



Qualitative Services at local level for Emigrants and Refugees

[Erasmus + Project reference number: 2017-1-EL01-KA204-036335]

Deliverable IO3

The Impact Circular Model: Step 2

Contributors Drosostalida
Version 3.0
Date February 28th, 2020
Type Report Public



List of Authors

Drosostalida	SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA

Disclaimer

This project has been funded with support from the European Commission. The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Project reference number: 2017-1-EL01-KA204-036335.

Q-SER Consortium

The Q-SER Consortium consists of:

MUNICIPALITY OF EGALEO	Greece
IOM Mezinarodni organizace pro migraci v Praze	Czech Republic
INTRACOM GMBH	Germany
MEDIA CREATIVA 2020, S.L.	Spain
SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA	Greece
ECUMENICAL PATRIARCHAT – GREEK – ORTHODOX METROPOLIS OF GERMANY – COMMUNITY THE ASCENSION IN STUTTGART	Germany
FONDO ANDALUZ DE MUNICIPIOS PARA LA SOLIDARIDAD INTERNACIONAL	Spain

Rights to Use



This work is licensed under CC BY Creative Commons Attribution 4.0 International License.

<https://creativecommons.org/licenses/by/4.0/>

Version History

Rev. N	Description	Author	Date
1.0	D.IO3 - Peer review	All partners	1/09/2018
2.0	D.IO3 – Official release	Drosostalida	31/10/2018
3.0	D.IO3 – Minor modifications	Drosostalida	28/02/2020

Table of Contents

- 1. RECORDING OF WORKING SCENARIOS FROM SELECTED DEPARTMENT 8**
 - 1.1. Design of scenario template 8
 - 1.2. Organisation of workshop..... 8
 - 1.3. Develop info-kit for FAQ 9
- 2. SUGGESTED USEFUL TOOLS..... 10**
 - 2.1. Design of scenario template 10

1. RECORDING OF WORKING SCENARIOS FROM SELECTED DEPARTMENT

Step 2 includes the design, development and collection of working scenarios to be used in the pilot session. This will aid the departments to work on a particular topic or issue identified and to reach the above stated aims and goals. Having explicitly described the aim, the selected department needs to also describe the topic at hand. One example that will be elaborated is “Communication with immigrants/foreigners in a Municipality’s kindergarden department”. Communication meaning handling most common requests by foreign parents and how kinder garden teachers deal with them. Scenarios of use will be drafted together with their respective templates to be used by teachers, department managers, and supervisors. The aim for a department is to organise a workshop where the scenarios of use will be worked upon, collection of results and workshop activity, report writing and creation of an FAQ section for future use.

Preparation by organisation:

1.1. Design of scenario template

Design of scenario template: Prior to all activities a scenario template needs to be elaborated by the responsible people. This entails proper awareness of how the department works in order for fully qualified scenarios to be build. There are several possible methods to design and create the scenarios however, for the example the following will be used: a) recording of new scenarios through a brain storming session, b) organisation of a workshop and collection of real case studies from the target group at hand which serve as scenarios. The first step in this process is the actual design of the scenario template. This needs to contain the following information points (non-exhaustive list):

1. Title of scenario
2. Date and duration of scenario
3. Target group and profile information
4. Number of people to participate and moderator information
5. Aim of activity
6. Scenario description and questions for participants
7. Note for moderator
8. Infrastructure needed for workshop organisation
9. Evaluation information (nr of people participated, assessment, etc.)

1.2. Organisation of workshop

Organisation of workshop with respective department (template, reporting form, signature lists etc.). When the scenario has been drafted the workshop elaborating the scenario will be

organised. Organising a workshop in a public sector organisation might require additional preparation time as formal in-house processes demand added planning activities. The documentation needed for the preparation of the workshop is the following:

1. Signature list for the participants
2. Agenda (topics + timeline) for the workshop with speakers, moderators and workshop leader names
3. Location of workshop information – updating information on company's social media or other channels to attract participants.
4. Handout for workshop and material for moderator
5. Handout material for participants i.e. a workbook.
6. Assessment template with questions for the participants. This is an important step as it will determine gaps in communication with the set target groups or gaps in dealing with the scenario at hand. The moderator or trainer can use this information to create training units or open educational resources (OERs) for the participants or employees of the organisation. The way the assessment templates are structured is of essence if training needs gaps is the objective of the specific form.
7. Impact evaluation form for the organizer.

Following the preparation of the workshop, the moderator / organizer / leader needs to collect all evaluation and data and prepare a short report that will a) provide valuable input for their department and how the workshop has had an impact, b) provide information on how the workshop results can feed into existing practices and enhance communication with foreigners, c) record additional scenarios that might have been identified during the workshop, d) record any issue or difficulty acknowledged by the participants during the workshop. The workshop should be repeated for at least 2-3 working scenarios have been worked upon.

1.3. Develop info-kit for FAQ

Develop info-kit for FAQ and IO3 Model information (aims and objectives, mentoring information, etc.). For each of the above steps, it would be optimal to record all information collected, all questions answered, and all scenarios worked upon. This will allow the organiser to create a Frequently Asked Question section either online or in a folder always available for any participant or future workshop organiser. The info-kit will contain both information in a report form but also template forms for others to use. An online info-kit is easily accessible by any and can be downloaded and used with slight moderation by other departments. What needs to be kept in mind is the fact that the information kit can be translated and transferred to other target groups when dealing with a big organisation.

2. SUGGESTED USEFUL TOOLS

2.1. Design of scenario template

The mentoring process is more effective when it relies on real-life scenarios. It is therefore proposed, in cooperation with the staff of the selected Department, to implement working scenarios that cover the actual needs of the employees and relate to real events recorded by previous experience. These working scenarios can be an initial, common starting point for cooperation between mentor and mentee and are expected to be enriched later on in other cases / themes.

Here's a suggestion (Template) on how to record scenarios:

Working Scenario No.....:
<p>A. Topic: (E.g. cultural habits and behavior; religion and symbols; eating habits; gender stereotypes; language barriers and communication, etc.).</p> <p>.....</p> <p>.....</p>
<p>B. Specific topic (detailed recording of the scenario / case):</p> <p>.....</p> <p>.....</p>
<p>C. Common ways of handling / managing the issue/ case:</p> <p>.....</p> <p>.....</p>
<p>D. Reactions and case handling difficulties:</p> <p>.....</p> <p>.....</p>
<p>E. Good practices versus bad practices (what has been accomplished, what should be avoided):</p> <p>.....</p> <p>.....</p>
<p>F. Practical tips / suggestions:</p> <p>.....</p> <p>.....</p>