




**COMMUNICATION 4
COOPERATION**
IN YOUTH WORK

LOCAL WORKSHOPS BOOKLET

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1 - INTRODUCTION

The following Booklet is the report from the TC “**C4C - Communication for Cooperation**”, held in Vinci – Italy by **Associazione Agrado**, from 5th to 11th October 2018.

Here we have collected all the local activities and workshop reports that the participants had to organise in their country after the training, to spread the learnings of the training course.

We hope these results can be useful for you too, to develop and increase your skills as facilitators.

2 - C4C PRESENTATION

C4C was a **Training Course** aimed at improving and refining the communication skills (and their connections with relationships and values) of Youth workers and organisations providing them competences, tools and methods to address their work to marginalised youth.

It enhances the professionalism and quality of **Youth work** and **NFE** and raise inclusion opportunities for marginalised youth - especially those at risk of exclusion and with violent and risky behaviours - as indirect beneficiaries. It spreads European values of tolerance, dialogue, respect of human rights firstly among youth workers - as a common reflection, awareness and empowerment of communication tools against violence - and then among youth.



The main objective of this training was to develop communication and cooperation competences using non-formal methodologies to apply in Youth work.

This project was the second edition of the TC C4C, held in October 2017 in Lisbon, organised by **Ha Moment** and managed together with **Associazione Agrado**. The first edition arose from the shared reflection on Youth workers skills and on the highlighted lack of effective communication skills in Youth workers and organisations.

2.1 PARTNER COMPOSITION

**ASSOCIAZIONE
AGRADO -**
Italy



HA MOMENT -
Portugal



INFOFRONT PRILEP -
Macedonia (FYRM)



LOESJE -
Germany



JOETZ -
Belgium



PLANBE, PLAN IT BE IT -
Cyprus



ATA -
Romania



ZHPNL -
Lithuania



HVSF -
Hungary



Syncro-Synergy -
Croatia



2.2 PARTICIPANTS PROFILE AND NUMBER

20 motivated Youth Workers and Youth Leaders from 10 countries (2 from each organisation)



2.3 AIMS

- To gain the knowledge about different forms, strategies, norms and mistakes of communication;
- To gain practical skills of communication to be used in working with diversity and inclusion;
- To experience the barriers of cooperation and learn from them strategies to cope in a daily life situations;
- To learn how to give and receive feedback;
- To gain skills of empathic communication and adapt it to use within diverse groups;
- To gain skills of Transactional Analysis;
- To acquire competencies of public speaking;
- To trigger discussion about values and human rights and how positive communication skills can open everyone to share common fundamental values of our society: freedom, tolerance and respect;
- To plan follow-up sessions about communication for cooperation in each partner country;
- To enhance Non Formal education methods and recognition of NFE learnings producing blog posts 'how to communicate to cooperate' ;
- To facilitate the creation of partnership for further projects among the organisations (through the positive exchange among the organisations);
- To strengthen participants and organisations competences and capability in youth work and international dimension and cooperation.

2.4 METHODOLOGIES

We used non-formal tools, Videos, simulation games, Theatre exercises, experiential games, coaching and self-directed learning, taking care to provide a strong experiential impact on participants and organisations.

FACILITATOR: RAPHAELLA STAVRINOY & SOCRATES PANAYI

ORGANISATION: Journalism Club (University of Cyprus)

TITLE OF THE ACTIVITY: NONVIOLENT COMMUNICATION WORKSHOP

PLACE: Nicosia, University of Cyprus

DURATION: 2 hours and a half

TARGET: University students and young people (approximate ages from 20 to 27)

NUMBER OF PARTICIPANTS: 9



DESCRIPTION OF THE ACTIVITY:

During the workshop the participants learnt about the nonviolent communication model developed by Marshall Rosenberg and practiced the 4 steps of the model through activities. After getting to know each other through an energizer, they asked the participants what they think nonviolent communication is and they exchanged their opinions about the subject all together. On the first activity three of the participants had to perform a small performance. Two of the participants were playing the teachers and the other one was playing the student. The one teacher had to read a story that was given to him in which he was expressing in a violent way his disappointment with the student's assignment. The second teacher expressed the exact same disappointment but by using Rosenberg's model of nonviolent communication.

The purpose of the activity was to see how the student felt in both situations and after that there was a discussion on what were the differences between the ways the teachers transferred their disappointment. Afterwards, they continued with activities that were aimed at getting to know the four steps of nonviolent communication (facts, feelings, needs, request). They used methods such as playing with feeling cards and working in pairs. Then they all understood what the basic steps of nonviolent communication are, they did a final activity to recapitulate. Specifically, they played a small theater game where two of the participants had to play a theater scene. The plot had been given by the rest of the participants. The plot was about a disagreement between the two actors and the purpose for them was to solve it based on Rosenberg's model. In the end, the participants wrote a feedback about the workshop and gave it to the facilitators.



REFLECTIONS AFTER THE ACTIVITY:

It was a really constructive workshop, all the participants reported that they learnt something new and useful. The friendly atmosphere was facilitating the whole process. The participants were very helpful because they were expressing their ideas and opinions on each activity, so it was not a one-way process. The facilitators managed to do everything in time and they believe 2 and a half hours was not tiring for the participants and for them. The activities evolved efficiently and they didn't have any problems.



QUOTATIONS FROM THE ACTIVITY:

Having the chance to share with other students something that they learnt in C4C training course was an amazing experience. They are very lucky that they didn't have to do it alone, cooperation with between them was very helpful and constructive. They both read enough about nonviolent communication so they would be ready to transfer as much as they can to the participants. They liked the flow of the workshop and the fact that it was not boring, they played games, they had fun and the comments of the participants afterwards were very encouraging.

FACILITATOR: RAPHAELLA STAVRINOY & SOCRATES PANAYI

ORGANISATION: Rotaract Club of Larnaca Kition

TITLE OF THE ACTIVITY: INTRODUCTION TO NON-VIOLENT COMMUNICATION

PLACE: "Tree of Life" Learning Center, Larnaca, Cyprus

DURATION: 2 hours

TARGET: Members of the club (18-30 years old) and friends (all ages)

NUMBER OF PARTICIPANTS: 11





DESCRIPTION OF THE ACTIVITY:

Introduction to Non-Violent Communication using the methods taught at C4C in Vinci.

During the workshop, participants had the opportunity to familiarize themselves with Marshall Rosenberg's model of Non-Violent Communication and its application in our interpersonal relationships. The workshop was particularly concentrated in the methods of expressing our needs and requests and at the same time respecting our partner in communication.

Moreover, it was focused on the emotions involved in communication and how they can be expressed peacefully.



REFLECTIONS AFTER THE ACTIVITY:

The NVC method went well and people had the chance to practice it. Nevertheless, the method wasn't mentioning anything about the context of communication, so they had to add some parts related to the context.

FACILITATOR: HRISTIJAN JORDANOSKI & MARJAN NAUMOSKI

ORGANISATION: Info front - Prilep

TITLE OF THE ACTIVITY: DISSEMINATION WORKSHOPS

PLACE: Prilep, Riste Risteski - Richko Vocational High School / Career Centre

DURATION: 2 hours

TARGET: Young people (17, 18, 19 years old)

NUMBER OF PARTICIPANTS: 30





DESCRIPTION OF THE ACTIVITY:

During the workshop, the topic and methods covered by the C4C training course were implemented in the career centre activities with the students, like NVC, how to give feedback regarding the graphic work the students do etc.



REFLECTIONS AFTER THE ACTIVITY:

The facilitators are very satisfied from the outcome, as the students showed interest especially about NVC and feedback, thinking out of the box and using different methods like slideshows, Dixit cards etc. They witnessed amazing participation and concentration. The youngsters tend to memorise these methods by the symbols, abbreviations, like AIM, giraffe etc.



QUOTATIONS FROM THE ACTIVITY:

"I never knew that Dixit existed, the pictures make me think."; "You're right, thinking out of the box is much more practical, I can be much more productive for the team."



FACILITATOR: BEATA KOVACSNE TESLERY

ORGANISATION: Mental-Manko Alapitvány

TITLE OF THE ACTIVITY: NVC BASICS

PLACE: Szarvasko, Hungary, the organisation's office

DURATION: 1 hour

TARGET: Volunteers from the organisation (17-45 years old)

NUMBER OF PARTICIPANTS: 7



DESCRIPTION OF THE ACTIVITY:

Introducing to NVC, discussion whether we can use it in our job, and how, if yes; she said some things about NVC, and told the main steps of using it. Beata also talked about the Hungarian community, and the possibilities of learning NVC in Hungary. She showed the empathy cards, and they made some activities with the cards including sharing their feelings, emotions, and practicing the main steps of NVC.

REFLECTIONS AFTER THE ACTIVITY:

The group of volunteers found the method very interesting, and usable in our activities. They said it shall be practiced a lot before implementing into their activities. They liked the cards, and tried to find new games/ activities with them. The volunteers got the task to think of new games using the cards.



QUOTATIONS FROM THE ACTIVITY:

"These cards are very nice and fantastic."

FACILITATOR: LUKAŠ MIKELEVIČ & KAROLINA VOLOTKO

ORGANISATION: ZHPnL

TITLE OF THE ACTIVITY: NON VIOLENT COMMUNICATION

PLACE: Residence in Trakai District, Lithuania

DURATION: 1 hour

TARGET: Girl scout leaders (15 - 18 years old)

NUMBER OF PARTICIPANTS: 20



DESCRIPTION OF THE ACTIVITY:

Girls were briefly introduced into the understanding of emotions, taking responsibility of your own emotions and feelings, the importance of being empathetic and understanding the need of another person. Then they were briefly taught about 4 steps of non violent communication.



REFLECTIONS AFTER THE ACTIVITY:

It was the last activity of the day so girls were very tired and maybe a bit sceptical. But after short time he noticed that their attention was more and more on me. At the end it was difficult to find a moment to stop the discussions and reflections because girls got very reflective. They started adapting what they learned to real life situations.

QUOTATIONS FROM THE ACTIVITY:

At the end one girl said: "On those trainings we often learn very basic stuff but here I feel like I found out about something really important, something really new to me"



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**Local Activity
Report**

FACILITATOR: ANNA TAKACS

ORGANISATION: HVSF

TITLE OF THE ACTIVITY: NON-VIOLENT DEMOCRACIES

PLACE: Germany, Youth Encounter

DURATION: 1 hour and a half

TARGET: International group aged 16-19

NUMBER OF PARTICIPANTS: 25



DESCRIPTION OF THE ACTIVITY:

Anna was one of the facilitators of a youth exchange on democracy, active citizenship and human rights. They dedicated a session for emotional awareness and non-violent communication in order to improve discussions between citizens and stakeholders in democracies (at least this was the first step toward it). She wanted the participants to understand the importance of emotional awareness and peaceful communication not specifically in this situation but in their everyday lives as well. First she gave a brief input on NVC and then they had to lie on the floor and follow a guided relaxation when they had the chance to relax and discover emotions. After that they had to identify their emotional needs individually, write each of them on a small paper and put them into a hat. They made small groups, choose from the small papers and discuss when they felt like that the last time, how they feel about it. Which one is more important for them than the others, why? After the small groups they had to choose one paper again from the hat and non-verbally they had to express their needs. Later they shared those needs in plenary. After all they had a debrief how they felt during the activity, what they learnt, how it can be connected to our topic.



REFLECTIONS AFTER THE ACTIVITY:

At first it was very difficult for them to reflect on their emotional needs, the cards we used in Vinci would have helped them much better, so that they don't have to find them out on their own. But the relaxation helped them, too. Anna was worried about the language barriers (they are quite young, not all of them speak very good English), but luckily this activity was in the 2nd half of the exchange and they already made friends by then, so it was easier for them to share their feelings. After all they were satisfied with the activity, for some of them it was the first time they reflected on their emotional needs!



QUOTATIONS FROM THE ACTIVITY:

Anna was glad that according to their feedback it was a useful activity that made the participants think and more aware of their emotions and way of communication. Unfortunately, she didn't have the chance to involve more workshops on this very topic but kids were interested, and as it's 3-part project, she will definitely continue in some way on the next meetings.



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**Local Activity
Report**

FACILITATOR: ALESSIO PELAGOTTI

ORGANISATION: Associazione Agrado

TITLE OF THE ACTIVITY: GATTO GENITORE, GATTO ADULTO, GATTO BAMBINO

PLACE: Petroio, in the bar

DURATION: 1 hour and a half

TARGET: Young people aged 15 - 24

NUMBER OF PARTICIPANTS: 13



DESCRIPTION OF THE ACTIVITY:

The group played some games about the topic and then Alessio talked about the transactional analysis theories.



REFLECTIONS AFTER THE ACTIVITY:

Everything went well, the participants were interested, but Alessio thinks that he should improve his ability to speak in public, as he needs to organize better his materials.

QUOTATIONS FROM THE ACTIVITY:

"Take care like a parent, be respectful as an adult, be amazed as a child"



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**Local Activity
Report**

FACILITATOR: JELENA VOJVODA

ORGANISATION: A senior dance group

TITLE OF THE ACTIVITY: NVC

PLACE: Gym in Kotoriba, where they usually have trainings

DURATION: 70 minutes

TARGET: A senior group (age 18-22)

NUMBER OF PARTICIPANTS: 7



DESCRIPTION OF THE ACTIVITY:

First they played game "Take a step forward" and after they discussed it. They talked about empathy and compassion and why it is important. Jelena presented 4 steps to use NVC and they tried to use it on the examples with problems in group.



REFLECTIONS AFTER THE ACTIVITY:

Some of the girls knew this game because they are studying medicine and they had subjects related with this theme in highschool but it was interesting for them because Jelena used more complex examples. In the beginning it was hard for them to talk openly about problems while using 4 steps. In general, they liked the workshop and some of them asked me more about TC and similar programmes which she values the most because she at least, a little bit, succeeded to transfer desire to travel and to point out the importance of NFE.

QUOTATIONS FROM THE ACTIVITY:

"Great workshop, I didn't know there are possibilities to go on workshops like this abroad"; "I liked the game because it shows me nothing is just black or white and that sometimes we are too judgemental".

FACILITATOR: VASS ORSOLYA & FANCSALI BARNA

ORGANISATION: Youth Association from Transylvania (ATA)

TITLE OF THE ACTIVITY: COMMUNICATION SKILLS TRAINING

PLACE: Odorheiu Secuiesc (RO), local youth centre

DURATION: 1 day

TARGET: Young people aged 16-19

NUMBER OF PARTICIPANTS: 20



DESCRIPTION OF THE ACTIVITY:

This training was held for young organisers of the local Freshmen's Bal on 27th of October. On the training they used different methods to pass the communication knowledge what was learnt in the C4C training: Icebreaking with balloons, NVC, etc.



REFLECTIONS AFTER THE ACTIVITY:

The plan was to build a team of the participants, to make them able to organise together the Freshman's Bal. Before the training, during the organising process, they had a lot of conflicts, but after the training they tried to communicate more and find the way out from conflicts. So they think that it was a success project, but they need to learn more about NVC to present it and practice it in the best way.



QUOTATIONS FROM THE ACTIVITY:

They usually work with high school students in their daily work, but this training weekend was different, because they had to touch new topics with the participants. They went deeper into their feelings connected with their group and mates, they discovered the conflicts together and they practised the non-violent communication method's steps. This was a really good opportunity for them to learn and get used with the NVC steps. They experienced again how is learning by doing.



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**Local Activity
Report**

FACILITATOR: BART VANNOPPEN

ORGANISATION: Jint vzw

TITLE OF THE ACTIVITY: LUNCHTIME WITH BART

PLACE: Bart's apartment, and the youthcentre

DURATION: 30-45 minutes

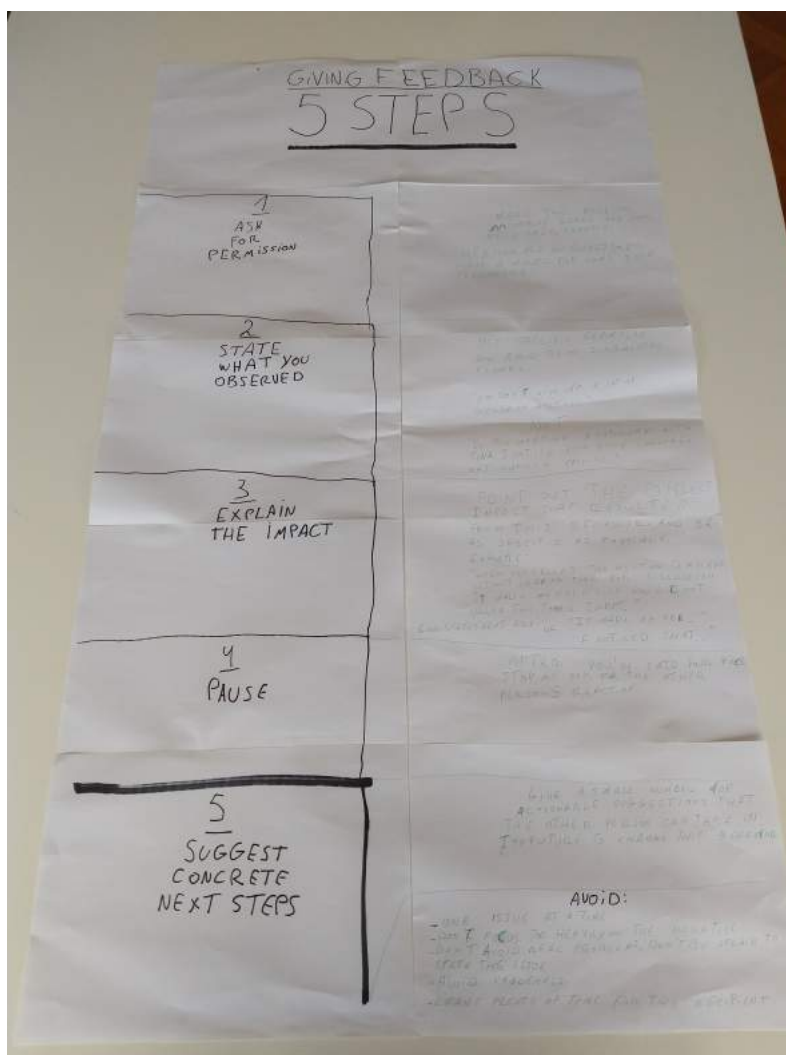
TARGET: Young people aged 18 - 26

NUMBER OF PARTICIPANTS: 2 (at the first meeting)



DESCRIPTION OF THE ACTIVITY:

"Lunchtime with Bart" were a couple of lunch meetings with friends, flatmates and colleagues where the subject "giving feedbacks" was the main talkingpoint. The first one was with Bart's flatmates, the next was with his friends in the social work.



REFLECTIONS AFTER THE ACTIVITY:

After the first lunchtime, Bart noticed there has to be more time for questions and tryouts. He implemented this aspect in the second round.

QUOTATIONS FROM THE ACTIVITY:

The experience of the activity was good. "Lunchtime with Bart" was meant to be chill and easy in a relaxing environment. This happily after was just right how he wanted it. Besides that, everybody listened to him and was thankful for the activity.

FACILITATOR: ADRIANA KREMENJAS-DANICIC

ORGANISATION: Europski dom Dubrovnik / Europe House Dubrovnik

TITLE OF THE ACTIVITY: "HOW TO COMMUNICATE PEACEFULLY?"

PLACE: Dubrovnik: premises of Europe House Dubrovnik and High School for Business;
Blato: Grammar School

DURATION: 40-80 minutes

TARGET: 1. session 30.10.2018: 10 grammar school students; 2. session 5.11.2018: 26 business school students; 3. session 15.11.2018: 3 persons between 30-35 years; 4. session 28.11.2018: 6 persons between 40-70 years

NUMBER OF PARTICIPANTS: 45 in total (for all four groups)



DESCRIPTION OF THE ACTIVITY:

1) introduction: short talk on how session participants usually communicate; 2) basic elements of Rosenberg's NVC model; 3) exercise: own NVC examples; 4) conclusion



REFLECTIONS AFTER THE ACTIVITY:

Besides Internet addresses in English language, she recommended for further reading about Rosenberg's NVC model the link http://www.centar-zamir.hr/uploads/dokumenti/knjige/Nenasilna_komunikacija_finalna2.pdf, where Rosenberg's book "Nonviolent Communication. A Language of Life" can be downloaded. As a tool for future activities, she will use printed pages from this book.



QUOTATIONS FROM THE ACTIVITY:

One younger participant: "It is really pity that we are not learning at school how to communicate peacefully with our peers, parents, teachers ... Lots of life problems would be avoided if somebody prepared us to this during the lessons, rather than spending so much time for teaching unnecessary information."

One lady: "I will immediately try this way of communication with my husband and children, I hope it will be successful!"

4 - CREDITS

This project has been made thanks to all the support and the hard work of the people who took part in it and we would like to thank each one of them.

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The partner organisations: Ha Moment (Portugal), HVSF (Hungary), Infofront Prilep (Republic of Macedonia), Planbe, Plan It Be It (Cyprus), ATA (Romania), Loesje (Germany), Joetz (Belgium), ZHPNL (Lithuania), Syncro Synergy (Croatia).

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