



Gioventù



SALTO-YOUTH
SOUTH EAST EUROPE
RESOURCE CENTRE



Contact Making Seminar for the Development of EVS with SEE

REPORT

**22.-26. June 2005
Igalo, Serbia and Montenegro**

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SALTO-YOUTH SEE RC

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Background

This contact making seminar (in further text CMS) was implemented in co-operation between the YOUTH National Agencies of France, Italy and Slovenia and the SALTO-YOUTH South East Europe Resource Centre.

The seminar aimed to promote and develop European Voluntary Service activities in the Balkan countries and to develop EVS sending and hosting projects between partners from 3 YOUTH programme countries (France, Italy and Slovenia) and 3 countries in South-East Europe (Bosnia and Herzegovina, Croatia and Serbia and Montenegro).

The seminar wanted:

- ✚ To provide the possibility to find partners for future projects;
- ✚ To provide a space for learning about each other's realities, especially the specificities of European volunteering to and from the Balkans;
- ✚ To provide training in some technical, administrative and educational aspects of organising EVS projects in order to ensure the quality of the projects, and
- ✚ In particular, to prepare participants for developing concrete EVS hosting and/or sending projects within the year following the contact making seminar.

The preparation

In the preparatory meeting in Ljubljana we decided to prepare a pre-questionnaire for participants in the CMS on EVS with SEE to make the seminar more effective. Each participant prepared a short presentation, based on spfc questions, which made them think about own interests and offers connected to the EVS. We compiled all presentations in one booklet. At the beginning of the seminar we distributed a printed version (they got a copy by email) so that they had an opportunity to connect organizations and faces and easily make contacts, take notes and make some advanced arrangements based on the information they got.

The trainers prepared the program and selected the methodology for the seminar based on the suggestions and wishes of the participating National Agency staff. The overall aim was to prepare and run the seminar according to the needs and experiences of the participants.

Dates and venue of the CMS

Wednesday 22nd - Sunday 26th June 2005, Igalo, Serbia and Montenegro.

Participants

28 participants took part in the seminar: 15 from the countries of the participating National Agencies (France, Italy and Slovenia) and 13 from Partner Countries in South East Europe (Bosnia and Herzegovina, Croatia and Serbia and Montenegro).

Representatives of all partners took part in the preparation and implementation of the activity. Unfortunately no representative of the Slovenian NA managed to take part in the seminar, which made it that one picture of the CMS puzzle was missing.

DAY BY DAY PROGRAM

Arrival day

22/06/2005

The program started at 21:00. Almost all participants had arrived; Missing were only people who had informed the team in advance that they would arrive later. After the dinner we gathered in the plenary room for some **Getting to know each other activities**.

Marie Helene Cotte from the French NA welcomed the participants, and then we started with the program.

“name and organization we are coming from...”

In the big circle all participants introduced themselves by name and the organization they were coming from.

Comments: The circle was quite big so it was difficult to remember all the names at once.

“burning down the hose”

Everybody got one match about the same size. Then each person had to strike the match with the task to speak about her/himself as long as the match was burning.

Comments: the matches circulated in the circle, participants spoke about themselves, jobs, organizations, age.... The exercise was very good for the beginning.

“name and adjective starting with the same letter”

Each participant told his/her name and added an adjective starting with the same letter.

Comments: the exercise was nice and gave new opportunity to memorize the names.

“balls”

A ball was given to one participant who called another person and threw the ball to that one, she or he was then supposed to throw the ball to the next person and keep in mind from whom he/she got the ball and to whom she/he sent it to. During the process there were more balls added into the circle and participants repeat the names from persons they got the ball and from one they send ball to. At the end there were four balls in the circle.

Comments: it was funny game with a lot of interactivity and it looked it was attractive for all participants.

After the balls game we had welcome drink and beginning of very first networking.

Day 1

23/06/2005

Official opening

Marie Helene Cotte opened the seminar with a multilingual welcoming followed by a general presentation of the frame in which the YOUTH programme is set up. She gave a broad description of the EU's Educational programmes, followed by an analysis of the YOUTH programme, from it's objectives to its different Actions, stating very clearly the Program's goal of European awareness. She also explained the special value of the CMS with regard to EVS and

YOUTH in general and future budgetary allocations. After the necessary introduction of the history behind this specific CMS and the explanation of the roles of each NA involved and of SALTO she also listed the specific national goals at which the partners organizing the event were aiming:

- ✚ Slovenia: due to its strategic position, Slovenia is a unique case among Programme countries, having been part of the former Yugoslavia, and being now EU member. Slovenia has a common history with the Balkans and the wish to strengthen its links through numerous new projects while allowing the revival of once existing partnerships.
- ✚ Italy: the goal is the promotion of intercultural learning projects, in particular on the East coast, set up with immigrants from the Balkans, in order to overcome stereotypes and fight xenophobia.
- ✚ France: Priority was given to projects with Balkan countries in the years' 2004 and 2005 working plan. As a start, French NA already set up one-week sending training for one Bosnian and one Serbian organisations in 2003, which resulted in centralized EVS projects. Moreover, now the emphasis is put on the hosting side in general, as the NA is looking for developing hosting projects in France, to overcome the current unbalance towards more sending projects.

The overall need for this CMS was directly linked to the future evolution of the YOUTH Programme in the Balkans with the foreseen full participation of Balkan countries in the new YOUTH in ACTION Programme starting in 2007. The planned creation of YOUTH contact points in the Balkan countries would be a first step in this direction. She concluded by wishing all the participants a successful seminar and by setting a very high goal of coming up with 18 EVS projects between the participant partners in the next 12 months as an outcome of this seminar.

After the official introduction Aleksandra Vidanovic presented the program and the educational approaches and goals within the combination of training and contact making seminar.

"Silhouette - motivation & expectations & offer..."

The "silhouette" was the method for expressing the motivation, expectations and what we could offer to the group. One of the participants lied on the big sheet of paper and the other drew her silhouette. We marked the heart as expectations, head as motivation and hand as what they could offer.

Participants had some minutes to think and to write each of them on one single post-it that were later posted on the silhouette.

What I can offer:

- | | |
|--|--|
| ✚ 3 or 4 EVS in France | ✚ S.O |
| ✚ Experience in EVS project, Some personal experience, Experience in work with volunteer | ✚ H.O. (we hope) |
| ✚ Local network | ✚ Be your partner |
| ✚ Exchanges | ✚ Organization that can send and host volunteers |
| ✚ Long involvement in youth activities | ✚ Volunteers who can leaner from our experience |
| ✚ Information about my organization | ✚ Ideas |
| ✚ Sense of humor | ✚ Partner organization |
| ✚ My experience in EVS field | ✚ Positive energy |
| | ✚ Knowledge |

- ✚ EVS project (hosting, sending)
- ✚ A cooperation between 2 organizations
- ✚ Williness of having the project as sending /hosting partner
- ✚ Sharing knowledge
- ✚ Contacts with over 100 sport organization from Slovenia
- ✚ Barbeque
- ✚ Time
- ✚ Strong will (almost maniac)
- ✚ Positive atmosphere
- ✚ Work in our organization help handicap children in our village – where it institution
- ✚ Massage

Motivation

- ✚ to have better knowledge about the Balkans
- ✚ to help young people from our country
- ✚ to understand and become a part of Europe
- ✚ to become powerful lobby to increase youth representation
- ✚ to help people to learn from experience
- ✚ for a better world
- ✚ develop projects with SEE learn about EVS
- ✚ find partners within the region for other kind of projects
- ✚ recognize a partner from EU to send volunteers to and to host us as well
- ✚ new projects and know people also for other actions not just EVS
- ✚ making contacts
- ✚ learning some practical things
- ✚ presentation of the project
- ✚ learn how to present it
- ✚ develop cooperation with SEE area
- ✚ more traveling experiences for young people
- ✚ my organization has never cooperate with SEE countries and it would be good to start doing it
- ✚ to learn and learn
- ✚ make contacts
- ✚ develop skills for another program and ideas
- ✚ Daniela
- ✚ Experience
- ✚ Honesty
- ✚ Fun
- ✚ For young people to get to know each other better
- ✚ To implement already tried methods which are considered the best
- ✚ Educative holidays
- ✚ Need more knowledge
- ✚ Exchange of experience
- ✚ Challenge
- ✚ To learn from each other and find partners for future EVES projects,
- ✚ To make EVS project (s)
- ✚ I want to learn and travel
- ✚ To get contacts with other organizations to send and receive volunteers
- ✚ Confidence
- ✚ to put a name in a face
- ✚ to increase youth mobility in the region and to increase youth participation in decision making process
- ✚ to have together projects
- ✚ to meet partner in SEE
- ✚ to build partnership
- ✚ to meet new people and countries to contact young people with different things

Expectations

- ✚ experience
- ✚ knowledge
- ✚ have some concrete ideas and plans
- ✚ more knowledge about administrative issues – bureaucracy; paper work in order to become a part of the program
- ✚ cooperation
- ✚ learn what is needed to become a HO
- ✚ contacts
- ✚ find partners on the long term cooperation
- ✚ increase the network
- ✚ send volunteers
- ✚ receive volunteers
- ✚ to make friendship first and partnership will gain from it
- ✚ find the appropriate activities for young people
- ✚ reunion of the group of some participants in future projects
- ✚ rebuild the connection with Slovenia and former Yugoslav countries - making contacts and friendship
- ✚ more knowledge about possibilities for youth projects
- ✚ contacts for future EVS or other projects
- ✚ new friends; good time laughing
- ✚ a partnership for EVS and for prep EVS training
- ✚ strong NGO network for support of Youth initiatives between EU & SEE countries
- ✚ learn more about EVS and SALTO
- ✚ to find the perfect host for our volunteer
- ✚ exchange of good practice

At the end the participants were invited to read also what the other participants put on the papers.

Comments: the idea was great to put the motivation, expectation and offer according to the head, heart, hands and make them transparent.

"Personal Ad's"

While people entered the first session we took the pictures of them. Each participants prepared his/her personal add ... putting the picture and some notes about him/her, organizations, hobbies, etc on the paper and sticking it to the wall to be visible to all.

Comments: people used the space to share important information about themselves and their organizations with the whole group.

"flying the kite"

Previous experience shows that it helps communication a lot in such trainings to raise the question of "how do we work together here?" in an active way. The aim of the session was to provide more information on importance of group building, phases in the group life and learning environment. Exercises involving both verbal and non-verbal communication and the team work. We split the group into 4 smaller groups of 4-6 people. Groups had a task to make a kite out of materials provided for them with following instructions:

"Build and fly a kite using the equipment provided. The kite must be in the air unaided for at least

30 seconds. Each team member must contribute to the kite building. You should also keep a track of the tasks each of the team members did. You will have to run your own “project diary”- a track of tasks fulfilled and by whom. Kite should also look nice and creative. You have maximum 30 minutes.”

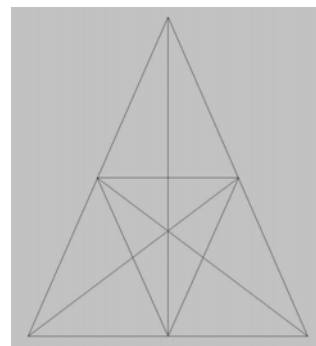
Good working atmosphere was created and participants made 4 functional flying kites. This exercise served as a good first step in group dynamics process. After the practical work we had a discussion about the importance of group and group learning (people, product, process, planning).

At the end of the session groups were awarded for their work with small sweet award.

Comments: This exercise got the highest evaluation results from the participants’ evaluation. It did provide a good understanding in the group and the learning and working contact was created. It can be adapted in various ways for different groups of people.

“Hidden Triangles”

Participants got the triangle figure and they had 5 minutes to count as many triangles as they could find hidden inside the figure. The results were collected on a flipchart by raising hands if they have found: between 0-10; 11-15; 16-20; 21-25 and more then 25 different triangles.






After the first scoring the participants were asked to form a “triangle” group of three persons to compare their results and work together to find the maximum number of triangles (10 more minutes). After that we made a new round with the amount of triangles in the different groups. When we got 4 groups we point out how the results improve when people work together as a team compared to working as an individual. We also link this concept of teamwork to the triangle relationship of sending organization – volunteer – hosting organization, demonstrating the value of working in a team / co-operation to make project more successful.

Comments: This exercise served as an introduction for the small groups work on definition of volunteering and exchange of ideas about important stakeholders in EVS.

"Volunteering: challenges & advantages"

Participants stayed in the same triangle group and focused on the definitions and understanding of the meaning of volunteering. The main task was to share experiences and knowledge concerning the recognition of volunteering in different countries. Their discussion was oriented to cover the following topics:

-  Voluntary work among young people in their countries.
-  What means voluntary work for them personally?
-  What means voluntary work for their organizations?

After 30 minutes groups put their posters on the wall to be visible for other groups.

Comments: Each group made poster to stress out what they discussed. Because of the nationally mixed group we did not have plenary session to present the outcomes of the groups.

"Statements on volunteering"

According to the opinion about the statements they had to place themselves - find the place in the scale, from total agreement to total disagreement and sometimes in the middle.

The statements proposed where:

- ✚ Voluntary service is a good preparation to get a better job.
- ✚ The best volunteers come from marginalized youth groups.
- ✚ EVS is the best way to meet another culture for free.
- ✚ You can advertise projects in a local cafe.
- ✚ Potential EVS volunteers should be involved in CMS.
- ✚ Voluntary service is an altruistic philosophy of life.

We had prepared some more but we did not put them to discussion:

- ✚ The volunteer have to enrich the H.O.
- ✚ Volunteers are the most important actors in a voluntary service.
- ✚ S.O. must have contact at least once per week with volunteer.

Comments: it was very interesting to see opinions of participants based on the previous experiences, circumstances and backgrounds.

"Check Points"

Participants were divided into smaller groups and they were about to prepare an EVS-project together. In this preparatory phase they had to pass 4 Checkpoints.

Checkpoint 1 – Preparation of Volunteers

Especially in Long-Term Voluntary Service it is absolutely vital to prepare the volunteers for their stay abroad. You can prevent a lot of conflict and crisis situations through a thorough preparation before departure. The framework and content will obviously change according to the numbers of volunteer you send at once.

Task for the participants:

Participants were thinking about the essential parts/topics they should cover in a preparation of Long-term volunteers and how would they organise/structure this preparation – having in mind the differences between preparing one volunteer or a group of volunteers.

Checkpoint 2 – Preparation of Sending Organisation (SO)

The Sending Organization in an EVS project is more than an agency providing an address of a hosting organization in another country. They play an important role in the quality implementation of EVS.

Task for the participants:

Participants were first thinking of the most important tasks of the sending organizations in the preparatory phase. And in the next step they were thinking about advantages and disadvantages of co-ordinating multilateral EVS projects vs. bilateral EVS projects.

Checkpoint 3 – Preparation of Hosting Organisation (HO) 1

Research has shown that one of the major reasons for failing EVS-projects is insufficiently prepared Hosting Organizations: either they did not have enough to do for the volunteer, or they expected too much of the volunteer or the staff did not get on with the volunteer. Thus it is important that the hosting organizations prepare themselves carefully for the stay of the volunteer. A good way of preparation for the HO is the production of a little „information-booklet or placement description” for the volunteer coming to the organization. This booklet should help the volunteer to get as much useful information about his HO as possible before departure

Task for the participants:

Participants had to think about what kind of information has to be part of such an information booklet and what does a HO have to prepare before arrival of the volunteer to be able to provide this information.

Checkpoint 4 – Preparation of Hosting Organisation 2

A very important part of the preparation of a HO is the awareness rising within the staff about the role of the volunteer. They should understand the idea and concept of an EVS project. Secondly it is important to be clear about different responsibilities / roles within the staff towards the volunteer/s.

Task for the participants:

Participants were thinking of different measures / activities to prepare the staff for the co-operation with an EVS-volunteer and which responsibilities / roles do they see within a HO in an EVS project.

Extra Task:

Participants were thinking about the most important support measures for the volunteer in the following categories:

- ✚ welcome activities on the volunteers first day in the organization;
- ✚ rough plan of activities:
- ✚ training plan for the volunteer throughout the stay for the first week:
- ✚ support for helping with the integration in the local community
- ✚ measures to support his personal learning process

After one hour of hard thinking in the small groups we had plenary reporting back.

Comments: it might be useful to have more time for group discussion and to split the reporting part on separate check points because it was quite hard to keep concentration on the high level till the end.

"Help Desk"

After the dinner we organized three help desks – NAs and SALTO answered arising questions and doubts, and a basic help desk was run by trainers to encourage participants to take up the EVS and give some information to make participants feel more confident about possible future projects.

Comments: not a lot of participants needed extra help, basic help desk become sharing experiences, hints and information.

The day ended with a long walk along the beach with long discussions and a drink in a nice bar near Herceg Novi.

The day we started with the energizer My name is Joe

After the presentation of the day we closed the cycle of the first day and moved on to the new day.

"Guidelines phrases on follow up"

According to the Users Guide (section D.3):

«The sending organisation should ensure proper evaluation of the EVS project together with the volunteer.

Volunteers should receive help with reintegrating into their home community. The sending organisation should give volunteers an opportunity to exchange and share their experiences and must also support them, e.g. by providing information about other possibilities within the YOUTH programme (especially Action 3 - Future Capital, see section E.4) and by helping them into further education, training or employment.»

While in the "Rights and Responsibilities of EVS Volunteers" it states:

«The volunteer has the right to receive support from the sending organisation at the end of the project in order to evaluate the EVS period and achieve the highest benefit from the experience. Such support could also relate to the re-integration in the home country, guidance in personal projects and assistance in Future Capital projects.»

And in the "Rights & Responsibilities of Host Organisations, Sending Organisations and Mentors" is written:

«Personal follow-up should be provided for the volunteer by the sending organisation in order to evaluate the individual EVS project in terms of personal gain, experience, etc..

The sending organisation must complete a final report and send it to the National Agency (or the European Commission, if applicable).

It is the responsibility of the sending organisation to support the volunteer after the completion of the project and to help him/her make the best out of the EVS experience. Such support could relate to re-integration in the country of origin, help in contacting the necessary administration services, guidance and counselling in personal projects, and, where applicable, assistance in Future Capital projects.»

After short introduction participants were divided in three groups lead by the trainers. Group members shared different case studies and good practice connected to the EVS follow up. One of the main focuses was brain storming on the follow up on personal level of volunteer and local impact level to enlarge opportunities of future involvement of volunteer after coming back from the EVS project. Each group made a poster with suggestions and put it on the wall.

Comments: groups were good mixed and there were a lot of good presentations of what happened with EVS volunteers afterwards and how it is possible to involve them in every day community life.

"bills, bills, bills"

Administrative issues were started with introductive slides of "weird" bills. Participants were shown different "sheets of paper" what present bill in different countries. How to guess what is written there? How to trusts? How to convince the European Commission?

This was good base for continuation with administrative **issues**.

Marija Pilipović presented the SALTO SEE Resource Centre's work and specificities of

administrative issues in YOUTH Projects in cooperation with the Partner Countries in SEE. Marie Helene Cotte then gave a presentation of EVS focusing on content and administration needed for developing successful projects, including the responsibilities of SO, HO, NA, VOL, application process and deadlines.

ADMINISTRATIVE ISSUES

If the pedagogical content is very important, a successful project is also related to questions of time and money and (not fun but essential too) and fulfilment of formal criteria in the application to be submitted to NAs.

As SEE countries could apply directly until mid-2005, it was the EU partner, supported by its NA which will apply. Generally, they are able to help their SEE partner, if necessary. (NOTE: NGOs from SEE hosting YOUTH projects can also apply themselves for project grants to the European Commission from 1 November 2005 onwards.)

1 – Planning (section B.5 User's guide p.15 and 16)

Planning, keeping in mind the administrative procedures and application deadlines, is a very important phase. This phase is very well described in the User's guide Section B. It is important to refer to this section and not only to Section D. dealing with European Voluntary Service.

The **project** duration means the whole period where expenses are eligible. This means it includes (for example, but not compulsory) follow-up seminars after the volunteering period.

The **activity** duration means the volunteering period itself, when the volunteer leaves his/her home until he/she returns at the end of his/her stay in the hosting organisation.

In annex, you'll find the table to schedule your future projects.

Application deadlines :

2005-R5 : 1st of November 2005 for **projects** starting 1st of April 2006 the earliest until 30th of September the latest.

No expenses are eligible before this date meaning no plane tickets can be purchased before this date for example. And it's often necessary to book in advance to get better prices.

Some time should also be dedicated to pre-departure training.

The consequence is : it's better to plan a beginning of the **activities** (the volunteering period itself) for the 1st of May for example.

2006-R1 : 1st of February 2006 for **projects** starting 1st July 2006 the earliest until 31st of December the latest.

In this case, for the same reasons as above, better to plan the beginning of the activities for the 1st of August 2006 for example.

Results of selection:

Generally, the projects are approved or rejected by the NAs selection committees and organisations informed within 3 months after the deadlines.

Final reports:

Final reports must be produced within 2 months after the end the **activities**.

2 – Grants

All the grants rules are very well described in User's guide synthetic tables p. 43 and 44.

The EVS grants going to the organisations are lump sums made of 2 parts :

- ✚ the fixed amount
- ✚ the flat rate depending of the duration of the activities.

The fixed amount and the flat rates are decided once a year by each NA, and put in the working plans approved by European Commission. That means the fixed amount and the flat rates vary from one NA to the other. Consequently, for a same duration of activities, the grant may vary for the programme countries organisations.

Flat rates for SEE are fixed by the European Commission, if the project is hosted by a Partner Country in SEE.

Pocket money for EVS volunteers is decided by European Commission for both programme countries and SEE countries and varies from one country to another.

For the volunteers coming to SEE countries, pocket money is the same (120 € per months) for all the Balkans countries.

In addition, organisations may request money for pre-departure and on-arrival trainings, mid-term evaluation if such training or volunteers meeting are really organised and meet specific criteria outlined in the User's Guide.

An advance planning visit can be included as well.

Applicants will have to cover travel costs and costs for visa or vaccination, if needed.

Pre-calculated tables:

To facilitate the calculation and avoid errors, you'll find pre-calculated tables in the User's Guide. These tables give you directly the calculation of your lump sum according to your country and the duration of the project.

Make sure you're using the table of YOUR country!

3 – Formal criteria

Be aware that all the efforts of several months between 2 partners can be destroyed if the selection committees of the NAs are obliged to turn down your file because you don't fulfil these formal criteria.

Never forget the funds for projects with partner countries are very limited.

Compulsory criteria:

- ✚ Make sure the hosting project is accredited (for hosting in a programme country) and has a valid Hosting expression of interest (HEI) number in the data base. This HEI number doesn't exist for hosting project taking place in SEE countries.
- ✚ Make sure the volunteer is over 18 and under 26 less one day when the activity starts.

- ✚ Respect carefully the application dead lines
- ✚ Respect carefully eligibility dates for project and activity (see above)
- ✚ Send original file and signatures to your NA.
- ✚ Provide signed preliminary project agreement preferably in original for the dead line.

Other criteria:

Use the valid form (of the year) available on your NA web site or COM website.

Participants were welcomed to put questions in the points they need some more clarification and additional information.

Comments: session was very detailed orientated, with a lot of information what brought some inflation of the information into the group.

"Bazaar"

In order to prepare participants to find partners, to get to know each other's projects and to see who stands where in the sense of developing their own projects we organized a bazaar.

In the first part before lunch participants prepared their presentations (posters, promo material, some things written on the flipcharts, T-shirts, video).

In the second part we split participants into 2 groups: A and B. First 30' group A was presenting their projects (standing in front of their stands and talking to everyone from group B who was interested to hear their presentations). Afterwards group B was presenting and group A was visiting the fair.

This exercise was finished by very short wrapping up question as if did they learn enough about projects of others and are they ready to continue talking more in depth about how it was doing these projects.

Comments: This exercise was good for sharing experiences and ideas, and also for learning more about each other's realities and work.

It would be good to add time for the third circle of visits, when group A has time to visit other project presented in the same group (it goes for the group B as well). This exercise was very highly evaluated by participants as very useful for partner matching.

After the bazaar experience we prepared ourselves for boat trip to Plava Špilja, small village Rose and dinner on the seaside with live music.

Day 3

25/06/2005

Energizer - Moving Colors

Participants were sitting on chairs in a circle and they are divided into three groups: blue, red or yellow. The facilitator used a set of cards with three colors to help make a random order to call out the colors. Each time participants hear their color they are allowed to move one chair to the left (if someone is sitting on the next chair then sit on their lap). They could not move if someone was sitting on their lap. The goal was to get back to the own starting place.

"simulation : application"

With short presentation of application and possible troubles we wormed up the participants to

start with concrete proposals. According to the gaining information and some advanced planning they sit together and started to work on their future projects. They got application forms and started to discuss and plan the activities.

Trainers and resources from NA and SALTO walked around and helped if it was needed to.

The final results of planning:

partner hosting	sending partner	number of vol	start date
Daniel (fr)	Majda (SER)	1	sept 2006
somewhere (SER)	Daniel (FR)	1/2	sept 2005
Dražen (CRO)	Benedicte (FR)	1	april 2006
Danijela (Cro)	Benedicte (FR)	1	
Benedicte (FR)	Danijela, Dražen	2	
Jean Michel (FR)	MNG	2	april 2006
Ivana (MNG)	Bosnia	2	april 2006
Ivica (SER)	Elisa (I)	1	june 2006
Danijela (Cro)	Joao (F)	1	april 2006
Dražen (Cro)	Joao (F)	1	april 2006
Katarina (Slo)	MNG	1	august 2006
Dario (BIH)	Eva (I)	1	april 2006
Sanja (BIH)	Elisa (I)	1	april 2006
Nataša (BIH)	Jean Michel (Fr)	1	april 2006
Ivica (SER)	Elisa (I)	1	april 2006
Ivana (MNG)	Mattia (I)	1	april 2006
Joao (FR)	Tamara (SER)	1	april 2006
Ivana (MNG)	Polona (SLO)	1	februar 2006
other actions		number of actions	
action 1		5	
action 5		7	

Comments: people were very enthusiastic and project oriented. A lot of them did some extra agreement also on other actions not only EVS which means that they understood the Youth Program as a whole.

Evaluation and closing

For the seminar evaluation we used different techniques. We started with

“Tumbling dice”

We prepared 6 questions; every participant had to throw a dice, and to answer the question linked to the number obtained.

The questions were:

- 1) My contribution in this seminar ...
- 2) Food and accommodation ...

- 3) Methods I (dis)liked ...
- 4) Balance between working time and non-working time ...
- 5) What I didn't like
- 6) Comments about the group ...

Some answers:

2nd question:

- ✚ Great food and accommodation
- ✚ I like the dinner on the seaside.

3rd question:

- ✚ I like the statement session. I like energizer. I talked to a lot of people and I'm interested how many project will ended as we planned. Why this seminar did not take place before?
- ✚ Topic for days and days, very good selection of methodology. Go home, rest, clear our mind and in the web forum all what we said try to make true

4th question:

- ✚ Balance between working time and non-working time was good. Also in free time we could work.

5th question:

- ✚ More time for bazaar. I don't have the whole picture of all organizations presented here.
- ✚ I missed NGO from Macedonia.
- ✚ I did not like administrative issues (too long and not so clear to me). I didn't like that I did not know a lot about the EVS and I didn't have time to meet all.
- ✚ Travel to long to come to Igalo, Bazaar not enough time.
- ✚ I did not like that we did not talk about quality.

6th question:

- ✚ Good group dynamic, experienced orientated. A little bit too big group, we should work more in small groups. Group was wonderful. Group was great and I was very comfortable.

"Birthday-Surprise"

Before the last part (questionnaire) we prepared the "Birthday-Surprise".

We took the instant-pictures of everybody of the first day and we asked the participants to write their names and their birthday on them. For those who lost their pictures have been drawn nice portraits of them. Then they had to put them on the floor, the picture on the down-side. Randomly everybody took a picture with the task to surprise the person for her/his birthday.

"Ball of wool"

Participants sit in a big circle. One got the ball of wool and expressed his/her comments, suggestions, word, statement, and threw the ball to another person keeping hold of the string in his/her hand. Throwing wool around the circle we built the great network among all of us.

Comments: it was nice way to express feelings, comments and suggestions and slowly closed down the seminar.

For the end all participants got the questionnaire and they were asked to bring them back as entrance pass to the intercultural evening.

To conclude the seminar Marie Helene Cotté expressed her full and complete satisfaction with the

level of interest showed by the participants and with the final outcome in terms of potential projects. The final number of projects, ranging from action 1 to 5, proved to be much greater than the challenge posed at the beginning of the CMS. She also pointed out how the high motivation of all the participants could easily lead to a multiplier effect far beyond the mere results of the seminar. A mention to the special involvement of the partner NA's and of SALTO-SEE in all the phases of the seminar showed its even greater added value. A special tribute was also paid to the trainers team (that proved to be a true "dream team") and to the team leader Asha Vidanovic who performed a "wonderful vital energy". The final remarks were to remind that the deadlines that will be available to implement the projects planned in the CMS would have been the next two following (September and November 2005). Marie Helene Cotté then concluded by showing her appreciation for the work done in Igalo that, beyond the practical outcomes, through partnerships building between Balkans countries and programme countries, helps in "building a strong and peaceful Europe with and for young people and this is very important too for the future of all of us."

Contact making seminar slowly ended on the terrace with all delicious food, drink, games and music from participant countries.

Final comments from the trainers:

It was a successful seminar. The methods and techniques were used according to the participants background and skills. The main principle we followed was leading in cooperation with the participants. Actually it worked pretty fine.

The atmosphere in the team was trustful and dynamic, although it was the first time in this constellation. We had one prep-meeting in Ljubljana after that we worked a lot via email, sending information, ideas, suggestions to each other. We decided to have final preparations in Igalo, so we had time to go again through the schedule and to prepare together the practical arrangements (writing the posters, preparing ppt. presentation ...).

The group itself was great, they were really very committed. Our task, as trainers, was more focusing on facilitators as trainer role. Our main objective was to give them a frame and to take care of good conditions and a good climate in which a trustful atmosphere could grow. We decided on the one hand not to stress them (extremely) with the programme (we were flexible enough to react on their needs), on the other hand we gave them understandable tasks that were connected to each other in a way that the whole seminar had a good tension and a clear thread.

From our point of view the seminar was successful in a maybe not immediately measurable way even if we reached the amazing outcome of 20 proposed projects. This means: you can definitely expect that the participants sign during the training preliminary agreements; EVS takes time, to find the right project with and for youngster last up one year. The training was successful in another way: a lot of personal contacts have been developed with a lot of project ideas, some of them already very concrete, some more as an idea.

We are convinced, that within one year there will be at least 9 concrete EVS projects as a direct follow up of this seminar. That there are some ideas for Action 1 and Action 5 what shows again, that the participants were really committed and interested in each other (on a personal and professional level). It also shows, that the different Actions of YOUTH Programme are very closed linked.

To work in this trainer team was a pleasure that we strongly look forward to cooperate again in the nearer future.

Annex I



You are about to enter the world of EVS...
Things that make you go "hmm..."
This exercise will help you check if you are ready!!!

You are about to prepare an EVS-project together. In this preparatory phase you have to pass 4 Checkpoints.

Checkpoint 1 – Preparation of Volunteers

Especially in Long-Term Voluntary Services it is absolutely vital to prepare the volunteers for their stays abroad. You can prevent a lot of conflict and crisis situations through a thorough preparation before departure. The framework and content will obviously change according to the numbers of volunteer you send at once.

Task:

Please think about the essential parts/topics you should cover in a preparation of Long-term volunteers and how would you organise/structure this preparation – please distinguish if you prepare one volunteer and a group of volunteers:

One volunteer	Group of volunteers
Parts/Topics	Parts/Topics
Structure	Structure

Checkpoint 2 – Preparation of Sending Organisation

The Sending Organisation in an EVS Project is more than an agency providing an address of a Hosting Organisation in another country. They play an important role in the quality implementation of EVS.

Task:

1. Think of the most important tasks of the Sending Organisations in the preparatory phase.
2. Consider advantages and disadvantages of co-ordinating Sending Organisation (sending

more volunteers at once) vs. Local Sending Organisations (sending one volunteer out of their organisation).

1. Tasks of Sending Organisations	
2. Co-ordinating Sending Organisations (SO)	2. Local SOs

Checkpoint 3 – Preparation of Hosting Organisation 1

Research has shown that one of the major reasons for failing EVS-projects is insufficiently prepared Hosting Organisations: Either they did not have enough to do for the volunteer, or they expected too much of the volunteer or the staff did not get on with the volunteer. Thus it is important that the Hosting Organisations (HO) prepare themselves carefully for the stay of the volunteer.

A good way of preparation for the HO is the production of a little „information-booklet or placement description“ for the volunteer coming to the organisation. This booklet should help the volunteer to get as much useful information about his HO as possible before departure

Task:

3. What kind of information do you think has to be part of such an information booklet?
4. What does a HO have to prepare before arrival of the volunteer to be able to provide this information?

2. Elements of information booklet	3. Preparatory work necessary
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Checkpoint 4 – Preparation of Hosting Organisation 2

A very important part of the preparation of a HO is the awareness raising within the staff about the role of the volunteer. They should understand the idea and concept of an EVS project. Secondly it is important to be clear about different responsibilities / roles within the staff towards the volunteer/s.

Task:

1. Think of different measures / activities to prepare the staff for the co-operation with an EVS-volunteer?

2. Which responsibilities / roles do you see within a HO in an EVS project?

1. Activities for / with staff	3. Roles / Responsibilities
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Extra Task:



1. Think about the most important support measures for the volunteer in the following categories:

Welcome Activities on the volunteers first day in the organisation; rough plan of activities for the first week:	Training plan for the volunteer throughout the stay
Support for helping with the integration in the local community	Measures to support his personal learning process

Annex II

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DAY 0 (22/6)	DAY 1 (23/6)		DAY 2 (24/6)		DAY 3 (25/6)		DAY 4 (26/6)
ARRIVALS	9.30	<ul style="list-style-type: none"> Official opening Educational approach / program, aims & goals Motivation & expectations Personal Ad's 	30' 10' 30' 20'	<ul style="list-style-type: none"> Energizer Presentation of day Case studies (groups and plenary) 	5' 5' 30'	<ul style="list-style-type: none"> Presentation of day Bazar preparation Post it contacts 	
	11.00	Y		Y		Y	
	11.30	<ul style="list-style-type: none"> Group building & intercultural activities 	90'	<ul style="list-style-type: none"> Rights & duties of S.O./H.O./VOLS/NA's Comparison with Users Guide 	45' 45'	<ul style="list-style-type: none"> Bazar space Feed back Simulation 	
	13.00						
	15.00	<ul style="list-style-type: none"> Volunteering: challenges & advantages (5 groups of 6 pax mixed nat. - singularities) Statements on volunteering 	45' 45'	<ul style="list-style-type: none"> The return of volunteers <ul style="list-style-type: none"> Case studies Guideline slides Brain storm Administrative issues: <ul style="list-style-type: none"> Introductive slides NA's infos 	30' 5' 90'	<ul style="list-style-type: none"> Simulation Final plenary session 	
	16.30	Y				Y	
	17.00	<ul style="list-style-type: none"> Country – sending – sharing: (in nat. groups) <ul style="list-style-type: none"> Finding the volunteer Preparing the volunteer 	45' 45'	BOAT TRIP & DINNER		<ul style="list-style-type: none"> Evaluation and closing 	
	18.30						
	21.00	<ul style="list-style-type: none"> NA's Help Desk Basic Help Desk 				<ul style="list-style-type: none"> Farewell party & intercultural evening 	
Getting to know each other							

DEPARTURES

