own.

The exercise emphasised the main elements of the partnership as a communication, sharing and exchange of information, awareness of the time, individual realities, conditions and resources. In the end of the session the participants individually reflected the criteria for the partner and how those can be proved and ensured.




After lunch the group travelled to Burgas to explore the Bulgarian EVS reality through the meeting with the EVS volunteer and the hosting and sending organisation. The participants had a chance to see the city and the dinner took place in the restaurant in the centre of Burgas with the traditional Bulgarian dances which could the participants practice.

- Actors of the EVS
- Project cycle of the EVS as an Action of the YiA
- Bridge of the partnership
- Exploring the local reality
- Reflection buddies
- Free time in Burgas
- Dinner out

Day 3

Exercising the partnership in practice called "Choose your volunteer" was the dynamic beginning of the day which brought a lot of question marks, connections to the previous day and mainly quality the participants want to keep and develop in their EVS projects. The participants were involved into exercise simulating selection process of a volunteer to host for an organisation, taking into consideration the experience they got during the previous days of the training course.



Choose your volunteer

Pictures of young people were mounted on a wall outside of the main plenary room with a distance comfortable for small groups to stand near a picture and see details. Participants are divided in 5 smaller groups. They are suggested to invent an organisation they work for i.e. what they do, what are the main fields of work, who are the target groups. The organisations are about to host EVS volunteers whom they need to select a volunteer for their organisation. When

the groups go out for selection they will see only pictures of people. They have 5 minutes to decide and come back to the plenary.

The groups are asked if the selection was done and if done than what they took into consideration and if not why? While one trainer is running the discussion the other adds the tags with country names near the pictures of potential volunteers. When it is done and explanations of the "organisations" is finished they can have one more look at the pictures and can change their opinion about the first choice. After 5 minutes all groups are invited back to the plenary and explain their choices. The question to ask if they changed their minds. If yes, what influenced? If not why? If they still cannot make a choice what information do they miss? While the discussion the second trainer attaches motivation letters by the pictures of young people.

The organisations are invited to the pictures again and suggested to get more information about their candidates. For 15 minutes the "organisations" can check the motivation letters of the potential volunteers. After they have finished the groups comes back to the plenary and present their choices and share their reasons. The questions to ask are: If you changed your mind or not from the beginning if the selection process. If yes what influenced the decision if not why? After the discussion the whole group is invited for debriefing.

The questions for debriefing:

What was the key information that influenced your choice? What were the key factors that prevented you from the choice and rejected the candidates? If additional information resulted changes of opinions about the candidates? What do you need to know about a volunteer to make a selection? Where can you get this information? From which sources it is possible to get the most objective information about potential volunteers?

Identity, culture and intercultural learning concepts supported the understanding of the different needs and awareness while working with volunteer and other actors in the EVS project. The idea of the session was to demonstrate how social standards and expectations influences perception and acceptance of people and how imposed images influence lives of people. With the purpose to start a discussion examples of different singers – popular and not really – were demonstrated. In the beginning of the session a clip about audition of [Susan Boyle](#) on "Britain's got talent" showing sarcasm and disapproval by audience and juries was demonstrated. As the second example an "evolution" of musical career of Robbie Williams was shown first when he started in "Take That" (i.e. "[Back for good](#)") and later when he was making his independent records (i.e. "[Let me entertain you](#)"). These clips allow demonstration of somehow twisted perception of realness of people and influence of imposed images. The guiding questions for discussion were:

What is personal identity?

In which ways it can be revealed and manifested?

What influenced development of personal identity?

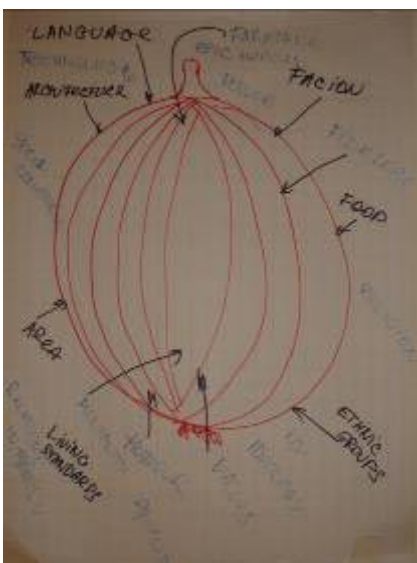
How is it possible to see a realness of person?

(The inspiration came from the article by Volodymyr Yakymets "Non-lethal drug" in www.zaxid.net , 23 June 2009. [Unofficial translation is annexed](#)).

Further on the discussion touched EVS, process of selection of volunteers and supporting them during the service. The participants are suggested to generate ideas and decide what is possibly and necessary to be done in order to support development of volunteer's personality without imposing changes but providing opportunities and spaces for change.

The main outcome of the session was the awareness of complexity of identities, formed under the influence of variety of factors and our modes of behaviour when we deal with different people. The discussion initiated by participants lead to conclusions that it is necessary to pay more attention to a person without judgements one may have done immediately; that often we can get a shifted perception of a person because a person tries to follow general social expectations and not being him/herself; that as EVS coordinators we have to be more sensitive and not to impose our frames onto a volunteer and support a volunteer in developing self-awareness.

Within the session on intercultural learning the group got a common understanding of culture, how it is reflected in a personal identity, what can happen when we try to get to know and understand other cultures, shared different experiences on intercultural communication and learning.



The participants were elaborating in small groups "how?" to support intercultural learning by different actors of the EVS project and how to cope and reduce influence of cultural shock. They develop recommended activities for each of the EVS actors for supporting intercultural learning of volunteers as well as within sending and hosting organisations.

Intercultural learning

Hosting organization

- Provide language courses
- Make the meetings with other volunteers/foreigners
- Preparation of mentor
- Orientation of volunteer + showing "native" places for volunteer
- Informal meetings with volunteer
- To be flexible
- Explanation of some official things
- Constant evaluation and feedback
- Stay in contact with sending organization, hosting place

Volunteer

- Learn about country and it's culture where s/he is going
- Contact previous volunteers
- Take part in pre-departure training
- Be in touch with Hosting organization and mentor before the project starts
- Pre- visit the country
- Stay in touch with family and friends from home country
- On-arrival training
- Try to find similarities with your culture
- Physical work, exercise
- Be open minded
- Try to find new friends in the place where you are staying
- Try to find someone who speaks your mother tongue

Present your culture to locals
Try to keep in touch with children
Meet other volunteers
Take part in final evaluation
Meet other ex-volunteers
Join activities of the HO
Keep in touch with HO

Sending organization

Pack written by ex-volunteers
Accurate, current information to both volunteer and hosting organization
Contacts in Hosting organization
Information pack
Tie-up loose ends in home country
Money towards language resources
Recruitment which selects correct volunteer, helps to reflect, and considers vulnerability
Tester days
Pre-departure training, games, simulations
Buddies (ex-volunteers)
CV in light of departure
Access to quality medical care
Exit strategy => progression

Results of Midterm evaluation

Mid term evaluation was done with the help of five fingers

Thumb – something good
Forefinger – something to point out
Middle finger – something bad
Fourth finger – something that touch my heart
Little finger - something small to mention

Good

Participants sharing the ideas and experiences
The people and "the atmosphere"
Bridge exercise
Trainers
Very clever people and prompting when group is not getting the point! I must learn this too.
Organisational matters - well done.
Training, dancing
All the information is structured; Good topics chosen; there supposed to be huge list
Facilitators, hotel, content of training
Ambience, hotel meal, participants, trainers, service
Being in Bulgaria; Meet new people, make new partners; Sharing of experience
Bulgaria, hotel, trainers, restaurant, everything is good
Everything is so good – trainers, hotel, participants. I like everything, gained a lot of experiences that will help me in the future
Czech language
New friends, EVS
Meeting people
Wether
Good group and good diversity concerning experience
Sleeping
EVS experience

To point out

More practicalities about EVS
The right methods of working and learning
EVS is about real life experiences and way to overcome obstacles
I generally don't like to be inside of the hotel maybe open air can be better for some trainings.
Primary teachers are encouraged to wear bright colours because it stimulates the learning. Adults are the same! I've enjoyed your bright T-shirts much more than the black ones on the first day :)
Little cooperation with "Include me" training
Information – a lot of
Very good trainers who don't separate them from the group
Location of training, hotel stuff (excellent)
Missing communication between two trainings
Good people (TRAINERS+ORGANISERS+participants)!!!
The area is so friendly that everything is particular for me; the way from Sozopol to Burgas
Methods
Questions, important tasks to do EVS
Diversity
Sleeping more
Nice placing and location
Work with people from different countries
questions

Bad

Nothing
 Room, too much of "ideal" information
 Actually generally everything is OK
 Better to use energisers which don't involve physical contact or jumping someone could be uncomfortable due to health/religion
 Nothing
 Programme of the workshops (we should focus more on the concrete details and situations according to the EVS), Skills of the trainers (They are not well enough prepared)
 Seminar room, air
 Heating system of the hotel is very bad, it dries the air during the night it is impossible to breath
 Bad weather, covert racism, dealing with motivation
 Nothing
 The room is a little bit stuffy, there is no air condition!!!
 Weather first day
 In my opinion there was nothing bad except the weather, but it is already fine
 Nothing
 Confusion
 Need more sleep, Tired!
 Could not communicate with people from local...
 Free time missing. Tomatoes!!!
 Smell of some meals
 Indifferent participation in team work

Something small

More practicalities about EVS
 My ideas
 I'm scared to do EVS
 Hotel
 Could use participants more for scribing and energisers? And how to engage the quiet ones, more – talking tickets perhaps
 Share hotel rooms with a participant from the other course? Better sharing ideas
 I feel like an old lady
 Trainers sometimes have lack of English
 More details regarding intercultural learning; Change of room (go outside)
 Whether, sport activities
 Nice Bulgarian dances. I like it!!!
 Bulgarian dancing
 Everything was organised so good that there is nothing to mention
 Dynamic
 To keep in touch
 Walk around Sozopol
 Speed of Internet
 Keep in touch after the training

Something that touch my heart

Having good time but confused about the aims
 The new knowledge
 People
 I like communication style of the TC
 You made a genuine effort to show a shy participant that here modest point was valid, accurate and positive
 Bulgarian night
 People
 Despite my ill condition I get myself up and run for the training and new knowledge
 New friends, Topic
 Only good emotions
 Assistance of organisers and readiness!!!
 Feelings are wonderful, very amazing
 Honesty, experience that everyone shares
 Future plans and ideas
 Inspiration
 Smell of the sea
 Good team work with my group
 Make a shower
 Personal conversation

The evening opened the space to the creative and innovative ways of presentation of a culture – country "through the eyes" of the EVS volunteer. The idea of the evening was that the participants would try to look at their countries/cultures from a perspective of foreigners (an EVS volunteer), try to get rid of the general "ideal" picture of their countries presented in promotional movies and leaflets that anyone can find in Internet, and present a different revised view. The information about this evening was provided to the participants before the training so that they could prepare the presentation. The task was quite challenging for the participants. Only some of them really tried to experience empathy and look at their

countries/cultures from the side of foreign volunteers. Most of the presenters limited themselves to promo videos from YouTube.

- "Choose the volunteer" exercise
- Identity and Culture (video, union of the culture)
- Intercultural learning (Intercultural learning path)
- Methods of intercultural learning
- Midterm evaluation
- Reflection buddies
- "My culture through the eyes of the EVS volunteer"

Day 4

Non-formal learning as a general concept was defined through the practical experience of small learning workshops proposed by the participants. Based on the experience the participants the principles of the non-formal learning and its characteristics were identified. The outcome of the session was raised awareness of participants about the factors which help and support the learning process.

What helped to learn?

- | | | |
|----------------------|----------------------|-------------------------------|
| • Tutor | • Satisfaction | • Feedback from teacher/tutor |
| • Method | • Learning by doing | • Desire |
| • Environment | • Fun | • Enthusiasm |
| • Motivation | • Easy explanation | • Optional |
| • Interest | • Way of explanation | • Good will |
| • Support from tutor | • Applicability | |
| • Shock | | |

The following session was aimed at reviewing of EVS as learning experience for all the actors and focused on the learning process of EVS volunteer and learning potential of all actors involved. The learning cycle developed by Richard E. Boyatzis, (Unleashing the Power of Self-Directed Learning (2001) was presented as a tool to reflect on each single step of the learning process. The group, further on, was suggested to elaborate on possible activities of EVS coordinators and mentors to support (methods, tools, practical arrangements, etc.) learning process of EVS volunteers. (Detailed description of the session can be found on [SALTO Toolbox](#)) The outcome of the session was a list of possible activities and tools to apply in order to support volunteers and make an EVS experience as a learning experience.

Possible actions to support Learning of volunteers

Discovery # 1

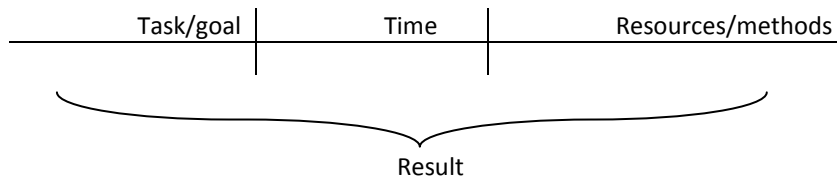
- Diary
- Plan about ideal week
- Reflective supervision
- Challenge self
- Affirmation (list of targets)
- Rewarding yourself
- Unknown
- Ask straight

Discovery #2

- Ask questions
- Ask for feedback both positive and negative
- Allow to fail
- Give him/her responsibility
- Be honest (not hide truth)
- Help to try out things

Discovery #3

- Discussion, Self assessment
- Defining goals and matching strength/weaknesses
- Composition of the programme



- Adaptation (evaluation according to the task, feedback)
- Final discussion



Discovery #4

- Give opportunity to join different activities
- Create unusual activities for volunteer
- Build a contact with local community
- Keep risk management
- Free space for creativity
- Help to develop and realize volunteer's ideas

Discovery #5

- To get to know each other
- Using right methods and techniques
- Transparency
- Honesty
- To give responsibility
- Safe space
- Challenging activities
- Acknowledgement, recognition
- Positive relations
- Encourage activity
- Do common activities
- Stimulate creativity
- Commitment

The participants tackled few main areas relevant for mutual sharing and tools development: evaluation, learning diary for the EVS volunteer related to the Youthpass, Specific points of intercultural cooperation between East and West, non-formal learning methods in EVS, HOW – improvement of the daily work of the EVs volunteer. During this session the participants had a chance to share and learn experiences available in the group within the identified topics. The session was closed by the stating the result and experience of the work in the small groups and the "thank you" sharing after the challenging day.

The evening in the cinema style introduced the movie related to the issue of the different learning styles and inclusion. The movie by Richard LaGravenese "The freedom writers' diaries" was shown to the participants so they can see different educational tools applied by the teacher in order to support learning process of her students.

- Learning workshops
- Non-formal learning concept
- Learning cycle in EVS
- Tool – F (-air, -actory)
- Reflection buddies
- Movie evening

Day 5

Last working day of the TC was focused on the partnership and future plan. The day started with the final clarifications of the questions collected during whole duration of the TC on the "Question parking" and combined with the practice, experience and suggestions from the group and SALTO EECA tips. As the result of the session the participants could clarify some certain issues about practicalities of EVS projects and specific features of cooperation between Programme Countries and Countries of Eastern Europe and Caucasus.

The core of the last day was to share ideas and potentials for the future cooperation. Each of participants presented and offered in the plenary an idea of a project/activity to be developed or implemented in cooperation with others and later on based on the supporting handout develop plans for cooperation with potential partners. Action plan guided the participants to the clear future achievable steps which support the real follow – up for the partnership development after the training course.

The ideas suggested by participants were:

Project to work with children and cultural differences
Attention!!! Partners are Needed!!! For Hosting, Sending, Trainings and other
To find a project partner in Turkey
To start a cooperation with North Africa
EVS project in Eastern Europe about Journalism
Art initiatives, art projects
Volunteers to send one of them for short term EVS
Volunteers to host (1 for environmental project, 1 for work with teenagers)
Hosting project about arts or environment
Development of cooperation with Turkey and Poland
Develop more projects with Western Europe
International work camp in Russia with 2-4 days study part (50x50 East x West)
Looking for 1 Turkish volunteer for 6 month to work in orphanage and children in hospital
Would like to send 2 short-term orphan volunteers (18) to Turkey
Looking for hosting organisation in the Caucasus for an inter-disciplinary team of UK students (volunteers
Outdoor education project on environmental, sustainable, global issues
Working with the first and second generation Eastern European Children (5-15) (6-12) – 2 volunteers
Volunteers preparing volunteers! Young people learning the care system (2 month/2 volunteers)

The participants had an opportunity to meet each other and discuss the ideas for cooperation, develop action plans and agree on the next steps of activities when they come back home after the training course.

The reflection buddies met for the last time and followed together the last part of the self – reflection and self – assessment which help them to get an overview of all previous reflection and assessment moments, describe their learning outcomes and link them to the key competences. The participants also got a form for reflection on the key competences to be sent to Bulgarian NA within a set deadline in order to complete Youthpass certificates.



The common collage picture of the TC created by all participants together and choose the little picture which their framed for themselves and summarised the TC with their last „word to the group“. In the end each participants was asked to fill in the final evaluation forms for getting the feedback.

The farewell party was organised after the dinner for the common last moment for the participants when they received the Youthpass and said "good bye".

- Be ready – practicalities
- Ideas and potentials
- Development of the future plans
- Reflection and Self – assessment
- Evaluation and closing
- Farewell party

Departure day

Final evaluation of the team delivering TC/sessions composed for its whole duration as an educational activity by the 2 trainers, SALTO EECA representative and Action 2 officer of the Bulgarian NA) based on the reflection different aspect of the TC, its design, reflection and evaluation on the daily bases:

1) Success of reaching the 3 main objectives

- a. YiA, EVS and East – West aspect: getting the common ground within the diverse group (knowledge, experience), „kick off“ for practise
- b. Development of the competences of the EVS coordinators – strong focus on the quality, reflection and sharing experience, need of balance between the theory and practice taking into consideration this issue as matter of the decision/choice of more exercising vs. less broader context and related topics where also the experience of the participants as an individuals plays important role
- c. Partnership building – most successful element of the TC, strengthening of the mutual contacts and networking, reflection based on the practice of this TC "inspiring" diverse logical and smooth of the partnership building and future plans element base on e.g. the possible language barrier, experience of the participants, "culture" of work in different regions, adaption of the structured or self – oriented space opening method, etc.)

2) Teamwork

- a. Valuable diversity between the trainers (gender, origin, strengths, balance in addressing the inclusive approach, structured clear exploration of the topics, attention to the reflection through the participants' opinion and experience)
- b. Importance of the balance between theoretical concepts and practical exercise
- c. Suggested active involvement of the hosting NA in the TC and its sessions

3) Logistic

- a. The programme's adaptation to the logistic changes of the programme based on real potential of EVS volunteer and organisation for the Exploring the local reality
- b. Advantage of the logistic support in the team emphasis need to be on keeping mutual cooperation, clear sharing of information and technical support

4) Strengths

- a. Participants' oriented approach including the special need or support of individuals
- b. Flexibility for efficient adjustments of the flow matching the learning objectives of the participant with the focus on the quality in EVS
- c. Combination of the session outline with sharing and participants examples and experience as a added value from diverse group, synergy of ideas and experience/concrete examples
- d. Emphasis on quality partnership based on the involvement of the all EVS actors
- e. SALTO EECA presence, support and involvement in the sessions as a expert (consultation, FAQ, specific inputs) for the partnership with EECA region

5) Challenges - Suggestions for the future

- a. Need of clear clarification of the role and involvement in the TC and all its aspect between the partners (SALTO and hosting NA) organising it including the involvement in preparation, the sessions, the pedagogical aspect of the TC, selection of the participants, requirements towards the reporting beforehand
- b. Keep the space for further knowledge or getting to know the details of the YiA adapted according to the need (part of the session, info corner or individual consultations)
- c. Keep preparation either as a preparation meeting or preparation 1,5 day before the TC

APPENDIX

1. Programme of the TC
2. List of the participants
3. Analysis of the participants final evaluation questionnaires
4. Inspiring article

Appendix 1

Training course „EastWestEVS“
Sozopol, Bulgaria 17 – 23 October 2011



SALTO-YOUTH
EASTERN EUROPE AND CAUCASUS
RESOURCE CENTRE



| | 17/10 | 18/10 | 19/10 | 20/10 | 21/10 | 22/10 | 23/10 |
|---------------|-----------------|-------------------------------|----------------------|-----------------------------|------------------------------|-------------------------|-----------|
| Until 09.30 | breakfast | | | | | | |
| 09.30 – 11.00 | arrival | LET´S START opening of the TC | PROJECT CYCLE ACTORS | EXERCISING the PARTNERSHIP | NONFORMAL LEARNING | BE READY practicalities | departure |
| 11.00 – 11.30 | coffee break | | | | | | |
| 11.30 – 13.00 | | HERE and TOGETHER | PARTNERSHIP | IDENTITY and CULTURE | EVS as a LEARNING EXPERIENCE | IDEAS and POTENTIALS | |
| 13.00 – 15.00 | lunch | | | | | | |
| 15.00 – 16.30 | | YOUTH in ACTION and EVS | EVS REALITY | INTERCULTURAL LEARNING | TOOLS | PLANS for FUTURE | |
| 16.30 – 17.00 | coffee break | | | | | | |
| 17.00 – 18.30 | | IMPORTANT FEATURES | EXPLORING | INTERCULTURAL ASPECT of EVS | SO WHAT? | EVALUATION and CLOSING | |
| 18.30 – 19.00 | | reflection buddies | reflection buddies | reflection buddies | reflection buddies | | |
| 19.00 – 20.00 | dinner | | | | | | |
| 21.00 | WELCOME EVENING | NGO market | DINNER OUT | Sharing the culture views | MOVIE EVENING | FAREWELL PARTY | |

Appendix 2

Training course „EastWestEVS“ Sozopol, Bulgaria 17 – 23 October 2011



| No | Name | Country | Organisation | e-mail |
|------------------------------------|------------------------|----------------|--|-----------------------------------|
| Programme Countries | | | | |
| 1 | Gerlinde Hacker | Austria | Womentor | hello@womentor.eu |
| 2 | Mariya Gogova | Bulgaria | FAR Bulgaria | mariago@abv.bg |
| 3 | Denislav Pangestrov | Bulgaria | CEI | caudatum@gmail.com |
| 4 | Antoaneta Pophlebarova | Bulgaria | BalkanKids Foundation | vistaschool@abv.bg |
| 5 | Kaloyan Grigorov | Bulgaria | Alternativi International | kox@gbg.bg |
| 6 | Kamila Zbuzkova | Czech Republic | INEX-SDA | kamii@seznam.cz |
| 7 | Olafur Olafsson | Island | AFS Iceland | olios91@gmail.com |
| 8 | Lukasz Grajewski | Poland | The Robert Schuman Foundation of Poland | l.grajewski@schuman.pl |
| 9 | Umut Suvvari | Turkey | Gençlik ve Değişim Derneği | umutyg21@hotmail.com |
| 10 | Tolga Gülmez | Turkey | Eskişehir Tepebaşı District Governorship Social Assistance and Solidarity Foundation | tepebasi.sydv.projects@gmail.com |
| 11 | Christopher Murray | United Kingdom | Norfolk County Council | christopher.murray@norfolk.gov.uk |
| 12 | Pauliina Keinanen | United Kingdom | International Experience and Mobility Service (IEMS), Coventry University | ab0657@coventry.ac.uk |
| Eastern Europe and Caucasus | | | | |
| 1 | Lusine Sargsyan | Armenia | Capacity and Development for Civil Society | lusine-s.86@mail.ru |
| 2 | Artur Movsesyan | Armenia | Armenian International Youth Office - AIYO | movsesyan@gmail.com |
| 3 | Nelli Gishyan | Armenia | Federation of Youth Clubs of Armenia | nelly-gishian@hotmail.com |
| 4 | Bahruz Karimli | Azerbaijan | Azerbaijan Students Union | bahruzkarimli@yahoo.com |
| 5 | Khatuna Chelishvili | Georgia | Tkibuli District Development Fund | tdf_georgia@yahoo.com |
| 6 | Pavlina Martinu | Russia | Club of Intercultural cooperation "InterAction" | evs.interaction@gmail.com |
| 7 | Irina Nikulina | Russia | SFERA | leo16081991@yandex.ru |
| 8 | Evgenia Rudkovska | Ukraine | Alternative-V | ltv.outgoing@gmail.com |
| Team | | | | |
| 1 | Iva Havlíčková | Czech Republic | Trainer | Iva.Havlickova@seznam.cz |
| 2 | Andriy Donets | Ukraine | Trainer | andryushkad@yahoo.com |
| 3 | Tomasz Szopa | Poland | SALTO EECA RC | Iva.Havlickova@seznam.cz |
| 4 | Svetozar Daskalov | Bulgaria | Bulgarian National Agency | trainings@youthbg.info |

Appendix 3

Analysis of the participants' final evaluation questionnaires

COMMENTS:

Have we achieved the aims set?

Mostly yes or even more, in some cases was difficulty to rate; one of the biggest successes was the foundation of a successful partnership

A few words for the trainers:

Positive feedback to the trainers and their work.

What did you like the most and why?

The participants desire to be active learners at their best, participants, NGO market, sharing, Bridge exercise, the whole process of developing new ideas and methods to reduce cultural misunderstanding and the time to develop myself in relation to others, the non-formal way of learning, the artistic atmosphere of the participants, liked that the programme was made with good balance of gaps and working time which make our work more productive, I loved all participants without any exceptions, everyone was too friendly, helpful and came to the training with clear targets, that's why I can say it was one of the best trainings I have participated, Bulgarian dinner out, don't ask why, I liked everything, group atmosphere, the diversity of experience in the group, I liked all sessions of training course and excursion to Burgas, this helped me to know more about EVS and Bulgaria, I liked the different ways we learned in games or what we made it "visual" as a picture easier to remember, I liked finding an opportunity to meet people and create partnership.

What would you change and why?

Would definitely think of reconsidering the venue (natural light is a must), more dynamics into the activities, size of group, smaller group size would allow everyone the chance to speak plus share their thoughts and feelings, I spoke a lot but that's my style, I hope I didn't stop anyone contributing, I'm perhaps too old for "welcome-games", maybe only the weather (that it's not possible) in the first 2 days, only some problems with meeting room and nothing else, I wouldn't change too many things. Everything really was well organized but I wish NGO market would be better, for example we could visit each table all together More activities and room with windows, nothing, more people from the west to hear view of their program and questions, I'd probably wouldn't change anything, DJ SAM felt a bit inappropriate, but only because participants decided to tell me all sorts of unprofessional stuff, oh dear... Better to do human bingo, before the training EVS was only paperwork for me, after the training I realized that better communication with partners and volunteers solve lots of problems.

How do you feel now?

A little bit overloaded with information about the complexity of EVS, satisfied about the new ideas and people I've met but confused about quality of trainings, tired, even if it was sometimes really difficult to concentrate and pay attention and sometimes really upset me I think it was really useful experience for me, ready to develop ideas, good, exited full with new ideas, really happy, more confident about my knowledge of EVS and I will definitely write new application, a bit sorry for leaving but looking forward to productive work at home,

I'm sad, very satisfied, happy and with a lot more knowledge about EVS and volunteering, now I feel relaxed, I feel really comfortable at the end and even if this is all new for me now I have a good base, empowered with practical knowledge and with readiness to support me if I get stuck. Bring on 1st Feb, it was a great experience

Something more you want to tell us?

Thank you! :) Thank you for opportunity! Thank you so much for all! Thank you! Thank you very much! Logistic of the training course was beyond excellent! Thank you for this great chance! This meeting will help me starting my EVS! I discovered facts about countries I'd only ever heard the name of, not more. Next time please put in the same room a participant from each course. This would help a lot for sharing ideas and having a break from daytime group too. Many thanks. Really enjoyed this great opportunity. Thanks for all.

Non-lethal drug

www.zaxid.net , 23 June 2009

To everybody's surprise England introduced a new talent to the world and then forgot her almost immediately. Susan Boyle, this somewhat elderly housewife from a small town in Scotland was the second in the final of the "Britain's Got Talent" competition. On the one hand this woman embodies an image of millions of housewives – shabby appearance, old-fashioned clothes, lonely life; but on the other hand – an amazing clarity of voice and an uproarious love of music. Her performance – an aria "I have a dream" from a musical – has attracted over 70 millions views in [You Tube](#).

How did she manage to break the facade of sarcasm from her juries and audience? First – perfect vocal performing – with all notes correct, and secondly her unshakable belief in what she sang. Maybe Susan Boyle sings all the time, when taking shower, when cooking, when cleaning the house. In addition she was able to pass her emotions to the audience. This is one of the elements in the artistic charisma. The main mission of music is to evoke or enhance emotions. One starts to cry, laugh, feel blue or smile ironically.

However, despite the interest of famous producers towards Susan Boyle, she may be more or less popular for 2-3 years. It is possible to enter show business spectacularly - braking all it's rules, but to be able to get continuous and extensive financial benefits out of it one must strictly follow the rules. Susan Boyle would have to change herself, but firstly – she does not want and secondly she cannot. Even if any somewhat elderly person would try to copy Susan Boyle they almost certainly have no chance to become popular. The role slot and its image is already "taken"; it is necessary to look for a new type of extraordinariness.

There is a difference between charisma and image. It is good if the image is based on the natural behavior of the singer. In such cases, certain characteristics of the artist enhanced and made more visible or even exaggerated. But when producers start to shape, "sculpt", they typically create absolutely different personality out of an artist, including an invented personal life that can work out for the first half a year only. And then either the singer changes behavior or suffers a conflict with her or himself.

Remember the image of Robbie Williams at the times of his membership in "Take that"? He had to be a good boy with his hair sleek and his manners polished - both on the stage and in life. He paid professional penalties for breaking the rules of the contact - either he drink too much or molested the girls. So what? Robbie Williams, even not being the "first fiddle" of "Take that", didn't accepted the image imposed, quitted the group and started from the very beginning. Nobody believed in his singing career. Who knows where is "Take that" now? And where is Robbie Williams? He is strong personality, that is why was able to preserve a professional identity. Previously all producers put their stakes on the front man – "good boy" Garry Barlow. But he lasted out only for a year and released only one album. Nobody remembers him today.

The Beatles were identified by designer clothes with stand-up collar jackets, and had very distinctive hair styles. There was an epoch when the whole world followed that fashion. At the same time the singers never felt ashamed to say from the stage: "Hi there on the back, with cheap tickets, jump, dance, clap, and those on the first rows try to shake at least your diamonds!" The Queen was at the concert that time. So their haircuts were not spoiling the image of the Beatles but expressing their distinctness.

It is impossible to measure charisma with any mathematical calculations - discs sold, size of a fee or the number of views in You Tube. Britney Spears had sold many more albums than Joe Cocker but this does not mean she is charismatic and he isn't. To "scan" a singer on his or her naturalness is possible only during the live concert, even if watching it filmed.

When a person is charismatic she/he is strong inside and has the character of a fighter. Each member of Queen had an individual charisma and had suggested his own songs for the repertoire. In the period of 1980 till 1984 they quarreled with each other and tried not to see each other often (in the period of tensions they released in 1982 absolutely arid album "Hot space"). The only person who is not often recalled – bass player John Dixon – became a bridge between all of them. And only when all of them realized that their personal charismas should work for the sake of the band in 1984 Queen released one of their best albums – "The Works".

It is important to realize that it is not worth measuring ones purses or comparing the fees of Joe Cocker with Mike Jagger when consider charisma These are absolutely different sums. In 2008 Jagger was the leader in profits. But both singers found their audience: normally fans of Joe Cocker come to clubs to listen to him, and those of Jagger to the stadiums. Both singers are very familiar, but also like huge magnets attract new youth audience. New idols are not competitors to them. Music charisma is not unlike a non-lethal drug.