Qualitative Services at local level for Emigrants and Refugees

Deliverable IO3

The Impact Circular Model: Step 6

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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
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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

Version History

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1. Re-use of io3 model – transferability guidelines

The overall aim of IO3 Impact Circular Model is to both create an impact but also to have a circular approach, that of being reused and repurposed within an organisation. Having applied all the previous steps, an organisation is now able to re-use the IO3 results within any department. For each step, the organisation has now designed a strategy, the necessary templates and tools to be used, set up the necessary cooperation and networking structures but also created a list / database of collaborators and trainers to cooperate with. Having successfully designed the Impact Circular Model within, they are now in a position to implement strategic changes and motivational attitudinal changes of their staff.

Preparation by organisation:

1. Recycling of model to other departments

2. Instructions for transferability

3. Good practice template and identification guidelines for selecting case studies.

2. SUGGESTED USEFUL TOOLS

PART 1: UNDERSTANDING WHAT THE PROJECT Q-SER IS ABOUT

The Q-SER project focuses on the intercultural training of municipality employees in various sectors in order to acquire the skills and knowledge they need to perform to the highest standards and serve the immigrants equally, according to their needs. The project will create two models integrated within an online system allowing the target audience to interact and learn.

IO3: The Impact Circular Model - training and iterative service provision and

IO4: The Circular Cycle Mentoring Model creating multiplier mentors and e-mentors allowing for grass-root level interaction.

During the course of the two models and their circular aspect, it is imperative that the good practices identified and recorded during the sessions, are re-used and re-fed into the Q-SER system.

The below document provides input on principles to be considered when identifying good practices and case studies as well as a template to be used by the trainers and mentors themselves.

Principle 1:

Optimize communication skills by the organisations employees when dealing with specific target groups, in this case, Q-SER's, immigrants and refugees.

Principle 2:

Foster the organisation's effectiveness by reducing complaints, customer service provision, minimizing time to serve and reiterative services.

PART 2: FINDING RELEVANT CASE-STUDIES

1. Each mentor should be able to identify good practices and case studies that can act as working scenarios for them and the future mentors.

2. Case studies can be found within their organisations, departments or through interviewing customers and target group members.

3. Answer the following questions for each identified case-study

4. What is the total of 'Yes' replies above?

    o   **4 or larger** – Case study is appropriate – proceed to Step 5 below

    o   **Smaller than 4** – Please find another case-study which better meets the principles of Q- SER project and answer the questions again.

		Yes	No	Comments
a.	Is this a reoccurring issue within the department?			
b.	Can this issue be recorded, and a written solution be provided / be distributed?			
c.	Is this issue identified in other departments?			
d.	If this issue is resolved, will it bring about a change in how customer service is provided?			
e.	Does the case-study bring benefits for both the staff member and the organisation?			
	Total			

Fill in the **one-page Case Study summary template** (Part 3).

PART 3: CASE-STUDY SUMMARY TEMPLATE

Name	Case Study Number
Case Study Title / issue identified	
Sector/ department	
Problem Background	
How it was addressed?	
Resulting benefits	
Source/Reference/ Comments	