

TRAINING of TRAINERS “Youth work and young migrants”

19th – 23th June 2019
Bonn

within

Becoming a part of Europe project

How youth work can support young migrants, refugees and asylum seekers
code 580420- EPP-1-2016-1-IT-EPPKA3-IPI-SOC-IN



EVALUATION REPORT

METHODOLOGICAL APPROACH

In what follows, a detailed report of the evaluations of the “Training of Trainers - Youth work and young migrants”, held in Bonn from 19th to 23th of June 2019, and organized by JUGEND für Europa and Agenzia Nazionale per i Giovani within the frame of the “Becoming a part of Europe” project, is presented.

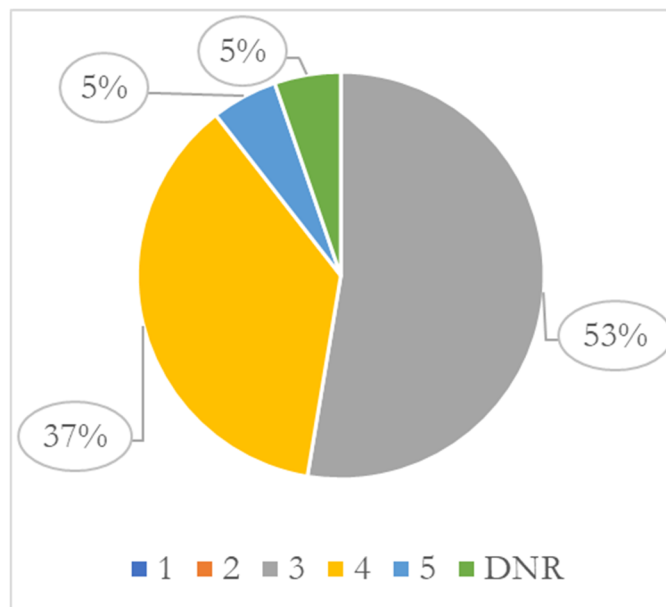
After the ToT, from 23th to 27th June, participants have been asked to respond to a questionnaire administrated online in a CAWI mode.

The questionnaire was organised in 7 closed-ended question: most of these questions were based on a Likert scale aimed at evaluating the level of satisfaction of participant in connection with several aspects of the ToT. The scale was based on 5 levels, from “not at all” to “fully” satisfied. For every question, participants had also the chance to add a comment and to express their knowledge and/or feelings. Further, 6 open-ended questions were administrated to participants, in order to encourage a full, meaningful reflection on the ToT.

All participants responded to the questionnaire. Therefore, the following analysis is based upon the evaluations got from 19 out of 19 participants to the ToT.

ONLINE EVALUATION QUESTIONNAIRE REPORT

1. Usefulness of the information received before the start of the training course



Overall respondents consider the information received before the ToT useful.

In details, among the respondents, 53% was quite satisfied of the information received, 37% was very satisfied, 5% was fully satisfied. One participant has not responded to the question, while no one was not satisfied.

Respondents' comments to the answers help to identify 3 critical aspects.

The first refers to the program and goals:

- *No program in advance.*
- *It would be much better if we were to get the course schedule earlier.*
- *The titles of the sessions were a little bite vague. It was hard to know what we were really discussing and learning.*
- *I didn't know the content before. I had no imagination to what I am gonna receive.*
- *Not very clear what the goal/intention was. Just for trainers or/ and youth workers?*

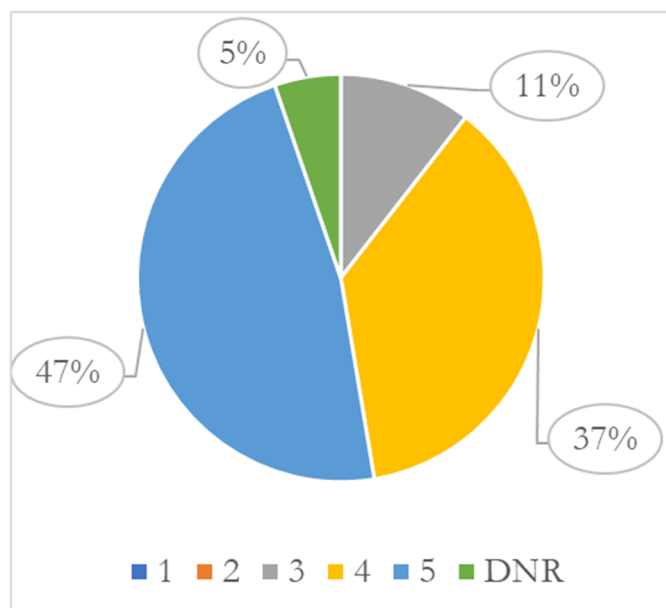
The second refers to the knowledge of the project behind the ToT:

- *I'd preferred to get more info on BPE projects origins and on further training project organization methodologies.*
- *The clusters were a good idea. Perhaps some more direction into the research report of the BPE project could help us get more into the topic before the training course.*

The third refers to the follow-up and the relationship with NAs:

- *I could have more information about national T.C. we have to do directly from our NA.*
- *I would have liked to have more concrete information about the follow up course and maybe a first contact with the NA before and after the first Skype meeting I thought I would have to deliver 8 trainings*

2. Fulfilment of your expectations:



Overall respondents felt their expectations fulfilled and they were highly satisfied.

More in details, among the respondents, 11% was quite satisfied, 37% was very satisfied, 47% was fully satisfied. One participant has not responded to the question.

Respondents' comments to the answers can be divided as follows.

From the one side there are those who had no particular expectations, and declare themselves increasingly satisfied:

- *Didn't really have any expectations so very happy with how it went*
- *I did not have time to build great expectations... but I feel more than satisfied with the experience*
- *I didn't have enough expectations, however, even if I had one this training will definitely exceed it*

From the other side, they can be grouped participants who declare to have got new knowledge and skills, with positive links to their future plans and work:

- *I meet great people with who I will do future projects, learn useful tool, exercises, concepts, learned more about YMRA and the work with them...*
- *The training taught me new skills and tools and more knowledge important for the work with YMRA.*
- *I get the most learning and I am sure this most of them will be included in our one course plan*
- *I had troubles formulating concrete expectations beyond wanting to learn more about the topic in a youth work context. I am leaving with lots of inspiration and ideas for follow-up, so my loose expectations are more than met.*

And not least, those fully satisfied:

- *Far way above my expectations*
- *I'm really happy!*

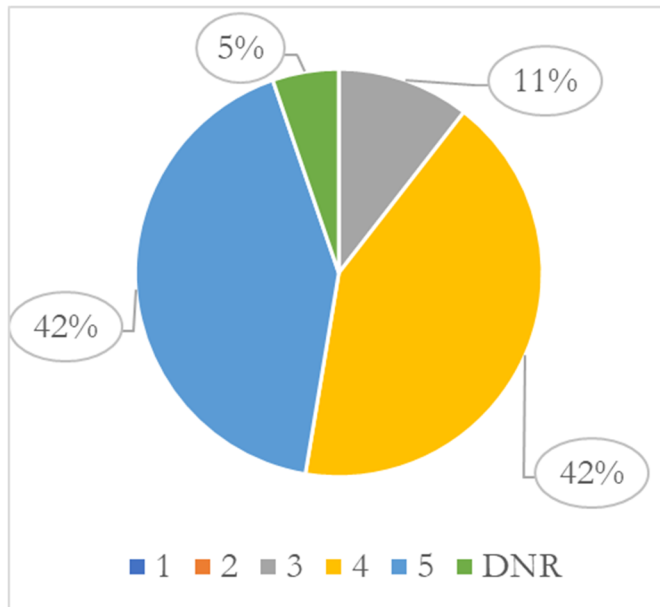
In this context it is worth, however, to notice three critical voices, connected to the extent to which the goals of the ToT were achieved and the link with the national context:

- *I have definitely learned new tools and a new perspective on how to face integration, it was great and useful to hear many concrete examples of youth workers and I loved the group, but I went here with the expectation to explore the clusters themselves throughout the training to be able to grasp the concrete competences the youth workers need to be able to respond to the challenges they face, so that I can design a training around it. So, to have an exploration together: what is needed, what does this concretely mean and how can we respond to that in our training. I think the focus was a bit much on how you can improve your youth work.*

Even though lots of the participants were youth workers, their role here was trainers.

- *It has nothing to do with organization... I'd love to have more time and options to participate on all the working groups.*
- *I did not really know what to expect, but this might have something to do with the fact that I got little experience with youthwork or YMR.A. I did expect though, that I'd have a more concrete idea of what our national training will look like, but I understand that we will first need to do a few things that we were not able to do in the training, like researching exactly what the needs are among the YW's in Holland in the beginning of 2020 and to speak to our NA to first check what they want to see as well. From there we will be more able to set up an actual plan for the training.*

3. Reaching the aims and objectives of this training course:



Respondents felt that the aims and objectives set for the ToT were met.

In detail, only 11% felt that the objectives were met, while 42% felt they were met quite completely, and a same proportion felt they were fully met. One participant has not responded to the question.

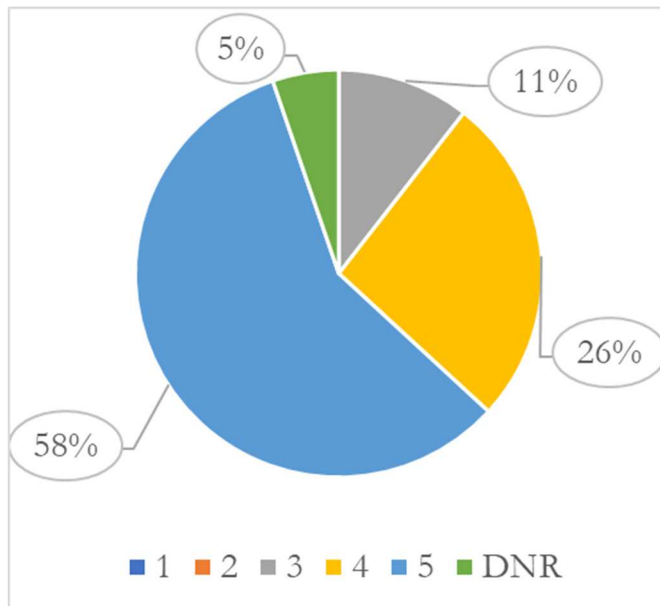
The comments confirm the satisfaction of respondents with respect to the reaching of aims and objectives:

- *Definitely... it was amazingly sufficient, and I liked the content so much.*
- *I feel fully confident that I will manage to contribute well towards a national or international training course on this topic. That was, and I understand it, one of the main objectives, so it's top mark from me.*

Moving from this large satisfaction, some of them pointed out some aspects that needed to be further developed or which – from a personal point of view – need to be assessed in future:

- *Totally satisfied. The only thing missing for me was some training skills for trainers (since not all the group is professional training)*
- *It's also a personal challenge but time will show if the idea of cooperation could work.*
- *In the end we did not have a concrete plan for the training as we first need input in order to know which topic (out of the SO many within this field) we'll focus on. However, we did focus a lot on how it is as a youth worker to work with YMRA and that did help me get a better insight in all those topics. Now we'll just have to choose our point(s) of focus among the topics according to the needs of the youth workers.*

4. Relevance of the training for your daily work:



The ToT was considered as highly relevant for their daily work by the majority of the respondents.

In details, the respondents answered as follows: 11% consider it as relevant, 26% very relevant, and 58% fully relevant. One participant has not responded to the question.

The comments reveal the relevance and the implications that the ToT can have on the daily work of participants:

- *[...] this training was very useful and important*
- *I will start applying my new skills from tomorrow!*
- *There is nothing that was not relevant for my job. That is really amazing, I think! I was lucky that both workshops I wanted to follow weren't at the same moment.*
- *[...] I will use the most things in my daily work, and specially the question from self-care activity in our mornings meeting*

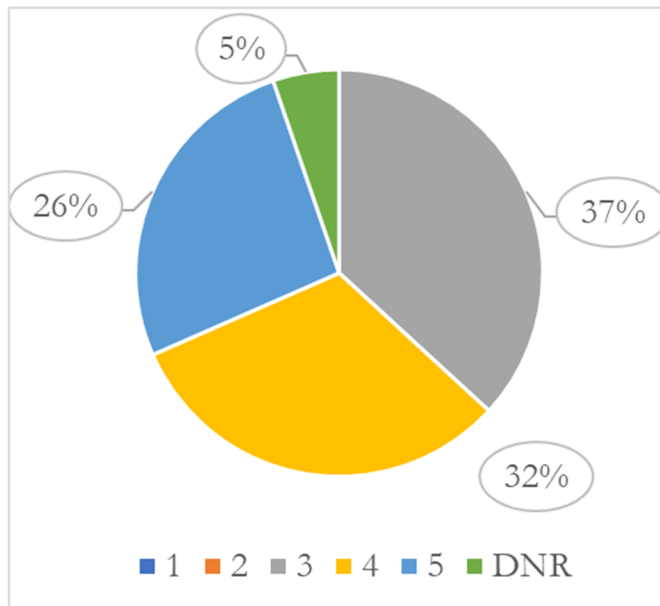
It is also worth noting that some of the participants say that:

- *At the moment I am not working with young people related to migrants etc.*
- *Since I am not at present working directly with YMRA...*

But they also show that:

- *Even though I don't work directly with YMRA i can use the tools with other target groups as well.*
- *It could be top mark. But I have to explore my own practices and figure out where to fit this topic into the overall work of my organisation. I think it will work out, but it requires some active reflection and planning.*

5. Your own contribution to the training course:



In general, respondents felt to have contributed to the ToT at a satisfying degree.

More in details: 37% felt to have contributed in a positive manner, 32% felt to have contributed very much, 26% felt to have fully contributed. One participant has not responded to the question.

Some comments help first to highlight some of the reasons that do not favoured the fully contribution of some participants:

- *I do not have so much experiences in work with YMRA so I could not share so much on that field as others.*
- *My contribution was maybe not so high, it's because of my language. But I still did my best to share my experience with other*
- *Sometimes I behave really egoistic, instead of sharing good practices I was more interested to learn the new ones or just compare the efficiency ... I should definitely work on my performance and courage to experiment while doing with the professionals on my level.*
- *More soaking it all in, observing and processing a lot of new information/ experiences.*

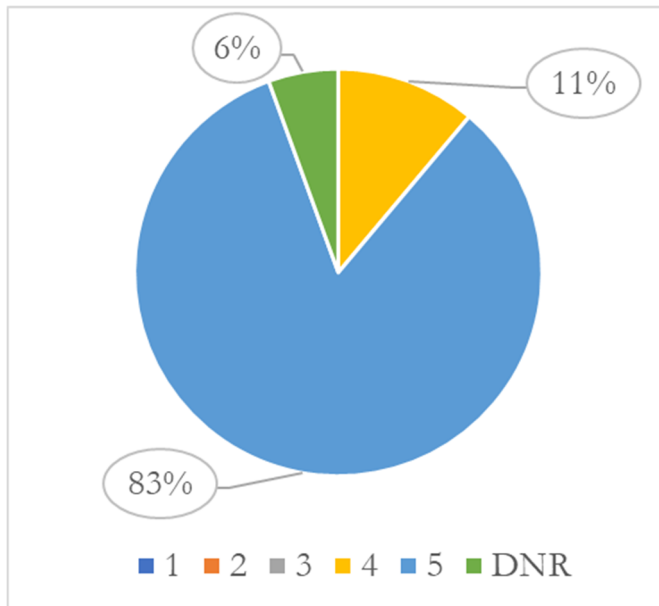
Other comments reveal the satisfaction of participants about their contribution:

- *I shared my experience working with YMRA and learn a lot from other's experiences.*
- *:-) Open space technology was nice. And in the sessions we could learn a lot from each other.*
- *I was an actual example, I had so many stories to share and my experience was totally relevant to the content as being refugee*
- *I hope to have contributed in small groups, individual encounters and general group feeling*

Finally, two comments help to identify two different attitudes:

- *I am aware that I am a person that needs to make sense/ logic out of everything and when I don't see the logic, I start questioning it. At the beginning it was benefiting the training - loved the discussions. I wonder how contributing it still was later in the training, when for me the process went a way that wasn't according to my needs. So I hope I wasn't too disruptive from that moment on.*
- *The transition from being a trainer to being a participant was - to my surprise - quite challenging. I could have added something more often, shared more of my story and background, which also forms my rationale for being interested in this topic. But it felt right to listen more, and speak up only when it felt concrete and valuable.*

6. The quality of the facilitation of the training course:



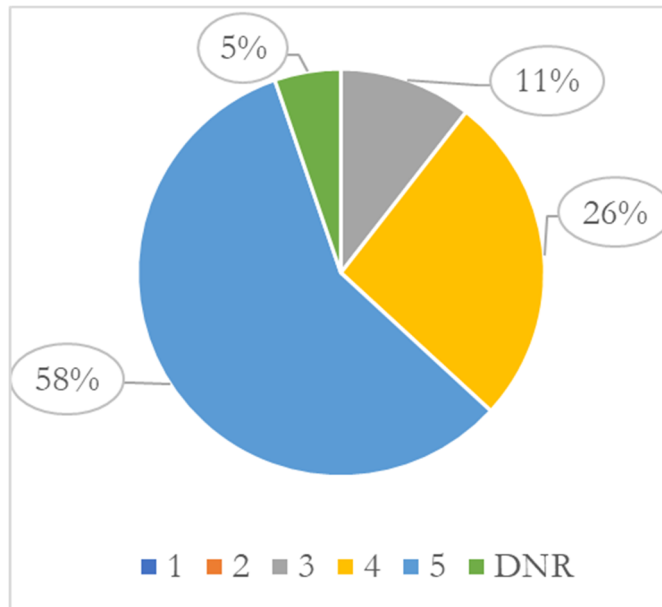
In general, respondents were fully satisfied with the facilitation of the ToT.

More in details: 11% was very satisfied, while the great majority - 83% - was fully satisfied. One participant has not responded to the question.

Overall, comments confirm the enthusiastic satisfaction of participants:

- *Excellent facilitation and we could feel that the trainers were involved and have knowledge about the subjects approached. Congratulations to [them ...], I'm grateful for met you and for all I have learned with you.*
- *Amazing trainers, competent, friendly, able to create a safe and respectful space since day one.*
- *Trainers where great*
- *Thank you for being our trainers. You're really inspiring.*
- *The trainers are very prepared and sensitive to human being and professional worker.*
- *Trainers very well prepared, with valid personal experience and respectful leadership*
- *Very steady throughout.*

7. Logistic organisation of the training course:



Respondents appreciated very much the logistic of the ToT.

More in details, among the respondents 11% was quite satisfied, 26% was very satisfied, 58% was fully satisfied. One participant has not responded to the question.

The few comments added by participants highlight two critics, dealing with:

- *Late reply sometimes*
- *It was not clear if the lunch before the first and after the last session was included. It was not clear how much time to block for the online meeting.*
- *I missed my food from home. And when I arrived in the hotel I missed that there was not a warm welcome.*

8. The most inspiring moment was...

Participants were offered the chance to indicate and describe the most inspiring moment of the ToT. 17 responses have been collected that can be organised in three clusters:

8 have indicated specific sessions, moments or activities:

- *"Theatre"*
- *The theatre of the oppressed session*
- *Ice breaker*
- *Open space the trauma session it was very inspirational*
- *Many inspiring moments but what I enjoyed the most was the workshops.*
- *All of moments was inspiring but the most inspiring for me was the self-care and project management part. Because I took very much learning from these two parts, who will use in my organization.*
- *There were several. One of them was in the open space session: I really liked the concrete methods shared by [...] and [...] about their nonverbal practices to include YMRA in free time activities.*
- *Question about HR*

6 participants highlighted – sometimes together with some specific sessions, or activities – the relevance of the moments of discussion, exchange and sharing:

- *The stories of the participants who are migrants themselves about daily racism, not having a passport, not being able to vote etc. and look at them here and now that is so powerful and inspiring.*
- *Having refugees in our group and hear their direct experiences.*
- *Session about trauma and stories from others. The moment I realise youth work is really a big thing 😊*
- *Personal conversations with all participants. Amazingly inspiring group! And I really loved the workshops of [...], very clearly illustrated with great examples and passionate.*
- *that I got connected with everyone.*
- *During my conversation with the others, participants or trainers. Especially [...], [...] and [...]. [...] because I feel she's an exceptional trainer with a very rich background of life/field experience. Ayham and Gustave because with their background, to me it was like they came from another world. I learned so much from how they look at the world, it was amazing.*

3 participants underlined aspects connected to (self)reflection:

- *There were so many. Becoming aware that despite all the training I am still full of prejudices and have to keep on learning a lot*
- *watching the videos of others...many were saying that they couldn't link the idea of videotaping to the training course but they still did it in their best way as they believed and trusted the training's importance.*
- *For me, and according to my expectations and my path, the identity exercise helps me to stop and look to myself without any blame, but with the knowledge that to improve I have to recognise my thoughts and stereotypes. At the same time this exercise has given time to think and make a position as an individual where I want to be, defend and how. Also the workshop about professional development as really enriching for my daily life as a person, but also as a professional.*

9. Which sessions have been most useful for your preparation in view of the National Training Courses?

Participants were asked to indicate which sessions have been most useful for their preparation in view of the National Training Courses. 18 responses have been collected and here presented in sequence.

In first instance, following they are listed the responses identifying one or more specific moments/sessions are listed:

- *Wellbeing Catwalk*
- *Workshop about trauma*
- *The trauma workshop by Nadine (is my field of expertise as she had new tools for me)*
- *Trauma, trip to New Zealand, yes no I don't know... it's all amazing I loved them all*
- *Theater of oppressed, identities and stereotypes, crisis management.*
- *Theatre of the oppressed, flight to NZ, people we trust, well being, film*
- *Identity and stereotypes and controversial issues*
- *HRE*
- *Human rights*
- *Human rights awareness techniques*
- *Exploring challenges*
- *Identity, Trauma etc., Transfer*
- *Identity stereotypes & perceptions, to transfer developing national tcs for years, sharing experiences.*
- *Identity game, agree/disagree game, game on trust, micro aggressions, human rights, controversial issues, advocacy, fundraising.*
- *The network and advocacy workshop was really powerful, to reminds us the importance of network and to involve different partners to our training, and how to do it. To remind that also the impact and the multiplier effect will be bigger if will involve and connect with the different partners for this training course.*
- *Hard to say, as there have been useful things, big or small, in many sessions. But perhaps the two workshops on the needs of youth workers, selected from the 4 clusters, because they included a good combination of theory and concrete tools. They made it easier to see how a programme can be built.*

Two participants have, instead, underlined the importance of the sessions all together:

- *All of the sessions, but mostly the group exercises who we discuss different and important questions. Who had get me a view absolute youth work generally in whole Europe.*
- *I must say all, all were so important, and I will take all that I have learned back home and to future trainings.*

10. Which methods you think you can re-use at National Level?

Participants were asked to indicate which methods they think that they can re-use at National Level. Their responses have been collected and listed in what follows.

Most of the participants indicated specific method(s):

- *Theater and trip to New Zealand*
- *Travel to New Zealand*
- *Reflecting group*
- *Role play*
- *Depends when we design the course but definitively Forum Theater*
- *I will use many of the non-formal activities and dynamics I have learned here ("agree-disagree, theater of the oppressed, catwalk ... many if not all!*
- *Team building activities, theater of the oppressed, workshops on self-care and crisis management, Positioning exercises*
- *I will start with changing a thing in our work meeting so we start positive thinking.*
- *Many, the identities activity will be the most methods to get out the needed from young people and do something in organization who is a solution for needed*
- *Identity / self-questioning exercises. charter's work, national training planning moment*
- *Yes/No/?! / HR link to needs / Video / open space*
- *Probably most of the methods. To mention a few: Identity introspection (looking at our own biases and prejudices). Buzz groups on various questions. Open space technology.*
- *I think that the identity exercise adapt to my country will be very powerful, the microaggressions and connection with our daily communication, to speak about the relation between participation and autonomy, agree and disagree, and oppress theatre.*

Some participants, just listed:

- *All the workshops*
- *All of the above.*
- *A lot, really!!*

Two participants highlighted that it depends on the specific features of what will happen at the national level:

- *All are transferable, the question is first what is needed on local level, specifically with the participants that will come.*
- *Everything, depending on the needs.*

11. Which kind of information and tools you still need, to implement a National Training course for Youth workers dealing with Young migrants, refugees and asylum seekers?

Participants were asked to indicate which kind of information and tools they still need in order to implement a National Training course for Youth workers dealing with Young migrants, refugees and asylum seekers. The responses can be grouped as follows.

A first cluster includes the comments that underline the need for more connection with NAs:

- *Info from NA and target group*
- *More information from my national agency to have a clear view. What the expectations/ needs of the current target audience is*
- *I need to contact NA and check the funding conditions and in what cities they find there is more lack of trainings to implement there.*
- *I think the first thing is to make an appointment with the NA, speak about our ideas to the NTC, and when we start building the NTC it will be more clear what tools or information we will need. But in advance, I think we will need the support of more formal partners, to reach more youth workers and to ensure their participation.*

The second cluster focuses on networks and exchanges:

- *How to facilitate exploring the stakeholders, doing a network analysis in case people want to network but they do not know the stakeholders or they are not present o network with.*
- *Expecting from the participants*
- *Exchange of good practice and testimonies*

The following one include the responses of those who paid more attention to methodological aspects:

- *More PSS trainings it's mandatory for everyone*
- *PSS training*
- *I need a description absolute the sessions and exercises who I can do in our trainings course with other trainer.*
- *Needs assessment technics, self-care and recognition of the trauma / psychological difficulties , networking methods , activities' classification / prioritizing the objectives ...*
- *HR instruments / actual local action / new smarter methods*
- *I think the tool base is ready. I would like to know more about the topic (youth work with YMRA) in my own national context before starting the training.*

The fourth cluster refers to the need of more information on different aspects involved in the topic:

- *How to tackle microaggressions in work contexts, networking strategies and concrete application*
- *I really need to learn more about participation. In combination with youth that just want to do normal things.*
- *More information about the political situation in Europe*
- *More knowledge on work with YMRA or someone with that knowledge who would join as a trainer.*
- *National reality, making needs concrete into competences.*

One response stated that:

- *I think we have all information.*

12. What could be improved at the training course?

Participants were also asked to indicate what could be improved at the ToT. The responses can be grouped as follows.

Some participant focused on the connection and balance between the different moments:

- *Maybe a bit more theory next to role playing/ workshops etc. But could just be me. I'm more (and enjoy it better) learning by theory instead of practice.*
- *More outdoors activities, less sub-groups moments or more dynamic ways of confronting the ideas discussed in the subgroups*
- *Participant's interventions*
- *The only thing that springs to mind relates to preparation. Perhaps some concise readings to bring us a bit up to speed on the topic could have helped some of us. And having a bit more insight into the programme before the start of the training could have helped me explore my own needs and formulate more concrete expectations.*

Other comments focus on the need to pay more attention to the aim as well as to specific issues/contents:

- *I think that could've be interesting to speak about the competences of a trainer working with YMRA and youth workers.*
- *More inclusion of YMRA [...].*
- *Perhaps adjusting the aim so that we understand that a concrete plan for a training is actually not the goal but instead learning more about YMRA, what youth workers deal with and learning about things we 'could' implement in the TC.*

A further aspect is connected to logistic:

- *The temperature in the classroom it's to hot*
- *Warm welcome when arriving at the hotel. Maybe the persons at the reception can tell us a little bite more. Just simple things: your roommate already arrived, you will meet the group at lunch and most of the people walking around in the building are part of your group. (I was happy I recognised some from the webinar) Next to that, I know some funnier teambuilding stuff things. But it was really ok 😊*

Some comments insisted on the time devoted to specific activities (or to the whole ToT) as well as on organizational issues:

- *Time to work on skills for training, how to be a trainer*
- *More time, maybe also training feedback for less experienced trainers*
- *Session of how to deal with traumas could have been for the whole group rather than the open space*
- *To have more sessions to be taken outside the training room in open spaces for example gardens*
- *To keep track of times and schedule. To begin early in morning and end early in afternoon*
- *Could be a bit longer so we would get even more input from trainers. Was very valuable.*
- *[...] some more resources like pens notebooks etc*

Finally, other comments highlight that:

- *Everything was amazing...*
- *it was perfect as it was...the other needs or expectations were out of the main process... I mean: as to have time to learn and practice more we need more time / more resources. on some issues I felt being in a big group in some cases just few to complete whole idea...it could be fulfill with other trainings and individual learning. I got enough motivation and ideas from what to start thanks to the trainers and participants.*

13. Please, feel free to add any other reflection or suggestion to share with us...

Participants were finally asked to share any other reflection or suggestion. Their responses have been collected and listed below:

- *Thank you so much for enriching my life with this course/experiences/ new people. I was a bit at loss in my current job/life where I wanted to go. But this course brought back my passion and motivation so I'm very grateful for that and realised who I am again and going home with much more confidence and strength.*
- *Thank you for these rich and inspiring days of sharing and learning.*
- *I would like to thank Malta NA for the great support they provide, I was about to withdraw my application when I found about my emergency situation in my country but they helped me a lot to come here and they believed in me to be one of the trainers.*
- *Well done to organize ToT and networking with people from different realities!*
- *Nice food, nice venue, some of the hostel stuff was not that friendly.*
- *In the participation session and the one of resilience I missed the part with concrete tools to do things to improve resilience and participation.*
- *I appreciate your experience and knowledge of youth work. It is amazing that you share them with us and that we in our organizations can respond to them in a better way from the beginning, to get an effect faster.*
- *I really hope that we could organize / work on future meetings in sharing what we are going to do on national level and to get best practices of all Europe. It is not just the feeling of not being alone against the system but the hope of improving European institutional work in this field: from the ground to high /or more competent levels. At the end besides being Italian citizen I am also a European citizen which could be developed more as we really don't realize sometimes the power of it. And as somebody told the way that any refuge moves in Europe isn't limited on national level so it's good to understand the logics and story of these never ending process.*
- *It has been a wonderful experience. Often after moments like this the energy fizzles out after a short time. I hope that given the real need of better and more effective youth work, some of the energy stays alive for future concrete collaboration. Thank you so much for your energy and facilitation 😊*
- *Thanks for guiding us through a constructive learning experience!*
- *I would like to present my gratitude to be able to attend and participate in this training course, but also for the energy, space and knowledge share by the trainers. It was really enriching for me as a professional have then as my trainers. I think will be a great opportunity to have this NTC with the support of the NA. Thank you :)*

With a final remark on the possibility of keeping “the group alive”:

- *I would love to stay in contact. I really believe we should continue to work on this topic, also by creating/ keeping the European platform for exchange and learning.*
- *It would be great to get some advice on how to keep this network alive and able to plan new projects together... Thank you for the great training.*
- *Keep the group alive.*

MAIN CONCLUSIONS

All the 19 participants who attended the “Training of Trainers - Youth work and young migrants” contributed to its evaluation, by filling the online questionnaire presented in the previous pages.

Taking into consideration the whole results of the analysis carried out in this Report, respondents appreciated the ToT very much.

The most appreciated aspect refers to the facilitation of the meeting (with 83% of respondents “fully” satisfied) and the logistic of the ToT (with 58% of respondents fully satisfied).

It is worth noting that the majority of participants declare to be “fully” satisfied in connection with the “Relevance of the training for your daily work”, while one out of four consider him/herself “very” satisfied.

More in general, respondents have stated that the general aims and objectives set for the ToT have been (quite) completely met. At the same time, the responses concerning the “Fulfilment of your expectations” show high level of satisfaction, with the 84% of participants very or fully satisfied.

Furthermore, when asked to score their “own contribution to the training course”, participants do not show the highest level of satisfaction: an aspect that can be read – also considering the comments they offered – as a form of recognition of their own specific attitudes.

Finally, while positive, the appreciation of the “*Usefulness of the information received before the start of the training course*” do not reach the same level of satisfaction, with scores that show a median level of 3.

Moving from this general level of satisfaction, the comments added to the questions administrated give also the chance to recognise the high level of engagement of participants during the ToT, as well as their sensitivity to specific moments, activities and methods, considered as inspiring and of vital importance for the organisation of the National Training Course, thus affirming the density of the ToT. But also, the responses show the relevance of the moments of discussion, exchange and sharing, as well of aspects connected to (self)reflection.

While some participants declare to have all the information and tools necessary to organise the activities foreseen at the national level, responses show that the aspects on which more resources are needed are: connection with NAs, focuses on networks and exchanges, further attention to methodological aspects as well as more information on the different aspects involved in the topic.

In conclusion, it is worth noting that when asked to add further reflections some participants stressed the possibility of keeping “*the group alive*”, thus testifying that during the ToT emerged a sort of “we-sense” that can be pictured as a final and further indicator of the successfulness of it and of the satisfaction of participants.

“TRAINING of TRAINERS” YOUTH WORK AND YOUNG MIGRANTS

19th – 23th June 2019
Bonn

within

Becoming a part of Europe project

How youth work can support young migrants, refugees and asylum seekers
code 580420- EPP-1-2016-1-IT-EPPKA3-IPI-SOC-IN

EVALUATION REPORT