



# Final evaluation report

## Introduction to the training course

During the training course, we explored Diversity Management from an antidiscrimination and social inclusion perspective. We focused on the concept of intersectionality and multiple discrimination, sharing tools and methods inspired by the Italian organisations and institutions. The training was also only possible thanks to the funding by Erasmus+: Youth in Action programme, organised and hosted by the Italian National Agency for Erasmus+: Youth in Action in cooperation with SALTO Inclusion & Diversity Resource Centre within TCA-Transnational Cooperation Activities.

## Aim

The TC aimed to support youth work professionals in developing diversity management competences in their daily practice and how to help young people appreciate diversity and cooperate valuing each others' differences, within an intersectional approach.

## Objectives

We planned to reach the aim, by:

- exploring concepts and different forms of diversity and inclusion;
- strengthen and developing youth workers and other professionals 'diversity management' competences;
- exploring the local Italian reality and Institutions working on diversity (Roma, disabilities, interculturality etc);
- sharing different tools, methods and approaches for managing diversity and to reflect on how to adapt to different daily youth work context;
- supporting networking between participants and the development of Erasmus+: Youth in Action project ideas on diversity.

## Location:

Hotel Clodio

Via Santa Lucia 10  
00195 Roma

**Trainers/Facilitators and Logistics:**

Annamaria Simeone	Trainer
Dani Prisacariu	Trainer
Saro Rossi	Trainer
Alessia Cecchini	NA Representative and Event Facilitator
Mirella Olivari	NA Representative and Event Facilitator
Marija Kljajic	SALTO Inclusion & Diversity Representative

Participants profile (numbers and country): 28 participants came from Armenia, Belarus, Belgium, Bulgaria, Croația, Cyrus, Czech Republic, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Netherlands, Norway, Portugal, Romania, Serbia, Spain.

The training course was recommended for: professionals working directly with diverse groups of young people on a regular basis. This included youth workers, youth leaders, teachers, coaches, social workers, etc.

**Working Language:** English

**Activities and Methods applied:**

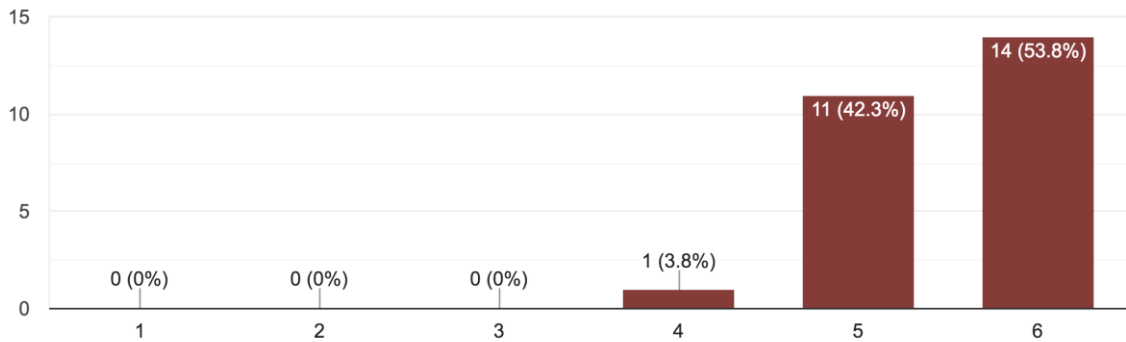
The programme was delivered with a variety of activities of non formal learning and education on human rights that fostered an holistic learning process that improved knowledges, skills and attitudes. The process started getting to know each other personally and professionally, welcomed by an inspirational speech of Roberto Bortone of UNAR - Ufficio Antidiscriminazioni razziali that started to introduce the italian context. It continued with a focus on Diversity management and its development in Europe, creating a common understanding of definitions related to diversity. A large space was given on the Intersectional approach as the cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or [intersect](#) especially in the experiences of marginalized individuals or groups. The participants got the chance to experiment self assessment of competencies and developed 2 important competencies for diversity management: conflict management and dealing with ambiguity. Participants got the chance to meet 3 national realities working on diversity management with different target group: UILDM Lazio, Genitori Scuola Didonato, Stay Human Pesaro. The programme continued with an open space where participants run workshops and debate on topics of interest for sharing tools and methods. Participants got an overview on the Erasmus Plus Programme and Salto Resources Centre that aimed to support the follow up process, planning future actions. Finally, after an introduction of youthpass and a reflection on learning, final evaluation closed the programme.

**EVALUATION RESULTS**

26 of 28 Participants answered to the training course questionnaire. Here a summary of results:

### 1. How would you rate this course in general?

26 responses



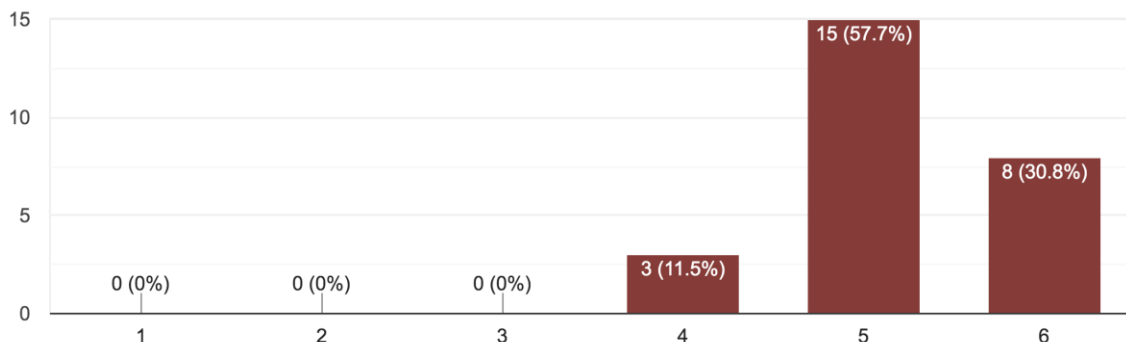
Some comments from participants:

- It is a very large and difficult topic that I feel the trainers coped with very well
- I learned more than expected. Sharing experiences was crucial.
- I would have liked some more input on intersectionality and the diversity and the competences.
- First I was welcomed. Second, the members and the facilitators are amazing people and I learned from them.
- High quality Trainers and Participants were the making asset of this course.
- This course helped me so much to better understand the different aspects of diversity.
- It was great learn that much about diversity with people who really loved their job, and really love what they're doing in every moment.

The general evaluation of the training highlights a very high appreciation of the training with 96% of participants which rate with the highest point available the training in general (5 and 6) and only 1 participant rate 4.

### 2. To which extend the objectives of the TC has been achieved?

26 responses



Some comments from participants:

- I achieved most of them. I'm happy with the results, because it gave me like lots of tools, and it helped me knowing myself a little bit more.

- Diversity management, gain knowledge about forms of diversity, local experience, group members experience.

The rate of achievement of learning objectives is also very high: most of participants (88,5% ) show a very high appreciation (5 and 6 on the scale) on how the training was able to reach the training objectives. 3 participants are still satisfied (4 on the scale) .

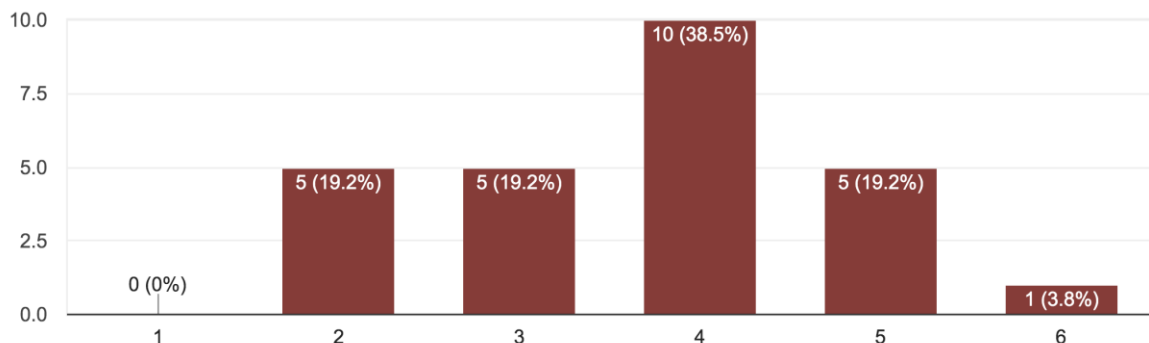
### 3. Learning objectives - Which were the main learning achievement for you (what, how, when, where, with whom did you learn)?

Some answers :

- I got some specific tools to use in my daily work, both from the trainers and the delegates attending. The visitors also gave me a chance to get to know the Italian perspective.
- I have learnt 1) about the situation with Roma communities, both in Italy and across Europe 2) situation on migration services 3) several new instruments presented by participants on how to address SOGIE.
- Competences: I gained some knowledge and methods on how to deal with conflicts or how we can see conflicts and which ways we should see it (win-win, win-lose). I could understand how some societies work and how conflicts can occur and escalate.
- Intersectional approach, practically.
- Self awareness. Being able to see clear what are the things I need to change to think more diverse. Learning from the other participants, so much knowledge in the group in so many areas. Loved the open space! I feel more comfortable now to tackle the subject about diversity with both the kids at the youth centre and also with my colleagues.
- Identity, different sorts of diversity, understanding where to find more information about diversity.

4a. How good is your understanding of different concepts and forms of diversity and inclusion? (before the TC)

26 responses

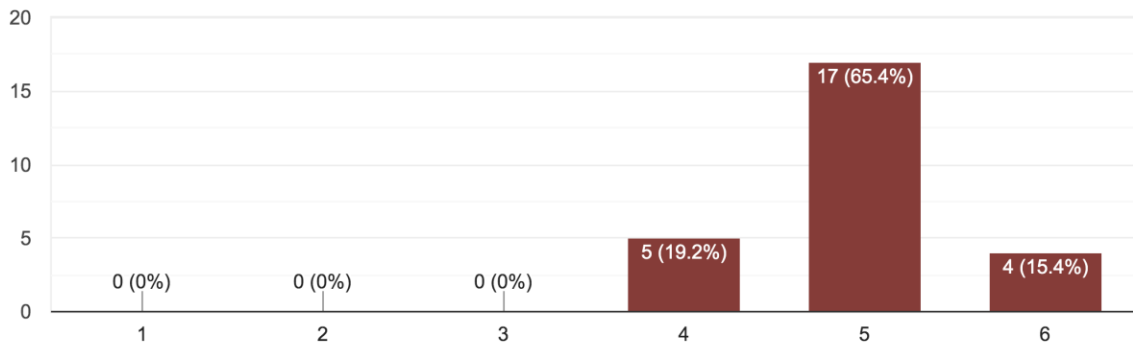


Some comments from participants:

- knew what diversity was but not as detailed as we saw in de training.
- I didn't know much about LGBTIQ+

4b. How good is your understanding of different concepts and forms of diversity and inclusion?  
(After the TC)

26 responses



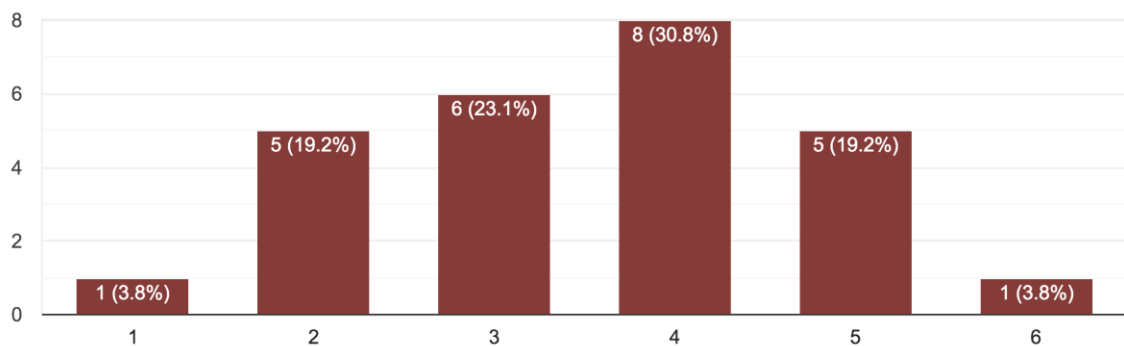
Some comments from participants:

- More background info, more aspects in mind, more practical tools to work with
- We got a lot of information that was really useful. I will definitely do a workshop or something of sort when I'm back in Belgium.
- I improved my knowledge in every field, and also learn about them much more and new concepts, which I'm so proud of.

At the beginning of the training course, only 23% of participants rate high (5 or 6 in the scale 1-6) their own understanding of different concepts and forms of diversity and inclusion, instead at the end of the training 80,8% rate very high their understanding and 19,2% rate still sufficient (4). So there is a clear progress in terms of learning.

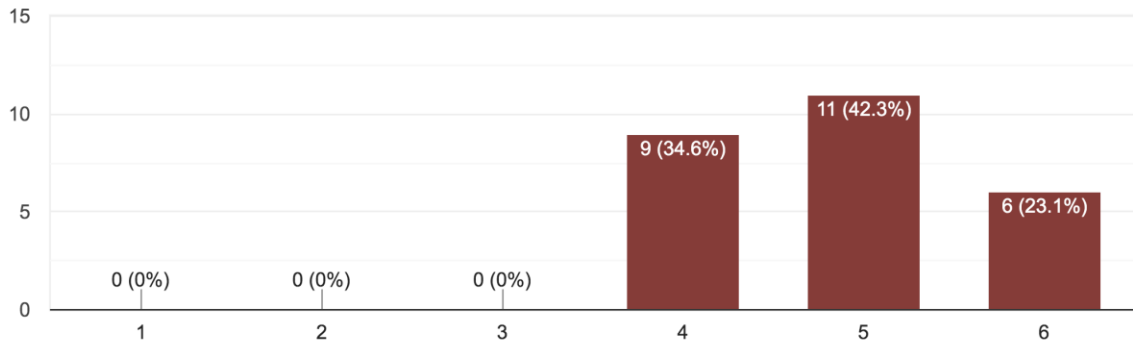
5a. How would you assess your diversity management skills? (before the TC)

26 responses



5b. How would you assess your diversity management? (After the TC)

26 responses



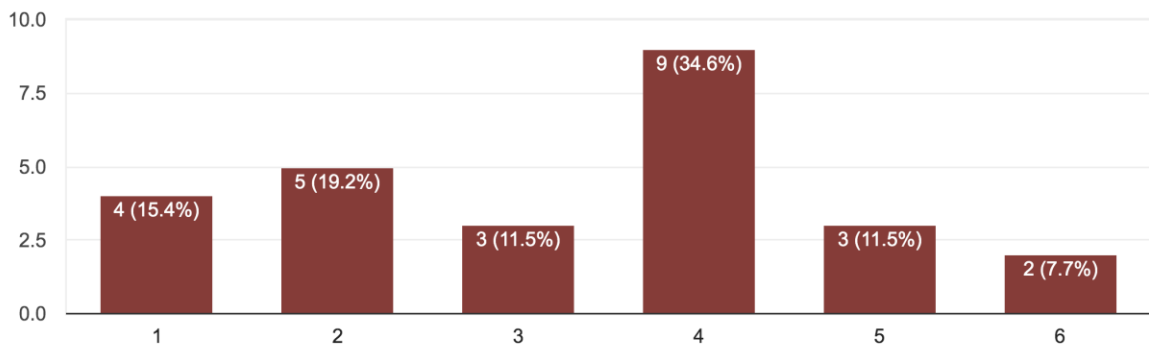
Some comments from participants:

- I got lot of methodes but stil have to research and learn a lot
- I think I'm totally trained to get into and manage the diversity in my community, also much more know that I feel more sure about my knowledge

At the beginning of the training course, 46,1% rate low their diversity management skills (1, 2 or 3 in the scale 1-6), instead at the end of the training 100% participants rate positively their diversity management skills (4,5 or 6) with 65,4% who rate very high (5 or 6). Also in this case, their is clear progress in terms of development of skills.

6a. How confident would you consider yourself in adapting diversity management approaches in your organisation/working context? (Before TC)

26 responses

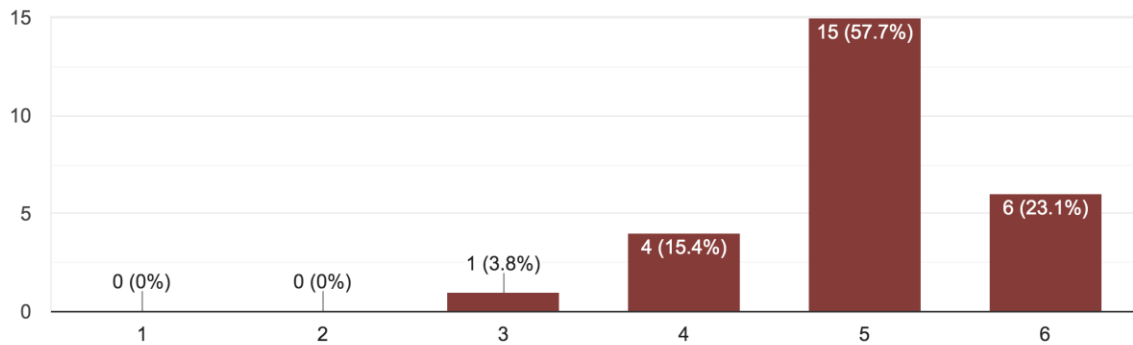


Some comments from participants:

- We have not consciously use diversity tools / approaches so far.
- I did not know much about it before and that's the reason I would not do such thing.

6b. How confident would you consider yourself in adapting diversity management approaches in your organisation/working context? (After TC)

26 responses



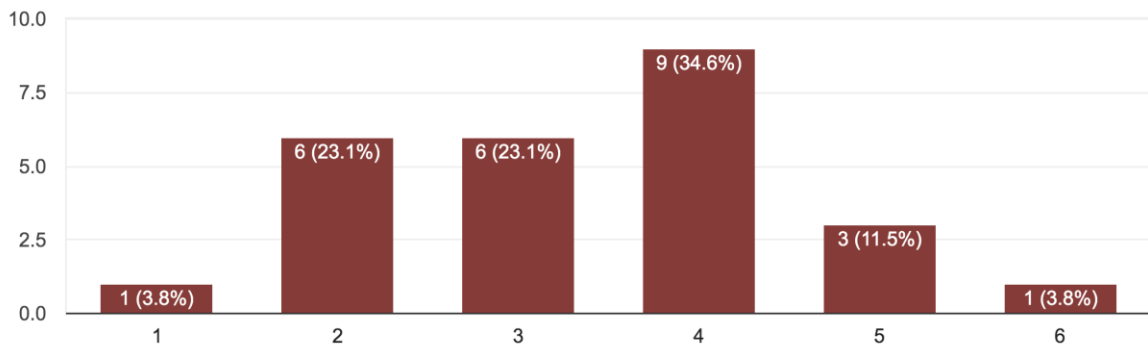
Some comments from participants:

- I believe that it will be a process to implement the new tools. I am confident that we will adjust our project planning on more diversity needs than before.
- I feel stronger because of the knowledge and the méthodes we learned. Strong enough to implement it in our organization.
- Definitely much more confident than a week before. By the way, I'm the one who's always thinking we're not going to know never enough about diversity, but definitely I'm much more confident now.

At the beginning of the training course, only 19,2% of participants feel very confident in adapting diversity management approaches in their own organisations or contexts (rate 5 or 6 their level of confidence), instead at the end of the training, 80,1% of participants rate the level of confidence high (5 or 6 in the scale) with a very evident progress.

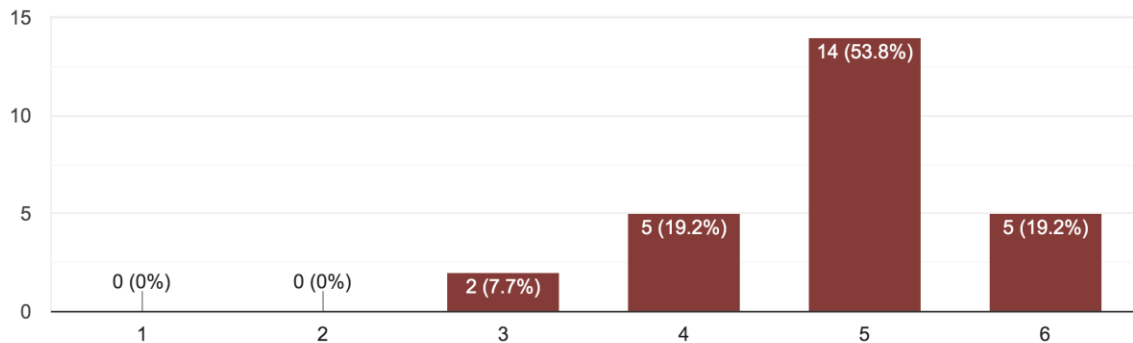
7a. To what extent would you say you are familiar with tools, methods and techniques for managing diversity in the youth work context? (Before TC)

26 responses



7b. To what extent would you say you are familiar with tools, methods and techniques for managing diversity in the youth work context? (After TC)

26 responses



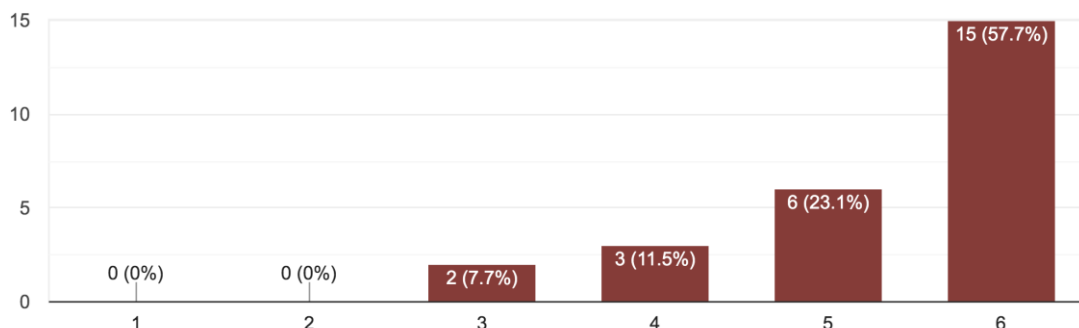
Some comments from participants:

- More practical tools gained, mainly from the open space, that are more focused on the social work (refugees).
- I think that I will use lot of the methods we did during the training and also the tools from the Salto website.

At the beginning of the training course, only 15,3% of participants self assess being very familiar (5 or 6 in the scale 1-6) with tools, methods and techniques for managing diversity in the youth work context, instead at the end of the training, 73% of participants self assess their being familiar with high rate (5 and 6), with an impressive progress.

8. How motivated are you to develop future projects or youth work initiatives about diversity management and intersectionality? \*

26 responses

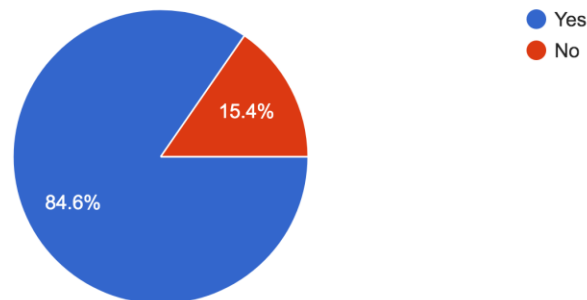


Most of participants (80,8%) here show a clear motivation (5-6 in the scale) in develop future projects or youth work initiatives about diversity management and intersectionality back in their organisations.



9. Do you have a possible project/follow up idea that you can implement starting from what you learned?

26 responses



Some comments from participants:

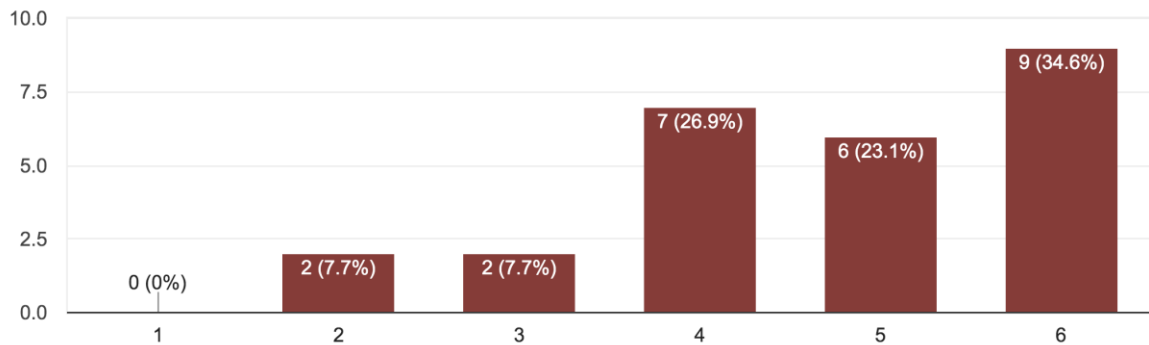
- Yes, because I believe to people that I will be working with and our vision. We share the same passion.
- Yes, i will create some new train-the-trainer diversity courses.
- I have already started looking for other actors in my home country to implement my idea.
- My idea is to use some methods that I discovered in the TC to realize a cycle of workshops with the young group of my organisation and also to get in contact with an organisation that work with Roma people, to make us more aware about this specific population.
- It's really difficile to implement new things in my organisation, I've so much idea and envy but my association maybe doesn't fit with them. We are more working with partners on the part I would work on. Maybe I should change my job?
- I wanted to do a youth exchange but did not know where to start and how to do it practically. But the tips and info I got during the training course made me feel more secure about it. It motivated me to fully give my energy to realize this exchange.
- To organize a group of supervision about the topics of Inclusion and discrimination (also about an use correct of language), improve communication tool, create a network with people met here about migrations for future collaboration

Big majority (84,6%) have already a concrete idea to implement as follow up project. Ideas are quite diverse : international youth exchanges and training courses, workshops for young people or youth workers at local level, internal organisational development initiatives, raising

awareness campaigns, strategic partnership projects.

10. To which extend the participants of this training can support you in implementing your idea?

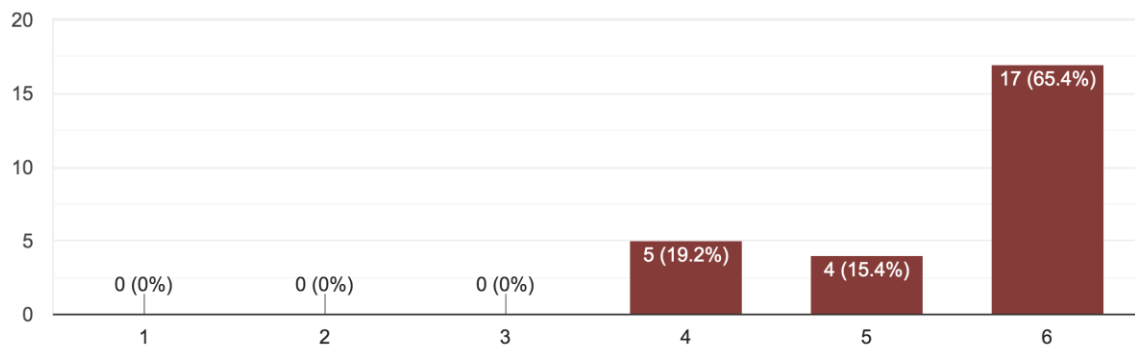
26 responses



The majority of participants (84,6 %) see as realistic (they choose 4, 5 and 6 in the scale) a support of the other participants in the implementation of their project ideas.

11. How did you find the “Embracing Diversity” organisation? (practicalities, team, venue, info received before the event, etc)

26 responses



Some comments from participants:

- I wish there were room in the program to visit the organizations and people that came to us, instead of having them coming to the venue.
- I'm very thankful for taking into the account my needs in a separate space, later time of arrival and departure. I felt very comfortable and could concentrate on the participation in the training!

### Summary and Conclusions of the Learning Outcomes and Evaluation

The evaluation of participants both written and visual/verbal show a general appreciation of the training course methodology and content. Participants also assess in a very positive way the opportunity to develop during the TC skills and knowledge in the area of diversity management. Positive was the rate of satisfaction around the diversity management tools explored during the training course, even if some participants would have liked more

space in the training for sharing concrete tools. The sessions on intersectionality, on conflict management, the open space to share tools and experience, the meeting with Italian organisations were the strongest moment in terms of learning according to participants' evaluation.

Participants were in majority confident that the follow up actions planned during the training course are realistic to be implemented: even if some are sceptic about the support they'll receive from their organisations once back home or not sure about the support that the group can give in terms of networking after the training .

From trainers' perspective the learning objectives were fulfilled in the best way possible but probably the connection between different topics addressed by the training course should have been more clear. For example the team is not sure if all the group perceive as very relevant intersectionality as a tool to understand and manage all diversity.

The composition of the group which contain 3 main subgroups (participant working with LGBTQI+ youth, participants working with disability , participants working with asylum seekers and migrants) was a challenge but at the same time an opportunity of exchange also to explore other areas of diversity work. Not all participants perceive as relevant tools and practices coming from different diversity areas from the one they are involved in their daily youth work practice.

The sessions dedicated to Italian reality of diversity and discrimination were very effective and most of participant appreciate them but probably it was necessary to underline more why the Italian case in terms of discrimination and positive actions to manage diversity is relevant for all European context.

Here a summary of follow up ideas developed by participants:

	Follow up idea	Countries involved
1	Youth Exchange or training course for youth workers on human rights.	Romania, Greece, Germany, Italy, Italy, Belgium , Latvia
2	Parallel Workshops on diversity management. Promote self-assessment tools within organisations staff	Norway, Poland, Italy , Croatia
3	Parallel workshops with youngsters about diversity. Feedback each other about the results and how effective were methodologies. Development a new game about diversity to use with youngsters . Some action plan to share the idea with other colleagues in the organisations	Armenia, Iceland, Hungary, Netherlands, Cyprus
4	Creating parallel workshops for adults (colleagues or parents of young people) about diversity management. Preparation actions before the workshops.	Belgium, Lithuania

5	Online meeting with youngsters of Bulgaria who will volunteer in a Roma children institution.	Bulgaria, Belgium, Ireland
6	Mutual support through social media on our follow up actions of the training course. Mutual support in finding partners in specific fields for future projects. Sharing materials to improve knowledge.	Belarus, Spain, Italy

Recommendations:

The team evaluation discuss some points useful for future editions of the training course.

- 1) as said the composition of the group was very diverse. It was a resource but also a risk, should be checked if make sense to keep this profile of participants for next experience.
- 2) the programme is super intense and packed, probably an additional day is needed especially if there will be the plan to visit some organisations at local level.
- 3) in terms of content and objectives, probably it is necessary to choose between 2 possibilities: develop the training course focusing more on the intersectionality giving more space to go deep in the topic, or as alternative work more on the organisational dimension of diversity management by analysing the impact on organisational life.