

Promoting Interethnic Dialogue and Intercultural Learning –

Training for EVS sending and host organisations in EU, AFRICAN and
ASIAN Countries



Activity Report: Final Evaluation and Follow-up Meeting

1st – 6th July 2008 / Berlin, Germany



'Youth in Action' Programme



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Contents

<u>INTRODUCTION, AIMS AND OBJECTIVES</u>	<u>3</u>
<u>PROGRAMME OVERVIEW</u>	<u>4</u>
<u>DAILY REPORTS BY PARTICIPANTS</u>	<u>7</u>
ANNEX 1 / PARTICIPANTS LIST	16
ANNEX 2 / ASSESSMENT OF EVALUATION QUESTIONNAIRE	17

Introduction, aims and objectives

This document is the activity report of the Final Evaluation and Follow-up Meeting, held in Berlin from the 1st – 6th July 2008, as the fourth and final activity of a capacity building training project “Promoting Interethnic Dialogue and Intercultural Learning – Training for EVS sending and host organisations in EU, African and Asian countries”, run by the ICYE International Office.

The first three activities within this project were a “training for trainers” for selected trainers from EU, African and Asian countries, followed by two training modules at regional level: EU-Africa and EU-Asia.

The meeting brought together trainers from Europe (Germany, Italy and the UK), Africa (Ghana, Kenya, Nigeria, and South Africa) and Asia (India). The group comprised of youth workers – and representatives of youth voluntary service organisations within the ICYE global network – involved in sending and hosting EVS volunteers under the EC “Youth in Action” programme, which had gained experience as trainers in the regional training modules in South Africa and India in March and April 2008.

The programme included an in-depth evaluation of all previous training events (training of trainers as well as the EU-Asia and the EU-Africa training modules), as well as inputs from experts, discussion groups and workshops which prepared the contents and

material for the “Practical Guide for EVS/ICYE training in EU and partner countries”, a tangible result of this project.

The training process which started in January with the training for trainers and culminated in this final evaluation meeting enhanced the skills of the participants giving them fresh inputs to reinvigorate their work with youth aimed at achieving greater understanding and respect within a globalizing world.

Finally, we would like to thank all participants involved in this process for their contributions, enthusiasm and positive team spirit which contributed to a warm working atmosphere and led to good results.

Andreas Schwab
International Office



Programme Overview

Day 1		Tuesday, July 1, 2008
A.M.		
P.M. 17:00–19:00	<i>Arrival of participants</i> <i>Check-in at Hotel Arizona</i>	
19:00	- Informal get-together and dinner at Restaurant “Wellenstein”	
Day 2		Wednesday, July 2, 2008
A.M. 10:00	<i>Opening</i> <ul style="list-style-type: none"> - Welcome - Programme presentation and Participants' expectations 	
	<i>Coffee Break</i>	
11:00		
11:30	<u>Evaluation of Berlin Training for Trainers (January 2008)</u> <ul style="list-style-type: none"> - Training units and relevance with regards to the preparation and running of regional EU-Africa and EU-Asia training seminars held in Cape Town and Bangalore 	
13:00	<i>Lunch Break</i>	
P.M. 15:00	<u>Evaluation of EU AFRICA Training Seminar, Cape Town, March 2008</u> <ol style="list-style-type: none"> 1) Presentation of analysis of Participants Evaluation Forms 2) Discussion of outcome in terms of: <ul style="list-style-type: none"> - Relevance of contents in view of enhancing the quality of training sessions in EU Africa volunteer exchange / considering different realities in EU and African Sending and Host organizations - Culturally sensitive methods to be applied in PREPARATION, OAT, MIDTERM, FINAL EVAL Meetings with EVS volunteers from Europe and Africa - Sharing of outcomes in terms of national follow-up training activities and spin-off effects 	
16:30	<i>Coffee Break</i>	
17:00	<u>Evaluation of EU ASIA Training Seminar, Bangalore, April 2008</u> <ol style="list-style-type: none"> 1) Presentation of analysis of Participants Evaluation Forms 2) Discussion of outcome in terms of: <ul style="list-style-type: none"> - relevance of contents in view of enhancing the quality of training sessions in EU ASIA volunteer exchange / considering different realities in EU and Asian Sending and Host organizations - culturally sensitive methods to be applied in PREPARATION, OAT, MIDTERM, FINAL EVAL Meetings with EVS volunteers from Europe and Asia - sharing of outcomes in terms of national follow-up training activities and spin-off effects 	
19:00	<i>Dinner</i>	

Day 3		Thursday, July 3, 2008
A.M.		
09:30	<u>Elaboration of a booklet on training guidelines and contents</u> <ul style="list-style-type: none"> - PP - presentation: Planning a training – basic principles to be followed when organizing training events - The intercultural learning cycle in international volunteer exchange programs (Identity, Stereotypes, Prejudices, Privileges, Communication and conflict resolution, etc.) - Presentation of methods and their relevance for the volunteer program cycle - Presentation of Reference List of Intercultural Learning Methods - Presentation on draft format of booklet 	
11:00	<i>Coffee Break</i>	
11:30	<u>Group work to:</u> <ul style="list-style-type: none"> - Define guidelines and minimum quality standards regarding program flow, duration, outcome of the trainings to be provided in the EVS volunteer program cycle as well as in view of systematic use of culturally sensitive ICL methods 	
P.M.		
15:00	<u>Presentations of results and discussion in Plenary</u>	
16:00	3 working groups to elaborate contents of booklet regarding the description / systematic use of methods in EVS volunteer program cycle: <ul style="list-style-type: none"> - Pre-departure preparation and training - On arrival training - Mid-term and Final Evaluation 	
16:30	<i>Coffee break</i>	
17:00	Working groups continued	
18:30	<i>Dinner</i>	
Evening	<i>Free</i>	
Day 4		Friday July 4, 2008
A.M.		
09:30	Working groups continued	
11:00	<i>Coffee Break</i>	
11:30	Working groups continued	
12:00	<i>Lunch</i>	
P.M.		
15:00	Presentation of preliminary results of working groups in plenary Discussion and agreement on modifications Mid-term Evaluation	
17:00		

	Excursion / Evening in town
Day 5	Saturday, July 05, 2008
A.M. 09:30	In same working groups: Modification of contents, elaboration of final booklet: "Practical Guide for EVS/ICYE training in EU and partner countries"
11:00	<i>Coffee break</i>
12:00	Presentation of contents of booklet final version in plenary; Agreement on further elaboration and dissemination of booklet
13:00	<i>Lunch break</i>
P.M. 15:00	<u>Working groups on:</u> "How to ensure quality program delivery with regards to intercultural learning and in-service support through systematic training of staff, coworkers, mentors and host placements at the national level?"
16:30	<i>Coffee break</i>
17:00	Presentation and discussion in plenary
Day 6	Sunday, July 06, 2008
A.M. 09:30	In 2 groups: brainstorming/recommendations on EU AFRICA AND EU ASIA follow-up activities i.e.: - Training - Networking and partnership building - Theme-related EVS
11:00	<i>Coffee break</i>
11:30	Presentation and discussion of possible follow-up activities in plenary Agreements on documentation of the project's results
13:00	<i>Lunch</i>
P.M. 14:30	Final evaluation <i>As of 15:30 Departure of participants</i>

Daily Reports by participants

Day 2: Wednesday July 2nd 2008
Session: Welcome
Activities: Evaluation of Training for Trainers, Berlin – Jan 2008
 Group Discussions

The morning started with the introduction of some of the participants who had not met previously. Andreas Schwab of the ICYE International Office then presented the programme in details and each individual was given the chance to think about and present their expectations of the upcoming 5 days.

Thereafter, the participants gave feedback on their experiences with the ICL training programme. Some of the participants have already used some of the methods within their National Committees during the various camps. Everyone felt the training for trainers in Berlin was very useful and had been a very good basis for the subsequent trainings in Cape Town and Bangalore.

Andreas Schwab gave a summary of the training for trainers held in Berlin in January – the different methods, training essentials, EVS program. Next was the evaluation of the Berlin training for trainers in regards to the preparation and running of the training seminars held in Cape Town and Bangalore. The participants were divided in to two groups to discuss this.

Evaluation of the training for trainers held in Berlin

Group 1

This training had two objectives:

1. To train trainers on Intercultural Learning

The participants felt that this objective was met, enough theoretical material was shared, but there was need for the trainers to put into practice the different methods at their local level before using them in the international training seminars.

Areas for improvement

- It was also noted that there was not enough time to go through all the methods.
- The training was too focused on methods and missed out on other ICL awareness raising activities
- Need to have representation from more countries so as to get more input on methods used for preparation
- Need to know what issues come up from the evaluation forms so that the trainings and manual can be linked to them

2. To prepare for subsequent trainings

This objective was met to a certain level, however

- The distribution of tasks should have been done at the training for better preparation for the training in Cape Town
- Co-ordination and follow up could have been better
- Needed to have a questionnaire for participants to get a needs assessment
- Need to have profiles of participants

Group 2

The second group came up with several points and recommendations:

- They had to work more on the planning and structure of the Asian TC.
- There should have been two days preparation meeting for trainers for the Cape Town and Bangalore seminars.
- Need more information about methods from other trainers and their “ways” of running them.
- Shorter EVS structure presentation could allow us to work on something else.
- Should involve all the trainers in both trainings even as participants in order to strengthen their skills, involvement, etc.
- Less trainers, more participants
- It was a good training for experiencing new methods and an opportunity get to know the other trainers discussing differences and potentialities)
- Had a chance to explore the meaning of the trainer's role, we could do less theory and more interaction sessions. Also need to have more time to discuss trainer's

roles in other cultures. (thinking of working in International Group)

Afternoon

Evaluation of EU-Africa Training Seminar,
Cape Town, March 2008

The session started out with a presentation of the analysis done by the International office of participants' evaluation forms of both the EU AFRICA training course in Cape town and of the EU ASIA training course.

A discussion of the outcome of both trainings took then place in two groups, one for the EU-Africa training and one for the EU-Asia training.

The discussion in groups considered the outcome of the respective training in terms of: relevance of contents in view of:

- Enhancing the quality of training sessions of the EVS project cycle,
- Considering different realities in EU and African/Asian Sending and Host organizations
- Culturally sensitive methods to be applied in meetings with EVS volunteers from Europe and Africa/Asia
- Sharing of outcomes in terms of national follow-up training activities and spin-off effects

The outcome of both groups was then presented and further discussed in plenary.

All in all the meetings had gone well and participants had highly benefited from the methods and contents. A special highlight were the intercultural learning methods, which will enable participants to infuse intercultural learning concepts in their future trainings with EVS/ICYE volunteers.

The concept of bringing together the local host projects and the national and international organizers of EVS in one training course was seen particularly interesting as both sides could learn a lot about each others' perspective on EVS and strengthen the co-operation among them.

Day 3: Thursday July 3rd 2008
Session: Presentation of 'planning a training', and 'ICL' focused working groups on individual trainings
Activities: Working groups Discussions

Morning

This morning's session started with a presentation on the following topics:

- Planning a training – basic principles to be followed when organizing training events
- The intercultural learning cycle in international volunteer exchange programs (Identity, Stereotypes, Prejudices, Privileges, Communication and conflict resolution, etc.)
- Presentation of methods and their relevance for the volunteer program cycle

This presentation was found to be very useful by the group in providing the necessary context for work to be started on the Intercultural training guide.

The morning then continued with the participants split into three working groups. These groups continued to work, focusing in more detail on the different seminars – Pre-departure, On-arrival, Mid-term and Final-evaluation trainings. In a short meeting with the big group later in the morning, we defined in more detail the format and frame of the "practical guide".

Afternoon

The afternoon session began with the presentation of the morning's working group results. Two groups worked on the main guidelines and quality standards, expected outcomes and durations to be applied on trainings within the EVS Programme. The discussion focused on each training in the EVS volunteer journey. These include:

- PRE DEPARTURE TRAINING
- ON ARRIVAL TRAINING
- MID TERM EVALUATION
- FINAL EVALUATION

General recommendations with regards these trainings were also discussed during this

working groups' session. The results and details of the discussions are as follows:

PRE DEPARTURE TRAINING

Duration: 3 days (minimum 2 days, maximum 4 days - 2 days when combined with other activities)

Sessions: 8

Content:

- expectations (fears/hopes)
- information on practicalities, presentation of the EVS programme (info about organizations, financial issues, projects placements, rights and responsibilities, insurance, health, visa, travel instructions, mid and final reports)
- identity, cultural diversity in the group, cultural adaptation/awareness – Intercultural Learning (perception / interpretation, stereotypes and prejudices) – cultural shock and reflection of specific values / tolerance.
- communication and conflict resolution
- concepts of volunteering
- consistency of info (make sure everyone is aware)
- evaluation of the training and of the volunteers' expectations
- in case of extra time: excursions/social activities or visit to an hosting project

Recommendations:

- Returnee/current volunteers engagement
- Group size: 5/15
- 2 professional trainers (gender and nationality balance)
- Residential training (share social life/ speak about fears, hopes, etc.)

ON ARRIVAL TRAINING

Duration: 4 days

Group size: 5/15

Content:

- Info on the EVS programme (project cycle, partners involved, rights and responsibilities, visa and residence permit, ICYE Federation structure, financial issues, reports)
- Information and presentation of the hosting placements and hosting culture (also how to interact with the community)

- Intercultural Learning – Cultural Diversity, Identity, Stereotype and Prejudices, Cultural Adaptation and Culture Shock
- Power, Privileges, Exclusion
- Understanding of Volunteerism
- Conflict resolution, Problem Solving, Communication, Team work
- Excursion and/or cultural exposure

Recommendations:

- Consider and take up the topics already included in the pre departure training. The On Arrival Training should explore these issues more extensively enabling the volunteers to get a deeper understanding of them.

- Projects presentation (sum up what they achieve – photo presentation by volunteers, etc.)
- Involvement of host organizations (separate evaluation)
- Social evening (volunteers, communities, etc)
- Celebrate achievements
- Individual evaluation

Recommendations:

- Certificate of achievements
- YOUTH PASS / Reference letter from the host organization
- Check the volunteer's travel month period before organizing the final evaluation!!

MID TERM EVALUATION

Duration: 2 days

Sessions: 6

Group size: 5/15

Content:

- Experience vs. Expectations
- Detecting problems / conflicts and agreements on solutions
- Intercultural Learning (further work beyond the On Arrival Training)
- Action plan for the future
- Cultural and Social exclusion
- Session on specific project theme

FINAL EVALUATION

Duration: 2 days

Group size: 5/15

Content:

- Allow a sense of closure to the programme
- Review hopes/fears - expectations vs. reality
- Reflections of practical learning (how can I use it for the future?)
- Provide info on future / possible opportunities within EVS / ICYE or local communities
- Overall evaluation of the trainings (pre departure, on arrival, mid term) – practical problems had and how they were dealt by volunteers
- Re adaptation
- Practical info / logistical info for travel

GENERAL RECOMMENDATION FOR ALL THE TRAININGS
DESIRED TRAINER PROFILE

- past intercultural experience/exposure
- active in international volunteering Progr.
- past volunteering experience
- training experience (at least one of the trainers)
- appropriate to the situation

IDEAL TEAM COMPOSITION

- 15 participants
- 3 trainers (1 experienced, 1 less experienced, 1 for administration and financial issues)
- Office staff to participate (for the whole training or in any sessions except ICL one)
- Guests speakers

GOOD BALANCE in:

- the type of methods
- free time vs. working hours
- good introduction of the team and house keeping

Following this, the participants were split into three working groups focusing on:

- Pre-departure
- On-arrival
- Mid-term and Final-Evaluation

Each group was asked to begin thinking about their respective training in more detail and try to visualise how each of these trainings would look in an Intercultural Learning cycle. The participants worked in their groups on this task until the end of the day.

Day 4: Friday July 4th 2008
Session: Focused working groups on individual trainings cont'd.
Activities: Working groups / Group discussions

Morning

The main task for today was the continuation of the working groups on the individual trainings of the EVS/ICYE project cycle – Pre-departure, On-arrival, Mid-term and Final-evaluation. However, on this day the groups were tasked with the more arduous duty of entering into more detail with regards to each training and actually complete the introductions, draft programmes, and session descriptions in line with how they would look in the proposed Intercultural Learning guide.

Afternoon

The afternoon's session saw the continuation of the morning's work with regular update discussions amongst the groups in order to keep the groups in line with others and the work in line with the overall aim and purpose of the seminar.

However, at the end of a productive day and before another legendary meal at Wellensteins, the participants sat down together for an informal mid-term evaluation. Each participant was given time to say a few words on how they thought the seminar was going and what they wanted to see in terms of the next couple of days. The results of the evaluation are as follows:

- Feels things are going on well and we should continue to train together in the future.
 - This is a nice crew! Agreed that there is a kind of pressure and look in the beginning which kind of method should be split
 - Felt welcomed in the group. She was a participant in the training in Cape Town but feels as an active participant. She feels other task could have been realigned effectively.
 - Feels cool to be part of the group. Believe that we are making a good tea
 - Likes the spirit! We trained together. He just realised that probably we have little time for the work. He will like us to put together all the strings, the following day to make a whole.
-
- He loves the working spirit, for him the Seminar has been okay but advised that we strive to finish the task before leaving.
 - Things are going well but believes there is still a lot of work to do. He recognised that there must be more effort and would like to get more inputs from other groups. The venue is good!
 - Total agreement with previous speaker. We should strive to do our best by Sunday when the programme is rounding up. But does not really like the occasional cutting off of time.



Day 5: **Saturday July 5th 2008**
Session: **Focused working groups on individual trainings cont'd.**
Activities: **Working Groups / Group Discussion**

Morning

The working group convened at 09.30am with a progress report presentation by the three work groups.

The results of the progress reports for each of the working groups were as follows:

Group 1 - Pre-Departure:

(Jeremy, William, Deline)

- Introduction which included Objectives, Outcomes, Duration and Recommendations were accepted with minor adjustments.
- Suggestions
 - § noted that this should not be time specific but that an idea of duration of each activity was needed.
 - § After some discussion, it was agreed to add to programme – practical logistics information and the session on volunteering (both on Day 3).

Group 2 – On Arrival:

(Adeolu, Ravinder, Sara)

- Objectives – wording to include outline of EVS structure and Outcomes – sensitivity towards ICL.
- Suggestions:
 - § Culture – find way to introduce your culture and how it fits into the group.
 - § Reflection – find ways of encouraging critical reflection on culture vs. country.

Group 3 – Mid Term & Final Evaluation:

(Sabine and Karubo)

- Mid Project Programme – format to include overall objectives and introduction.
- Final evaluation – programme still to be finalized.

Following this, a list of the tasks still to be done was identified and team members assigned to each task. This enabled each participant to have a clear idea of their role and responsibility and goal work the next day's work.

Details of the progress and areas outstanding at this time are listed below:

Pre-departure Training

- Amendments – Deline
- Method description – William

On-arrival Training

- Amendments – Deline
- Method description

Mid-term Training

- Amendments – Deline
- Method description – Ravinder and Adeolu
- Introduction – Sara
- Restructure

Final-evaluation Training

- Amendments – Deline
- Method description – Ravinder and Adeolu
- Introduction – Jeremy
- Restructure

In addition to the above tasks, the attention of the group was also focused on the additional specifics and tasks around the development of the publication. Similarly to above, these tasks were each assigned to individual participants. Details of this are as follows:

- Acknowledgements and Table of Contents – Sara
- Introduction – Deline
- How to use this guide – Adeolu
- A glimpse of Intercultural Learning – Jeremy
- Planning a training – Ravinder
- Training guidelines and essentials – William
- Methods – Kerubo
- Tackling themes – Sabine
- 9 – 12 – Sara

Afternoon

The working groups were requested to continue working downstairs for the rest of the day and give feedback and updates by 4.30 pm. Those that completed their working group tasks were asked to begin work on their individual tasks and / or also offer support to participants who requested it.



Day 6:	Sunday July 6th 2008
Session:	Ensuring quality program delivery with regard to intercultural learning and in-service support through systematic training of staff, coworkers, mentors and host placements at the national level
Activities:	Group Discussion / Thought Shower

In a slightly amended programme, the final session of the seminar involved a group discussion / thought shower on how ICYE and relevant EVS organizations can "ensure quality program delivery with regard to intercultural learning and in-service support through systematic training of staff, coworkers, mentors and host placements at the national level?"

The results of the discussion are as follows:

- Provide mentors / supervisors one training a year depending on funds. Updating on methods in youth in Action programme.

Or...

- Visit to host project, one day meeting. Big impact on work as they are generally unaware of EVS. Meeting is therefore very important. Training course plus updated materials.

ICYE could include intercultural learning within these two possible meetings / trainings.

- Whenever we have trainings / international meetings, we should consider sending host organizations as well.
- Good motivation for coworkers if there could be a lunch and informal meeting about what's happening and relationships with volunteers.
- Possibly organise an ICYE away day in each country to focus on intercultural practices without getting caught up in daily practical issues.
- Have a special plan for training for coworkers, trainers etc. To maintain motivation, very important to think about and consider the cultural context of volunteering.
- To offer something to participants as a kind of incentive for taking part in the

trainings etc. Is the incentive the experience they will be getting?

- Put whole staff through two days in a quarterly review for intercultural learning session. Look at having a residential and go through the ICL process. Included in the group will be the volunteers working at the volunteer centre.
- Look at how the final product can be utilised to provide development opportunity for volunteers or partners who use international volunteers. Huge market for this kind of information and activities.
- Challenge of resource and time constraints.
- Look at consolidating this experience and try and find the synergies with other international programmes.
- Organising separate trainings for host organisations and volunteers. Also trying to improve educational institutions in ICL in terms of both staff and students (future volunteers).
- Training profile: a job description and structure for having a dedicated member of staff for the purposes of training and development. It is only limited by resources at the moment.

Action Point: Deline to share information on role with other participants.

- Returned volunteers should be systematically involved in training activities to encourage them to use their knowledge and experience to become future trainers in similar programmes and trainings.
- How do we do this? Try and share best practice cross organisationally about engagement of returned volunteers. Possibly giving and intern a project to compile some information?
- What about translation of the booklet??

Action points / Recommendations:

Staff:

- Encouraging staff to educate themselves with regards to intercultural learning nationally and how to implement within their own community.
- Systematic intercultural meetings or meetings that have an intercultural focus. Try and broaden the sphere of

participants beyond merely staff of the office to incorporate to partners and members of the community.

- Staff should take part in national and international IC meetings and act as multipliers upon return to the office.
- Try and ensure as many members of staff take part in these strategic meetings as possible. Take into account what members of staff are most appropriate (motivations, language etc.) and are more likely to go on and become trainers etc.

Volunteers and returned volunteers:

- Building up a training programme that targets volunteers and RV's to become future trainers and a future training pool.
- How can we sell it to them?? Long-term benefits and experience. ICYE to try and become as recognised and respected as possible to the wider volunteer / NGO community.
- This process has to start at pre-departure to try and get them to think about the possibilities during their placements and motivation has to be given throughout the period abroad. This can be encouraged through ongoing communication with the volunteers.
- Training opportunities should be ongoing and regular. 1 year training period and 1 year implementation of training. Is this realistic in terms of RV's. Possibly regards to EVS with source of funding / payment of trainings.
- Start to think about possible links and sharing with similar organisations locally. These links can be used to help each other in terms of trainings etc.

Mentors, Project Supervisors and Host organisations:

- We need to sensitize all of these actors to ICL and to match their expectations to our expectations or those of EVS / projects.

How do we do it??

- Have a consultation to discuss what each actor can gain from others and how they could work together. Have a clear understanding of roles and responsibilities and expectations. Everyone needs to sit

down and discuss task description etc. in order for everyone to know where he or she stands.

- Need to discuss with the organisations etc. and ascertain their level of knowledge understanding of ICL and the ICYE / EVS programme and then tailor your ICL sessions and approach accordingly.
- Possibly try and have host org members to attend on-arrival / mid-term and final evaluation training or elements of it to increase understanding of programme / volunteers / motivations etc.
- Try and use the host organisations as a pool of potential volunteers and possible sending organisations. New organisations need very different levels of work from ICYE / trainers.

General Recommendations to ICYE on follow up activities:

- Long term EVS (9 months) on Active citizenship and Youth Empowerment – February deadline. Planning to start early October.
- Possibility of adding funds to training to concentrate on ICL.
- Look into getting copyright for the booklet. Ensures wider knowledge of ICYE federation.
- Email / covering letter that accompanies booklet / cd that will provide them with some information on what the booklet is to be used for and how to use it?
- Have a printed version and to be place on website (downloadable). Have it on a cd also.

To conclude the session, a list of tasks still pending was drawn up and roles and responsibilities decided amongst the group for the completion of the tasks.

After this final yet productive session, the participants filled out their final evaluation of the training seminar (please see Annex 2).

The participants were then once again treated to a hearty and delicious lunch courtesy of Restaurant Wellenstein. After a filling lunch and an emotional farewell, everyone set off in their separate directions for their individual journey home.

ANNEX 1 / Participants List

Country	Organisation	Participants		Contact:
UK	ICYE UK	Jeremy	Barnett	Jeremydbarnett@gmail.com
Italy	AFSAI	Sara	Vannelli	s.vannelli@afsai.it
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Youth in Action Programme
Action 3.2 Youth in the World Project: Promoting interethnic dialogue and
Intercultural Learning

FINAL EVALUATION QUESTIONNAIRE FOR THE TRAINING IN BERLIN AND THE OVERALL
PROJECT, BERLIN, GERMANY, 1-6 July 2008

1. Please identify the 5 most important learning points for you during this entire project?

- Team Work
- To organize better training on ICL
- More knowledge on ICL
- New Methods
- To act as trainer on OCL/self confidence as trainer.
- The capacity to involve host projects in our activities.
- Opportunity to get input from host project perspectives
- Planning training with highly resourceful toolkit.
- Value of different ideas and ideals – value of ICL.
- Recognising importance of including Host organisations.
- Importance of evaluation
- Importance of follow-up activities
- Recognising importance of ICL as a training subject.
- Understanding content etc of various ICYE trainings.
- Appreciating various training styles + dynamics.

2. Have the trainings in this entire project dealt with some of your difficulties or weaknesses in conducting trainings or intercultural learning sessions? How?

- I feel more confident to conduct training in future with international volunteers.
- Yes. They provided avenues for improved trainings, better expression.
- By learning new methods.
- Deal with more weakness in training with others and having to work with different peoples techniques/attitudes etc.
- Yes. Assisted me in being more conscious of my own stereotyping of others + new motivation in implementing.

3. Please rate the following: (1= excellent, 2= very good, 3= good, 4= average, 5= bad, 6= very bad)

Relevance of programme content

1	2	3	4	5	6
1,8					

2,2,2,2,2,1 ? 11

Relevance of the evaluation of the training in Berlin, Cape Town and Bangalore

1	2	3	4	5	6
1,7					

2,1,2,1,2,2 ? 10

Power point presentation on "Planning a Training"

1	2	3	4	5	6
	2,7				

3,3,3,3,2,2 ? 16

Introduction & info. Provided to facilitate the work on the practical guide

1	2	3	4	5	6
	2,5				

3,3,2,2,3,2 ? 15

Relevance of defining guidelines and quality standards regarding objectives and outcomes of the training that form the EVS programme cycle

1	2	3	4	5	6
1,7					

2,2,2,1,2,1 ? 10

Relevance of creating an EVS ICYE practical guide of trainings

1	2	3	4	5	6
	2				

3,1,2,3,1,2 ? 12

Teamwork during the work on the practical guide of trainings

1	2	3	4	5	6
	2,7				

2,2,2,4,2,4 ? 16

How to ensure quality programme with regard to training staff, co-workers mentors, host project and host family at the national level

1	2	3	4	5	6
	2,3				

2,2,2,3,2,3 ? 14

Brainstorming/recommendations on EU AFRICA AND EU ASIA follow-up activities: Training, Networking and partnership building, Theme-related EVS

1	2	3	4	5	6
	2,3				

2,1,2,3,3,3 ? 14

Food

1	2	3	4	5	6
	2				

1,2,2,2,2,3 ? 12

Accommodation

1	2	3	4	5	6
	2,2				

1,2,2,3,2,3 ? 13

Free Time

1	2	3	4	5	6
		3,2			

2,4,2,4,3,4 ? 19

Group Dynamics

1	2	3	4	5	6
	2				

1,3,1,2,2,3 ? 12

The team of facilitators

1	2	3	4	5	6
1,8					

1,3,2,2,1,2 ? 11