



**ARE YOU READY TO LEARN IN VERY PRACTICAL WAY HOW TO DEAL WITH CONFLICTS?**

**DO YOU ALSO WANT TO SEE CONFLICT AS AN OPPORTUNITY?**

**Over 130 satisfied participants**

**Very practical approach**

**Already 6 times “positively” tested**

**Big diversity of methods and techniques**

**Lot of diverse EVS experiences in group (for sharing)**

## PRACTICAL INFORMATION

**Date:** 23. – 29. May 2009

**Place:** Vyhne (spa area), Slovakia

**Number of training days:** 5 (without travel days)

**Team of trainer:** Tomáš Pešek (Slovakia)  
Jolana Dočkalová (Czech Republic)  
Aleksandar Weisner (Serbia)  
Magdalena Jakubowska (Poland)

**Eligible participants:** **Mentors (tutors)** - persons responsible for personal support of the volunteer  
**Supervisors (co-ordinators)** - in HO responsible for EVS project support (in day contact with volunteers, giving them tasks “at work”)  
As advantage we give opportunity for **one mentor and co-ordinator from the same EVS hosting project** to participate as we believe that their common experience will bring extra benefit for solving future EVS conflicts  
Participants have to be from organizations involved in hosting EVS projects or at least being in the process of starting hosting EVS project  
Action 2 officers and EI accreditors are also welcome  
Maximum is 26 participants

**How to participate:** If you are from program country, contact your National agency (TCP or EVS officer). Participants from partner countries can participate under special conditions. For more info contact Patrik Zamboj from Slovak NA on [zamboj@iuventa.sk](mailto:zamboj@iuventa.sk)

## AIMS AND OBJECTIVES

**Aim:** Improvement of the quality of the EVS hosting projects by developing the competencies in analyzing and dealing with conflicts

**Objectives:**

- To raise awareness of possible reasons leading to conflicts in EVS projects
- To improve the competencies in analyzing and dealing with conflicts
- To further develop understanding of cultural differences of the participants in EVS projects
- To explore a new features of EVS under Youth in Action
- To clarify the roles of all partners in EVS projects (SO, HO, volunteer, NA, EVA) with main focus on rights and responsibilities of the co-ordinators and mentors

**Methods and techniques:** role plays, interactive discussions, group work, simulations, case studies, individual thinking, problem solving games, drama, brainstorming, group facilitations, icebreakers, reflection methods etc.....

## DRAFT OF THE PROGRAM

| 23 <sup>rd</sup> May                                    | 24 <sup>th</sup> May  | 25 <sup>th</sup> May   | 26 <sup>th</sup> May  | 27 <sup>th</sup> May   | 28 <sup>th</sup> May  | 29 <sup>th</sup> May |
|---|---|--|---|--|---|----------------------|
|   |   | <i>Reflection</i>  | <i>Reflection</i>   | <i>Reflection</i>  | <i>Reflection</i>   |                      |
| <b>Arrival</b>  | Where are we and what are we going to do?<br><br>Practicalities<br><br>Let's create a group from us!                                    | What is a conflict<br><br>Who is Sofia?<br><br>How do I behave?<br><br>Homework I.                                 | Cultural differences<br><br>Can this be a reason?<br><br>Intercultural learning | Conflict in EVS<br><br>Let's look to it from different sides<br><br>Homework II. | Mediation<br><br>How can I help if not directly involved?<br><br>Optional workshops                                     | <b>Departure</b>     |
|   | <i>Lunch</i>  | <i>Lunch</i>   | <i>Lunch</i>  | <i>Lunch</i>   | <i>Lunch</i>  |                      |
| Arrival of participants till 15.30<br><br>WELCOME HERE! | First touches of important topics<br><br>How do I see conflict?<br><br>What is a steam group?<br><br>Which projects are we involved in? | Communication as important part of conflicts<br><br>What not to do?<br><br>What to be aware of?<br><br>What to do? | FREE AFTERNOON<br><br>Let's explore Banská Štiavnica (beautiful UNESCO city)    | Let's put all we learned in practice.<br><br>Maybe forum theatre can help?       | How do I see conflict now?<br><br>What to do with all this?<br><br>How was this training?<br><br>Can I get a Youthpass? |                      |
|   | <i>Steam groups</i>   | <i>Steam groups</i>  |   | <i>Steam groups</i>  | <i>Steam groups</i>   |                      |
| <i>Dinner</i>   | <i>Dinner</i>   | <i>Dinner</i>  |   | <i>Dinner</i>  | <i>Dinner</i>   |                      |
| Who are we? Let's get to know the others...             | Introduction of EVS projects (Let's go for ride with EVS train!)  | Intercultural evening  | Dinner in town  | Free evening   | Farewell party  |                      |