Promoting Interethnic Dialogue and Intercultural Learning –

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

Activity Report: Training for EVS Sending and Host Organisations

20th – 25th April 2008 / Bangalore, India

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Introduction, aims and objectives

This document is the activity report of a training course for EVS sending and hosting organisations run by the ICYE International Office in Bangalore, India from the 20th – 25th April 2008. The training course was the third 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". The project comprised of one "training for trainers" for selected trainers (within the ICYE network) from EU, African and Asian countries, followed by two training modules at regional level: EU-Africa and EU-Asia and a final evaluation and follow-up meeting.

Within the larger framework of the "European Year of Intercultural Dialogue 2008", the training course brought together experienced trainers and participants from Europe (Germany, Italy, Iceland, Sweden and the UK), Asia (China, India, Indonesia, Nepal, Vietnam) and Africa (Nigeria). 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.

The programme included inputs from experts, discussion groups and workshops. Through the various methods used the participants were able to share training methods and experiences and explore many different aspects of Intercultural Learning including Identity, Culture, the Cultural Adaptation Process, Stereotypes and Prejudices, Communication, Conflict and Conflict Resolution.

This training course 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 globalising world. Both participants and trainers have been able to deepen their knowledge and experience in the field of intercultural learning and subsequently have a better understanding of the cultural, social and political dynamics to be considered in working with volunteers from different cultures and countries – particularly between the EU, African and Asian countries. Furthermore, the tools and methods introduced during the training will give participants the expertise to infuse intercultural learning concepts in their own work with youth, thus functioning as multipliers.

We would like to thank Ravinder Singh, Robinson Doss, and the staff at ICDE India for their extraordinary efforts and hard work which resulted in a very well organised, successful and memorable seminar. Special thanks goes to Dr. Shashi Rao (intercultural expert) of the "Ananya Trust" and to Mathieu Fortier (keynote speaker) of the Kalkeri Sangeet Vidyalaya – music school, whose informative inputs and comments added a very interesting and necessary context to our work.

Finally, we would like to thank all participants and partner organisations involved in the seminar for their valuable contributions, enthusiasm and group spirit which created a positive and warm working atmosphere and led to promising results.

Andreas Schwab
ICYE International Office

Programme Overview

Draft programme

	Sunday, April 20, 2008
A.M.	
P.M.	*Arrival of participants* Informal get-together
	Monday, April 21, 2008
A.M.	- Official opening and welcome - Presentation of participants and organizations - Questions and answers – Plenary Discussion - Participants' Expectations *Coffee Break* - Presentation of the training project aims and activities - Presentation of programme
P.M. Evening	- Presentation on: The EU Youth in Action Programme – opportunities for EU and ASIA volunteer exchange (Focus on Action 2 and Action 3.2), Andreas Schwab, ICYE - The ICYE EU and EU AND ASIA EVS project "Youth and Intercultural Dialogue" - the Indian experience Franziska Merle Willems and Usha Venugopal, principle of EVS host organization "Helping hands for the underprivileged" - Keynote speech: "Volunteerism – the Indian / Asian perspective", Mathieu Fortier of the Kalkeri Sangeet Vidyalaya – music school Intercultural Learning Session I: Identity, Culture and Cultural Diversity *Coffee Break* Intercultural Learning Session II: Prejudices and Stereotypes, Social Exclusion Welcome Party / Intercultural Evening
	Tuesday, April 22, 2008
A.M.	Intercultural Learning Session III: Intercultural Communication, Conflicts and Conflict Resolution. *Coffee Break* Morning session continued
P.M.	Training session on Multicultural Team Building and Group Dynamics *Coffee Break* Input Dr. Shashi Rao, Expert on Intercultural Learning

Evening	*Free*
	Wednesday April 23, 2008
A.M.	Training on EVS project development and implementation: The EVS Charter and role of partners in an EVS project The EVS Project cycle The stages of EVS project implementation *Coffee Break* Working groups on: Volunteers' desired profile / Selection criteria Preparation of EVS volunteers In Service support- cultural adaptation process/shock, dealing with conflicts, crisis management In service learning and training opportunities for EVS volunteers Working groups' report to plenary Mid-term Evaluation
P.M. Evening	Project visit to EVS host organization "Association of people with disability – APD" City Tour / Excursion (Optional) Dinner in town / Cultural programme
	Thursday, April 24, 2008
A.M.	Presentation: "Marginalized youth in India – case studies - volunteering for local development" by Mr. Praveen, Questions and answers *Coffee Break* Working Groups on: - Volunteerism in different cultural contexts - What is my understanding of volunteerism?
P.M. Evening	-Exercise on recognizing one's privileges -Working Groups to discuss and develop strategies on: "Collaborating with disadvantaged youths in Africa, Asia and Europe ", considering the EVS priorities and programme opportunities *Coffee Break* Presentation of working groups' results in plenary – discussion Farewell Party
	Friday, April 25, 2008
A.M.	Working Groups on: Examples of best practice in managing groups of national and international volunteers / Practices in EU and Asian countries (presentations by WOEA China, VPV Vietnam, Dejavato Indonesia, ICDE India, ICYE UK Coffee Break "Returnee Volunteers: How can we all benefit?" Strategies for involving returnees in follow-up activities

P.M.	Introduction on YIA Aims and Guidelines of EVS and Action 3.2 Questions and Answers Two working groups on: Networking and future YiA: EVS and Action 3.2 co-operation between partners in EU and Asian countries. Report to Plenary / Discussion and planning of follow-up activities (30 mins) Wrap-up Final evaluation *As of 17:00 Departure of participants*

Daily Reports by participants

Day 1: Monday 21st April 2008
Session: Morning
Activities: Official Welcome / Introduction
Inauguration
Participants' expectations
Programme Presentation

On Monday morning the group congregated for the first time in the flower garlanded conference room at the Park Residency Hotel. Participants felt welcome and were exited when seeing all the preparations that had been made by the busy staff of ICDE India.

Robinson Doss of ICDE India, Bangalore warmly welcomed all participants trainers and staff to India and wished everyone a productive week in terms of both the work and training covered, and seeing and understanding a little of the Indian culture and the City of Bangalore. He mentioned that ICDE India was very proud to be able to carry out this important meeting and encouraged participants to approach the ICDE India staff for any need they might have.

Following this, in his official welcome Andreas Schwab of the ICYE International Office, thanked the EU Youth in Action programme for the support and all trainers and participants for their contributions and presence. He commented that it was a unique opportunity to hold such training meeting in the heart of Bangalore and thanked ICDE India for the excellent cooperation during the preparation phase. He wished participants a fruitful training and expressed his confidence that the overall results of the training would be satisfactory.

Following the welcome notes the inauguration ceremony continued with the "Lighting of the Lamp". Mr. Robinson explained the importance of this symbolic lighting of a lamp, which has the meaning of bringing "Knowledge, Joy and most importantly: washing away the Evil."

After the lighting of the lamp all participants and trainers received flower garlands – as a very warm and special welcome according to the Indian tradition.

Mr. Robinson then handed over to Andreas Schwab who introduced the objectives of the training and the expected outcome.

After a short coffee break, participants were invited to express their expectations of the seminar by recording on a piece of paper 'What can I bring to this training?', 'What do I want from this training?' and 'What I would not like to see happening at this training?'

The sheets were put up on a wallpaper and read out as follows:
What can I bring to this training?

- Personal experience
- Information about my organization
- Knowledge about situation in my country
- Enthusiasm/energy
- Motivation to learn
- Volunteers
- How to promote EVS

What do I want from this training?

- To learn how to foster intercultural learning in the EVS trainings
- How to promote intercultural learning in all our projects
- More knowledge about the aims and guidelines of the EVS and ICYE programme and new activities.
- To share experiences with other people and gain knowledge on the running of the EVS programme
- Use the opportunity to learn and establish new partnerships
- Information on how to recruit and select volunteers and trainers
- Punctuality
- Team work
- Relation and network with different organizations
- Difference between EVS and ICYE
- Management of financial issues in EVS and ICYE

Day 1:	Monday 21st April 2008
Session:	Afternoon
Activities:	Presentation EU Youth in Action Programme Keynote speech ICL I: Identity, Culture and Cultural Diversity Welcome Party / Concert

What would I not like to see happening during this meeting:

- Incompetence
- Misunderstanding
- Too many conflicts within group
- Lengthy discussions
- Uncomfortable working atmosphere
- Too much lecturing
- Sadness among the members.
- Arguments and fighting

Due to the unique aspect of this seminar involving both EVS Sending and Hosting organisations, one of the main aspects participants thought they could bring to the training was their personal experience, views and understanding of working within the EVS programme, whether this was from a sending or hosting point of view or experience of actually being an EVS volunteer. The majority of participants also mentioned that they could bring an open mind to the seminar and a willingness to learn and take advantage of the sharing of valuable information and experiences. Participants expected to share thoughts, knowledge, ideas, Intercultural Learning methods and different cultures – more specifically those of the Asian partners – and to be able to use these ideas and increased knowledge and understanding effectively and practically on return to their respective countries and organisations.

Another popular expectation was the opportunity to meet people, interact with them and network with the purpose of increasing exchange opportunities globally and more specifically with the Asian partners present at the seminar.

Participants were looking forward to the sessions on methods to foster intercultural learning and agreed that they didn't want the seminar to be too trainer led with one-way communication, or too theoretical.

Following participants' expectations there was a short presentation of the programme over the next few days.

After the lunch break, Andreas Schwab introduced the EU YiA programme with specific attention paid to the current EVS training for EVS Sending and Hosting Organisations in EU, Africa and Asia and the possible future opportunities within Action 2 and Action 3.2 for EU and Asia volunteer exchange.

He ended his overview by introducing the EVS volunteer Franziska Merle Willems and the principle of her host organisation "Helping hands for the underprivileged", Usha Venugopal.
Their presentation started with showing a short video, which ICDE INDIA had produced about the experiences of the volunteers, given that it was the first experience with EVS volunteers.

The video showed the progress of the volunteers as well as their activities at the host organisation "Helping Hands for the Underprivileged" a children care project in a remote village 150 Km away from Bangalore city with a population of 2500.

After the video Franziska shared her personal experience in plenary. She explained that she was so surprised to see the school in the beginning of her EVS - the children were scattered all over the class. The whole first day she was thinking about how she could possibly manage to do something with these children. Then, during her first visit to the village she felt very welcome and people were very hospitable. Her situation dramatically changed when she felt like taking part in the life of the village people. She became used to the life in a little village in the countryside. "Then my life with the children became so easy and simple."

After this the principal of school Mrs. Usha Venugopal shared her feelings and opinion

with the group: Franziska had become a full member of the village. They had never seen her as a foreign volunteer - but as one of them. She made interesting activities with the children and so the children just loved her. Therefore it would be very difficult to let her go.

After a brief question and answer session, Franziska mentioned that, given her positive experiences in that Indian village less and less she missed her home country and felt like at home in India. She thanked the organizers for this great and life changing opportunity.

After a short coffee break the keynote speaker Mr. Mathieu Fortier of the Kalkeri Sangeet Vidyalaya – music school was warmly welcomed and introduced himself:

Mr. Mathieu Fortier journey began when he was a young boy of 18 years and moved from Canada to India. He learned a lot about Indian traditional music and after a couple of years he was able to open the " Kalkeri Sangeet Vidyalaya" music school in Darward of Northern Karnataka, India. Initially, it was difficult for him to get children for the school, but as the years passed by, he was able to convince more and more parents to send their children to the boarding school. "We have talented and high-potential children in our GURUKUL" (Traditional residential school complex). As long as they live at our school they can focus on music, which is their biggest wish, and their families more and more respect their wish."

With regards to his perspective on EURO-ASIAN volunteer exchange, Mr. Mathieu pointed out that their experience with European volunteers so far has been very positive. He pointed out however that volunteers should first of all learn to "love the place and work they do". They need a positive attitude to be able to contribute to a project. European volunteers have to be open-minded and accept things as they happen Mr. Mathieu stated the need for a good preparation of volunteers focussing on the personal expectations of the volunteers and the images they have when referring to the people in developing countries. His conviction is that every volunteer first satisfies his/her own needs and only in second place the interest is to help others, which they often do not admit.

To resume Mr. Mathieu's speech highlighted that one of the main challenges that local host organisations in developing countries face when hosting European volunteers in today's world is a superiority complex of some of them which in many cases is influencing the volunteers approach to the work and often is an obstacle to their full integration to the local team.

As expected his keynote speech raised many questions from the plenary and a vivid discussion followed. Many participants from Asian and EU countries agreed with the speaker as they had experienced similar issues in dealing with European volunteers. The discussion then led over to recommendations on how the volunteer meetings should be used to stimulate the capacity of volunteers to reflect and reconsider their role as volunteers in developing countries.

After coffee break the group returned to the seminar room to begin the first of three Intercultural Learning sessions that would be taken during the following five days.

Intercultural Learning Session I focused on Identity, Culture and Cultural Diversity. There were two methods used during the session to achieve the desired outcome. These were as follows:

- **The Talking Wheel:** short specific personal / 1 on 1 interviews with participants on various topics.
- **Intended outcome:** to enable participants to find out about other's views, opinions and possible prejudices on specific topics, offering participants time to reflect on their own opinions while also highlighting that everyone has many different ideas and experiences about certain issues.

- **Identity Molecules:** a diagram with several spaces to enable the participants to write down different aspects that are important and spontaneously occur to the group, and to which they identify themselves with.
- **Intended outcome:** to highlight that one's identity is made up of several interacting aspects that are fluid and can change depending on time, space and circumstances.

After this session, the group got ready for the welcome party. After dinner, the guest speaker invited for the evening was Mr. Amar Kumar Pande, (Indian Police Service) Inspector General of Police & also the Commissioner, Department for State, Ministry of Youth Affairs & Sports. Bangalore. Mr. Amar Kumar Pande officially welcomed the group and stated that he was very proud to be part of this event and congratulated ICDE India for the initiative & good work done, in bringing this International meeting to Bangalore.

Mr. Pande expressed his joy to be a part of the programme promoted by ICYE and to find out more about the EVS programme's aims and objectives while assuring all support from the State Government, for the growth & success of such programs, in India.

Following this speech and a thank you note by ICDE India, the group were treated with a high quality concert of the children of the" Kalkeri Sangeet Vidyalaya music school, brought along by the keynote speaker. They contributed with their traditional Indian music and dance performance to an unforgettable welcome party.

Participants particularly enjoyed talking to the children about their wishes and hopes to become professional musicians – a nice end to this interesting and productive first day.

Day 2:	Tuesday 22nd April 2008
Session:	Morning
Activities:	ICL I cont'd.: Identity, Culture and Cultural Diversity ICL II: Prejudices and Stereotypes, Social Exclusion

The second day's first session focused on an exercise called Lemons and incorporated the well-publicised Iceberg Model of Cultural Diversity. Below are brief descriptions of the methods.

- **Lemons**: an exercise involving familiarising oneself with a specific lemon and then having to pick it out of a group of lemons.
- **Intended outcome:** to portray that even though they are all Lemons, each Lemon has unique individualities that make it different from the others. Therefore, it is important to the think of the power politics inherent in stereotyping, recognise diversity and think of the Lemon (person) as an individual and not simply as a member of a group.

- **Iceberg Model of cultural diversity:** Iceberg diagram showing more physically apparent identity markers above the water, with the majority of markers hidden and unseen under the water.
- **Intended outcome:** exercise highlighting the importance of understanding that a lot of one's identity and culture is unseen and hidden below the surface.

In the following debriefing, participants found both methods helpful for their work with groups. Particularly the lemon exercise was a very interesting and novel way of approaching the issue of diversity, stereotyping and prejudices as it stimulates reflection without imposing.

Following this, the morning session moved on to the second of the three Intercultural Learning (ICL) sessions. ICL II focused on Prejudices and Stereotypes, and Social Exclusion. To do this, an exercise called Starting Over was used.

- **Starting Over:** an exercise where 8 people out of a group of 20 (random selected identities) have to be chosen to start a new life on a deserted island. No contact for the next 50 yrs on the island is possible.
- **Intended Outcome:** exercise increasing awareness for personal images and prejudices and helping to clarify to what extent our stance/attitude/approach and prejudices influence our decisions. It also helps us become aware of the criteria we use to assess/judge other people and highlights how dominant societal categorisations and rating/valuation of other people get entangled in our own images.

Both groups found it very difficult to come to a consensus regarding the question: who should be placed on the island and why? Everyone had different ways of working and differing views and personal constructs of the specific identities of the 20 people.
During the plenary discussion and debriefing it became apparent that personal views influenced the decisions that were made in nominating the eight people. And participants found it interesting to talk about the criteria we use to assess / judge people and the kind of societal pressures and 'categorisations' that have an influence on our decisions and perceptions.

The morning session finished with a talk from Dr. Shashi Rao, expert on intercultural learning and founder of the organisation Ananya Trust.

Dr Shashi Rao started her talk with a brief description about her organisation and how it started.

The work of ANANYA started in March 1998, by a group of individuals concerned about the death of schools that provide relevant and meaningful education for the underprivileged children in and around Bangalore city. Even though the Indian constitution guarantees free and compulsory education to all children up to the age of 14, there are no schools that the poor can choose from. Either the schools are very good, but expensive and therefore beyond the reach of the underprivileged, or they are free but have poor physical facilities and offer a standard curriculum which is dull and boring. Most children, who drop out of school, do so because the schools do not cater to their special needs. Education in such critical context has no meaning or relevance to these children.

It does not provide them with the required skills to overcome the social traumas or the emotional and physical hardships they face everyday. Dr Shashi Rao highlighted the need in today's world to give more importance to intercultural learning and better understanding among the people from around the globe. Among others, she emphasized the important role of foreign volunteers in working in local projects in India, leading to intercultural encounters and dialogue benefiting the local communities as well as the volunteers.

One of the main benefits from the interaction of volunteers is the exchange of different ideas and points of view: "The children benefit greatly from the interaction with foreign volunteers, it gives them confidence, broadens their minds and gives them direct experience with other cultures. Our staff also benefit from the interaction with volunteers. There is an exchange of ideas between staff and volunteers of which both benefit. We believe that our children and school benefit greatly from the contact with volunteers who come from many different parts of the world. The children are exposed directly to the English language through this contact with volunteers from different countries and also get a wider and more comprehensive view of the world".

She added that volunteers bring with them a wide variety of skills, which they can impart, to the children. This gives the children of their project an added value. She thanked ICYE and the Youth in Action programme of the European Commission for the opportunities provided to children and youngsters with fewer opportunities in different parts of the world.

She also thanked ICDE India for giving her the opportunity to be with the group in this important occasion.

Day 2:	Tuesday 22nd April 2008
Session:	Afternoon
Activities:	ICL III: Intercultural Communication, Conflicts and Conflict Resolution.

After lunch, the afternoon's programme began with the third and final Intercultural Learning Session: Intercultural Communication, Conflicts and Conflict Resolution. The first of the methods used within this session was called 'How tall is Alfred?' an exercise designed to highlight the importance of clear and productive communication.

- **How tall is Alfred?** An exercise involving 6 players attempting to calculate the height of Alfred using only the information given to them. Players are not allowed to speak to each other and are only able to communicate through the sending of written messages.
- **Intended Outcome:** to portray that there are many different ways of communicating and that these differ immensely in terms of effectiveness and productivity. It allows reflection on individual ways of communicating and a raised awareness on the effectiveness of sharing information.

Despite many efforts unfortunately no group managed to work out the height of Alfred in the given 30 minutes. At the debriefing session everyone recognised and understood the overall aim of the method and, through discussion, found it interesting working out the most productive means of communicating the information and arriving at the answer. It had become clear to the participants that there are a number of ways to communicate information and the effectiveness of these different ways depends on certain variables such as actors, situations and information.

The discussion moved on from the exercise and participants began to discuss different ways and effectiveness of communicating information in every day life and work, whether this was from person to person or organisation to organisation over phone or email.

To finish the day, the participants were divided into three groups and asked to take part in a 'steam group' session – a session designed to allow participants the opportunity to express their views on the first two days of the seminar in terms of the programme, trainers, Intercultural Learning Sessions, accommodation and anything else they found important to mention. This was done and later on the three facilitators brought together the results and discussed possible changes to be applied for the coming days.

Day 3:	Wednesday 23rd April 2008
Session:	Morning
Activities:	Mid-term evaluation Working groups on EVS selection, preparation and support.

Wednesday morning's programme started with an energizer, which brought the group closer together by forming and then resolving a human knot.

Following this, Andreas Schwab conducted a short presentation and training on EVS project development and implementation. In this presentation, Andreas gave an introduction to the EVS Charter and role of partners in an EVS project, the EVS project cycle, and the stages of EVS project implementation. This brief introduction intended to raise awareness on the EVS programme and project cycle among participants who had hardly any or no experience of EVS and refresh the memories of those who had worked within the programme previously.

After a short coffee break and as a continuation of this introductory presentation, the participants were divided into two working groups and given the task of discussing the following within their respective contexts:

- Desired profile / selection criteria of EVS volunteers
- Preparation of EVS volunteers
- In-service support - cultural adaptation process / shock, dealing with conflicts, crisis management
- In-service learning and training opportunities for EVS volunteers
- How do we define disadvantaged groups in Asia and Europe? How can we reach out to disadvantaged youth?
- How do we define and prepare host organisations in EVS

The results of the two working groups are summarised below:

1. What is the desired profile / selection criteria of EVS volunteers? What should it be?

- Motivation to engage in non profit work.
- Motivation / interest for the host country.
- Open-minded.
- Willingness to learn language and communicate.
- Clear idea of his/her personal identity / interests.
- Maturity
- Aim and objective
- Flexibility
- Communicative and sociable
- Previous basic knowledge about the type of project

2. What kind of preparation do you provide? What should be provided? Intercultural Dimension?

- Updated project description by the host organisation is vital
- Pre-departure training on intercultural learning
- Information about the program
- Find out and discuss expectations of volunteers.
- Rights & responsibilities of all actors in an EVS project
- Practical information regarding the stay abroad
- Information on the Youth in Action programme and the sending and host organisation

3. How do you organise / carry out In-service support? How should it be done?

- Nice welcome & receiving.
- Mentor has an important role in supporting the volunteer and monitoring the progress.
- Giving volunteers background and orientation on culture, community, project etc. and what volunteers can do to become part of it.
- Provide volunteers with practical information, who is who, contact numbers etc.
- Formal & non-formal language learning opportunities.
- Facilitate volunteers' meetings with young people in the local community.

4. Learning Plan and Training Cycle

- On arrival orientation, mid term and final evaluation in host country
- Videos / visual presentations
- Interesting, innovative learning methods
- Learning by doing.
- Reflection on ones own identity and how this influences our behaviour/ attitude
- On the job training
- Information about risk prevention and safety.

5. How do we define disadvantaged youth in Asia and Europe?

Europe	Asia
- From low-income background. - Physically & mentally disabled. - Single parents. - Unemployed. - Drug addicts. - Orphans. - Ethnic minority**.** **(**Refugees**)** - Immigrants. - Disrupted family (divorced parents) - Home less. - Teenage mothers. - Illiterate. - Victims of trafficking.	- From low-income background. - Physically & mentally disabled. - Single parents. - Unemployed. - Drug addicts. - Labour, farmers (Unskilled labour) - Limited skills. - Girls in rural area. - Lower caste (Hindus) countries, family name. - Religious minority. - Refugees. - Uneducated people. - Street Children & Child labour. - Domestic servants. - Child / Women trafficking. - Beggars. - HIV + people.

6) How can we reach out to disadvantaged youth?

The two groups shared the following strategies:

How to reach out:

- Use organizations and the people who already are involved with the target group
- Adapting our publicity material (creating brochures / leaflets campaign and information in local language)
- Create awareness about the possibilities of the Youth in Action programme using own contacts
- Make use of available funds or local resources to promote the programme with disadvantaged youth
- Examining our own ways of referring to young people with fewer opportunities and to avoid stigmatisation and discrimination.
- Get rid of oppressive and dis-criminating forms of communication & interaction.
- Go directly to the groups to find out.
- Working with local (Non Governmental Organizations) NGO networks, Youth group and self-help groups. (Mainly the ones working with Disadvantaged Groups)
- Hosting projects, which work with target groups.
- Utilize Media.
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young people with fewer opportunities and to avoid stigmatisation ptgo avoid stigm

This marked the end of the work programme for the day, and participants got a chance to prepare themselves for the farewell party, which started punctually at 9:00 pm.

After a filling and rewarding evening meal Mr Robinson Doss, chairperson of ICDE India once again thanked all participants, trainers and co-workers of ICDE India and handed out certificates and gifts.

The group and the International Office presented our fantastic hosts of ICDE India with small gifts to thank them for their outstanding work and effort that had led to a fruitful and very successful conference.

The fantastic party went on with a concert and music session in which participants danced and sang together.

Day 5:	Friday 25th April 2008
Session:	Morning
Activities:	Presentations by Asian participants: "Managing groups of national and international volunteers in China, Indonesia, India and Vietnam" Working groups on: "How can we all benefit from Returnee Volunteers?"

The final day began with 4 brief presentations by the representatives of the Asian partner organisations (China, Indonesia, India and Vietnam) in which they gave an overview on their organisations work with national and international voluntary service programmes. Given that ICYE had started to work with them only recently, this was a good opportunity to make their work known and to express their interest for the future cooperation under the EVS programme.

Wen Chang Overseas Exchange Association, China:

- Started work with EVS in cooperation with ICYE in 2006
- Currently hosts five European volunteers, two of them under EVS
- Main projects: English learning centre, environmental project at a school and a kinder garden.

Volunteers for Peace, Vietnam:

- Started work with EVS in cooperation with ICYE also in 2006
- VPV hosts more then 300 volunteers per year in 20 projects, most of them in work camps
- Vietnamese volunteers have been participating in EVS in Finland and Germany.
- Most of their long-term projects are working at an Orphanage

Dejavato, Indonesia

- Started operations in Indonesia in 2004 and has just recently started to cooperate with ICYE on EVS
- The main program is a short and long-term voluntary service program with emphasis on enabling intercultural learning.
- All volunteers so far are coming either from the EU or the USA

ICDE INDIA/formerly ICYE India

ICYE started to work in India since 1983. The program of ICDE – India, seeks to strengthen one's commitment to peace, justice, equality, international understanding and friendship. It equips and educates young people to be aware of the world and the needs of its inhabitants.
Main Program's: EVS Programmes, German Civilian Servants, ICYE Programme, IFL Programme, STeP Programme.
ICDE India is:
Working with more then 50 projects all over India, mostly in Bangalore and surroundings

- In this year hosting 17 volunteers and sending 9 Indian volunteers to participate in different voluntary service programs all over the world.

Following this, the participants were divided into two working groups on the theme "Returnee Volunteers: How can we all benefit? Strategies for involving returnees in Follow-up Activities "
The results of the two working groups are summarised here below:

How can we all benefit from Returnee Volunteers and national volunteer networks?

- Returnee volunteers can be involved & linked to the work with incoming int'l volunteers. This involves organizing joint meetings and giving more responsibilities within the organisation and clear tasks. (I.e. being a mentor for an incoming volunteer)
- The returnee volunteers should be enabled and encouraged to self-management and should get positive feedback and incentives if they do good work.
- They could run training courses for hosting project representatives and outgoing/returnee volunteers.
- They can provide information in local language to local partners interested in becoming part of the national volunteer network.
- Visiting potential new hosting projects and inviting them to the volunteer meetings.

Strategies for involving returnee volunteers:

- Involving volunteers in extra activities (e.g. sports, music, newsletter, video project) based on volunteers' interests
- Inviting them regularly to youth actions, workshops, training seminars, camps or other activities run by the organization.
- Encourage volunteers to become mentors.
- Promoting the organisations activities and the volunteering programmes by publishing reports, websites, flyers, going to schools, etc.
- Where possible volunteers could be given a chance to use office facilities for their meetings and work.
- We found it important that volunteers are contacted right after their return to the country of origin or else they might already be involved in other activities / not have time and motivation anymore.

How to guide / manage / monitor the work of groups of returnee volunteers:

- To organize regular meetings with them to discuss the issues at stake regarding the development of our organization/ programme
- Offering them membership status or developing a returnee association
- Organize local group meetings which are closer to the field of action
- Monitor the work of the volunteers on a regular basis and suggest improvement
- Promoting the work of volunteers in all publications and public events

How to provide support to the Host Organisations (EVS)

- Regular monitoring by phone (at least monthly) and personal visits once in a while or when needed
- Financial support for conducting camps and other activities to which host organisations are invited
- Attend meetings related to the project
- Extend our relationship and better work environment by organizing parties and events to which host organisations are invited.
- Have trained mentors who can serve as mediators between a project and a volunteer in case of conflicts/crisis.
- Establish efficient communication between project supervisor, mentor and volunteer. It has to be clear who is in charge of what
- In addition there should be a support person, a local group or a family, which can ensure the integration into the social life of the community.

After a short presentation of the two working groups and a discussion of the results participants enjoyed another lunch of a variety of "typical Indian dishes".

Day 5:	Friday 25th April 2008
Session:	Afternoon
Activities:	**-**Input: The Anti-Bias approach -ICYE's YiA projects involving EU and Asian partners. -Working groups: Networking and future YiA Activities. -Final Evaluation. Departures.

The afternoon session began with a short input by Rubaica Jaliwala on the "anti-bias approach" upon request of some of the participants. She explained that discrimination in the social and global context is based on:

- Assumptions
- Stereotypes
- Prejudices

Depending on the economic, social & political positioning of a certain group, s This can lead to discrimination, either between individuals or/and discrimination at a structural level in a society. The Anti-Bias concept was developed in the 1980s in USA. It took an intense development following the end of the apartheidsystem in South Africa and was integrated in German educational concepts in the 1990s.

"Bias" means prejudice: The anti-bias approach aims at taking concrete action towards equality and a gradual reduction of discrimination.

The educational concept is experience oriented: Examination of dominance & discrimination should lead to unlearning of oppressive and discriminating forms of communication & interaction.

Anti-Bias is on open concept, It is seen as a fundamental attitude and a life–long process.

The last session of the seminar continued with an introductory presentation from Andreas Schwab on ICYE's current and envisaged projects in the Asia region under the Youth in Action programme, covering Actions 2 and 3.2. This was done with the help of wallpaper.

Following this, the participants were divided into two working groups to discuss possible networking opportunities and brainstorm on future YiA Activities. The results of the two groups are summarised below.

Networking and future YiA activities:

- Staff exchange between projects working with handicapped people in EU and Asian countries
- Staff exchange of organisations running the EVS programme (Sweden, UK, India and Vietnam focussing on recruitment and training of new EVS host placements
- Training on management of long-term volunteers.
- Short-term exchange of co-workers / volunteers of environmental organization from China- Sweden (Min. 2 Months).
- EVS exchange of volunteers & organizations working with Migrants/ Refugees in EU and Asian countries.
- To work with unemployed young people and income-generating projects such as job training centres, tailoring workshops, etc. for young women in India, Germany, UK, Sweden and Italy.

After a short presentation of the working groups and a discussion of the results, Andreas Schwab of the ICYE International Office highlighted the fact that any ICYE organisation can now apply for bilateral and trilateral EVS project funds and encouraged participants to utilise the contacts they had made during the week's seminar and investigate the possibility of future exchanges between the EU and Asia.

The time had then come for the final evaluation of the week's seminar by the participants, organisers and trainers. Participants were asked to complete the detailed final evaluation forms. In addition everyone was asked to participate in a final round where each person had a chance to say a few words on their reflections, feelings and views of the results of this training course.

The general feeling amongst the participants was that the seminar had been very enjoyable, informative and successful. Host organisation representatives mentioned that it had been very beneficial for them to learn more about EVS and the YiA programme,

and meet ICYE representatives that they may work with in the future.

ICYE representatives mentioned the positive contribution the host organisations had brought to the seminar and the better understanding they had gained of each other's situation and expectations. Many of the participants specifically mentioned the Intercultural Learning Sessions and methods and looked forward to taking the ideas and experiences home and utilising them within their own organisational and volunteer setting.

Most contributions by participants ended with an overwhelming feeling of gratitude toward the work done by ICDE India in cooperation with the ICYE International Office for organising such a great seminar in such a fantastic place.

Furthermore the participants recognised and brought attention to the members of the group, highlighting the valuable contributions from everyone, enthusiasm and a friendly group spirit, which had contributed, to a warm working and social atmosphere.

After this the organizers wished everyone a successful and fulfilling work in their future projects and a safe journey back home.

ANNEX 2 / Analysis of Evaluation Questionnaires filled by Participants

Promoting Interethnic Dialogue and Intercultural Learning – Training for EVS sending and host organisations in EU and Asian Countries, Bangalore, India, 20-25 April 2008

FINAL EVALUATION QUESTIONNAIRE

1. Please identify the 5 most important learning points for you at this training?

- Role of Communication
- In-service support and training opportunities for EVS Volunteers
- Clear concept of volunteer and voluntary service.
- Specific Support for those volunteers working in disadvantaged youth/groups
- Intercultural atmosphere
- I learned exactly what volunteering mean.
- Lots of input
- Interacting with volunteers
- Lectures demonstration
- New ideas conducting trainings
- New materials
- Better understanding of setups and situation in receiving countries (land setting) in many Asian countries.
- New partnership opportunities.
- Other organisation work
- EVS Programme
- ICL Exercise
- New knowledge, skills, experience, friends.
- EVS, ICYE; Icebreaking, Intercultural learning
- Prejudices and stereotypes
- How wonderful ICYE people are
- New Activities
- Enjoy India for a week.

2. Has the training dealt with some of your difficulties or weaknesses in conducting trainings or intercultural learning sessions? How?

Yes,

- By getting concept of intercultural learning
- By learning about in-service support and conflict resolution
- By giving orientation/understanding of the theme of the voluntary service.
- By giving me lots of support to come over the difficulties faced by me.
- Has given me new ideas to share with co-workers back at home and use it in our trainings.
- The training gave me a lot of support to overcome the difficulties faced by me.
- Information of EVS
- To meet the world in India
- More about ICYE and EVS
- Dealing with volunteers when they are in conflicts, but now I know the way to make it better
- Develop my organisation
- Dealing with volunteers in general
- Language (English)

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

1 Relevance of training content and input

1	2	3	4	5	6
1,5					

1,1,2,1,2,2,2,1,2,1,2,1,2,2 22 (total questionnaires received: 14)

2 Methods and facilitation of intercultural learning session I

1	2	3	4	5	6
1,5					

1,2,3,2 ,2,2,11211211 21 (total questionnaires received: 14)

3 Methods and facilitation of intercultural learning session II

1	2	3	4	5	6
1,5					

1,1,2,2,2,2,1,1,2,2,1,1,1,2 21 (total questionnaires received: 14)

4 Methods and facilitation of intercultural learning session III

1	2	3	4	5	6
1,6	2,03				

1,2,3,1,2,2,1,1,1,2,2,1,2,2 23 (total questionnaires received: 14)

5 Talk by Mathieu Fortier-Volunteerism-the Indian Perspective.

1	2	3	4	5	6
1,6					

1,1,1,1,2,2,2,1,1,3,4,1,1 21 (total questionnaires received: 14)

6 Talk by Intercultural Learning by Dr.Shashi Rao.

1	2	3	4	5	6
1,9					

2,2,1,1,1,2,3,1,3,3,2,3,1,2 27 (total questionnaires received: 14)

7 Talk on "Marginalised youth in India-volunteering for local development by Mr.Praveen.

1	2	3	4	5	6
	2,9				

3,4 ,3,3,3,3,4,1,2,3,4,3,2,3 41 (total questionnaires received: 14)

8 Session on Volunteerism

1	2	3	4	5	6
1,7					

1,3,2 ,3,2,2,1,1,2,1,2,2,2,1 25 (total questionnaires received: 14)

9 Session (working groups) on the stages of EVS project implementation

1	2	3	4	5	6
1,7					

1,2,2,1,2,2,2,1,2,1,2,2,3,1 24 (total questionnaires received: 14)

10 take a step forward-Session on recognising your privileges (final Intercultural learning exercise)"

1	2	3	4	5	6
1,7					

1,3,3,2,3,2,1,1,1,1,3,1,1,1 24 (total questionnaires received: 14)

11 Session (working groups) on developing strategies for "Reaching out to disadvantaged youth in Asia and Europe"

1	2	3	4	5	6
	2,1				

1,3 ,2,2,3,2,1,2,2,2,3,2,3,2 30 (total questionnaires received: 14)

12 Session (working groups) on "Managing groups of national and international volunteers/practices of host placement in Asia and Europe and on "Returnee Volunteer"

1	2	3	4	5	6
	2,1	3,6			

2,2,3,2,2,1,2,2,2,3,2,3,2 28 (total questionnaires received: 13)

13 Session (working groups) on Networking and Future YIA Activities

1	2	3	4	5	6
	2				

1,3,1,3,2,1,1,3,2,3,2 22 (total questionnaires received: 11)

14 Food

1	2	3	4	5	6
	2				

1,2,3,1,3,3,3,3,2,1,4,3,3,1 28 (total questionnaires received: 14)

15 Accommodation

1	2	3	4	5	6
	2,1				

1,1,3,1,3,3,3,3,3,3,2,2,2 30 (total questionnaires received: 13)

16 Free Time

1	2	3	4	5	6
	2,6				

1,3 ,4,3,3,3,4,3,1,2,4,1 32 (total questionnaires received: 12)

17 Group dynamics

1	2	3	4	5	6
1,5					

1,1,3 ,1,3,2,1,1,1,1,2,1 18 (total questionnaires received: 12)

18 Trainers

1	2	3	4	5	6
1,3					

1,1,2,1,2,2,1,1,1,1,2,1 16 (total questionnaires received: 12)

4.Please make suggestions for improvement of future Training Courses?

All the activities are very interesting. It will be better to provide a bit more printed material to the participants.
Some sessions need more time like communication.
Conflict and conflict resolution /problem solving activities.
Excellent training courses, both for those that are less and more experienced.
Cannot really think of anything that could be done better.
Add some new activities.
A more detailed presentation of all.
To present organisations and practices/methods within these organisations.
Hangouts that accompany inputs/exercise.
Small presentation at the beginning, just 5 min. It would be better more.
I hope I'll become better and better.
Everything fine.

4. Is there anything else you would like to add?

It would be better to use trainer for one session each day and next trainer for next session.
Overall I liked this training very much. This is the first training in foreign country and with foreign people. It was very practical and fruitful training for me. Hope to see you again.
Communication between sending organisation to host (regular)
Fantastic practical arrangements by ICDE.
Might be useful to add contact meeting as an aim for this training
Thank you all your hard work / You are excellent.