



**WP5- Young Mediator Capacity
Building Training
National Report
Greece**





PROMOTING OPEN RESILIENT INCLUSIVE SOCIETIES FOR YOUTH

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1. Methodology and Learning Activities of the PRIORITY Young Mediator On-site Training in Greece

1.1 KAINOTOMIA

In the framework of the PRIORITY project, KAINOTOMIA has implemented the Young Mediator Capacity Building Training on the dates presented below:

- 1st round: from the 17th of March 2021 to the 19th of March 2021.
- 2nd round: from the 7th of April 2021 to the 9th of April 2021.

KAINOTOMIA set two trainers responsible (Katerina Michale and Athina Daldogiannou) for the successful completion of the first training. The presented material and the time each trainer had to explain the theoretical and practical parts of the 1st round of the three-day training, were equally divided between the two trainers. The 2nd round of the training was implemented by one host, Athina Daldogiannou. The hosts of the training were:

- Katerina Michale, experienced project manager.
- Athina Daldogiannou, project manager.

Covid 19 has brought a totally different situation and many changes regarding our everyday life. Under these circumstances and according to the restrictions of the Greek government, we were not able to implement the training on site. As a result, the implementation of the trainings was held online.

Zoom platform was an assistive tool for the transition of the trainings from the real world to virtual. At the beginning of the first day of the trainings, the responsible trainer(s), presented and explained the multiple functions of the Zoom platform to the participants, as the next days the use of some functions was necessary from the participants. Through this short introductory part to the different functions of the platform, all participants familiarized themselves with Zoom and even those who did not have any previous experience with it, managed to use it in a great level. The activities of the trainings that required documents from the participants, were distributed to them through e-mail in order to prepare the necessary materials.

As mentioned before, Zoom platform proved the best ally for the trainers. The multiple functions of the platform gave the opportunity to the trainers to engage all participants and enhance their active participation in the exercises. Through the Zoom platform, participants were able to write or draw on the shared screen of the trainer, completing in this way every interactive activity with the greatest possible grade of participation. Moreover, the creation of a poll in the first round of the Young Mediator Capacity Building Training regarding the feelings of the participants about the trainings, revealed the thoughts and curiosity of

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participants regarding the last day of the trainings. In order to avoid any misunderstandings concerning the raw that participants talked, the responsible trainers used in both rounds of the Young Mediator Capacity Building Training, the reactions and the chat space of the Zoom platform and they definitely proved really helpful and organizing tools. Finally, the breakout rooms function of the Zoom platform provided trainers with the ability to divide participants into different rooms, give them some time to discuss and thus, to enhance their interaction and communication. All the above-mentioned reasons confirm that the selection of this platform as a tool for the implementation of the trainings was the best choice.

The thematic and all material used for the successful implementation of the trainings was used by the deliverables of the PRIORITY project: Research Report and Analysis of Best Practices (WP2), PRIORITY methodology and E-Toolkit (WP3), and the How to PRIORTIZE Interactive E-book (WP4). However, the trainers proceeded in some changes in the material as some of the interactive exercises could not be implemented online, because they required the physical presence.

In conclusion, the main target of the trainers was to clarify everything presented and explained through the trainings, so they made questions continuously to the participants to justify and inquiries or misunderstandings.

2. Target audience

The main target groups of the two rounds of the Young Mediator Capacity Building Training, that was implemented in the framework of the PRIORITY project, were young people with migrant or refugee background, or youth with fewer opportunities or youth workers that come in close reaction with the above-mentioned target group. The common ground of the target groups was the desire to become Young Mediators and to help the smooth transition of young people into host environments. KAINOTOMIA created an open call on the Facebook page, which had great impact on young people and gave them the opportunity to register and book their seats. Apart from the promotion of the trainings through social media, KAINOTOMIA made a public open call from the PRIORITY Hub of Larissa, on the website of PRIORITY project. A couple of days after the publication of the calls, a great number of people interested gathered and all of them were accepted as they met the requirements for the thematic and targets of the trainings. KAINOTOMIA decided to accept all registrations as the majority of them were professionally relevant with the thematic and there were a couple of participants who were related to the thematic personally, as they have experienced exclusion and racism from the host communities.

People who registered in the trainings were from all around Greece and their backgrounds and professional identities were diversified. There were many participants with migrant background, who have been living in Greece for the past two to four years and dream to be Cultural Mediators, as well as native Greek participants with volunteering background to organizations working with migrants and refugees. Additionally, there were some participants who are currently working as Cultural Mediators in organizations and wanted to raise their awareness on the thematic. Finally, a great number of participants were

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psychologists, interpreters or educators and sought for new experiences and knowledge about the topic of the trainings.

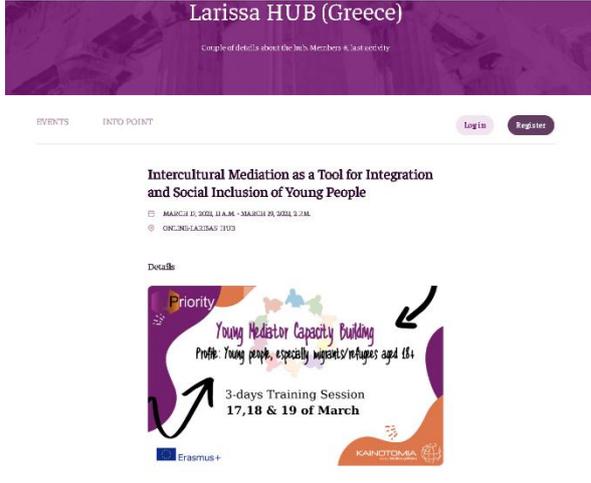
All of the participants of the trainings were adults, above 18 years old and willing to be trained on Cultural Mediation. They showed their willingness with their active participation to the activities and interactive exercises, as well as through the several inquiries they had regarding different parts of the trainings. The themes of the trainings were totally directed to the needs of these people, fact proven from the discussions that started every time a question raised.

The promotion of the Young Mediator Capacity Building Trainings was implemented through Facebook page of KAINOTOMIA and the Online PRIORITY Hub of Larissa. The greater number of the participants expressed their interest through the open call from our Facebook Page. Nevertheless, many people registered through the PRIORITY Hub of Larissa. The selected channels for the promotion of the trainings had national dynamic and thus, participants were from all around Greece.

The number of registrations came from the PRIORITY Hub and the seats booked via the Facebook Page of KAINOTOMIA. The total number of 41 participants for both rounds of the Young Mediator Capacity Building. After the expression of their interest, the trainers sent the signing lists to participants through e-mail. Two days before the trainings a confirmation e-mail was sent to participants to ensure their attendance. All participants attended the trainings and after the completion of the trainings the certificates were sent to the participants.

KAINOTOMIA created three different open calls for participants, two of them published on Facebook Page of KAINOTOMIA and the one on the Online PRIORITY Hub of Larissa. All of the calls contained detailed information regarding the thematic of each day, time and duration of the trainings. The description of the calls published on KAINOTOMIA's Facebook Page gave people the opportunity to express their interest either through an e-mail to the official e-mail of KAINOTOMIA, or phone call to the official phone number of the organization. Moreover, the link attached in the Facebook Call, redirected people interested in the trainings, to the Online PRIORITY Hub, so to register on their own and browse on the official website of the project.

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<p>1st round/ Event on Online PRIORITY Hub of Larissa: https://hub.priority-project.eu/en-us/events/2/47/</p>	 <p>The screenshot shows the Larissa HUB (Greece) website. The header includes the name 'Larissa HUB (Greece)' and a sub-header 'Complete details about the hub, Members & last activity'. Below the header are navigation tabs for 'EVENTS' and 'INFO POINT', along with 'Log In' and 'Register' buttons. The main content area features an event titled 'Intercultural Mediation as a Tool for Integration and Social Inclusion of Young People' with dates 'MARCH 17, 2021, 11 A.M. - MARCH 19, 2021, 9.30A.M.' and a location 'ONLINE-LARISSAS (GRC)'. A 'Details' section contains a colorful graphic with the text 'Young Mediator Capacity Building Profile: Young people, especially migrants/refugees aged 18+'. Below the graphic, it states '3-days Training Session 17,18 & 19 of March' and includes logos for 'Erasmus+' and 'KAINOTOMIA'.</p>
<p>1st round/ Event on Facebook Page of KAINOTOMIA:</p>	 <p>The screenshot shows a Facebook post from 'Καινοτομία Κέντρο Δια Βίου Μάθησης'. The post is in Greek and mentions the 'PRIORITY' project. It includes a list of topics: (1) Πώς να γίνετε καλός Διαμεσολαβητής, (2) Η δύναμη της Διαπολιτισμικής Διαμεσολάβησης και (3) Πολιτισμός και Εύγκρυσση. It also states 'Συμμετέχοντες: μέχρι 20' and 'Εγγραφείτε σε αυτό το εργαστήριο και γίνετε ένας δημιουργικός και αποτελεσματικός διαμεσολαβητής νέων!'. Contact information is provided: 'education@kainotomia.com.gr (κ. Μιχαέλε Κατερίνα) 2410-555590'. The post includes the same colorful graphic as the previous screenshot, with the text 'Young Mediator Capacity Building Profile: Young people, especially migrants/refugees aged 18+' and '3-days Training Session 17,18 & 19 of March'. At the bottom, there is a caption: 'Διαπολιτισμική διαμεσολάβηση ως εργαλείο για την ένταξη και την κοινωνική ένταξη των νέων' and a 'Send Message' button.</p>

2nd round/ Event on Facebook page of KAINOTOMIA:

3. Evaluation Results and Recommendations

During the presentations and after the completion of each day of the trainings at the debriefing sessions, participants had the opportunity to discuss about each stage of the trainings and express their opinion regarding the presentations, the explanations given to inquiries and the interactive parts of the trainings. The general and complete feedback was given through the final evaluation questionnaires that were distributed among participants a couple of days after the implementation of the trainings.

The final evaluation questionnaires were created in online format through Google forms and the links (<https://docs.google.com/forms/d/e/1FAIpQLSfrS104gyLtKFjP-oFIDjgGznppAzUdYK3zG-H1Xog2lidgcw/viewform>, <https://docs.google.com/forms/d/e/1FAIpQLSd78bbLVfW4IWBRwFe8MLqRtC5qVETIU1uSSNY2UBQxv6Pg/viewform>) were sent through e-mails to the participants in order KAINOTOMIA to gather the answers and apprehend the general opinion of the participants on organizational, educational and communicational level. The questionnaires consisted of a mixture of different types of questions, both scale graded questions, and open-ended questions. In the scale graded questions, participants should mark the grade of satisfaction they felt on different levels of the trainings, on a scale from 1 to 10.

After the completion of the evaluation questionnaire, the answers given are the following:

Concerning the first open-ended question (1):

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“What were the initial motivations and expectations that led you to participate in these trainings?” participants from the two rounds provided the following answers:

- I am a translation and Interpreting student and I wish to work with refugees and migrants in the future. I wanted to have a clearer understanding of how cultural mediation works.
- The initial motivations were to understand better what a culture mediator is and what are his duties/work.
- I was expecting to learn more about cultural mediator.
- Curiosity to learn
- I wanted to learn more about cultural competences and to participate in a seminar with people that share the same interests
- I wanted to learn more specifically what a cultural mediator is. I was really curious and excited about the training because I am interested in cultural and cross-cultural psychology and generally how our culture can influence verbal and non-verbal behavior, beliefs, values etc.
- The subject was interesting, specially because as an interpreter such seminar benefits me a lot.
- I expected to gain some practical knowledge about the intercultural mediation, in order to help people in need to improve their position. My motivation came up from my interest and the MBA program about Migrants and Refugees that I am attending this period of time. Migration flows have been increasingly grown the last decades and skills that promote their integration are proved very useful every day.
- Some of the beneficiaries I am working with (unaccompanied minors) are interested in becoming interpreters so I attended the course with them to have a view about what they 'learn and work with them further in the near future
- Skills of mediators, working goals, professional skills and background.
- Multicultural environments, inclusion and mediation
- In the future I would like to pursue a career as a mediator. So I would like to learn more about the field and this profession
- Improving my skills
- To learn more about social mediation
- When it comes to my motivations, they are my interest in these of major importance issues and my personal ambitions to work on this field. About my expectations, I wanted to raise my awareness and to develop my skills.
- The importance of communicating with other cultures has motivated me to participate in the training. I expected to acknowledge the skills that are needed in order to be a cultural mediator.
- The increasingly percentage of migrants and refugees that are coming in our country combined with the unwillingness, with which some people are facing them motivated me to participate in a training like that. When I made the application, I would expect to learn ways of intercultural mediation and also how to respond to cultural hate.

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- I wanted to learn more about how can I support people and communicate in a better way
- I wanted to learn more about Mediators
- Curiosity to know more about cultural mediation
- to learn about intercultural mediation
- I was motivated to participate, because I consider migration as a crucial social topic- not a problem- for which are all responsible as citizens. I think that it is actually our duty to protect people in need and help them improve their quality of living.
- The motivation for this participation came as a result of my volunteering action in NGOs, where I'm trying to educate people from a migratory background.
- being interested in intercultural communication
- An intercultural mediator facilitates communication between domestic, ethnic and migrant individuals, families and communities in general, useful soft skills we must have nowadays
- The main reason was the fact that I work with young people for young people, so I wanted to expand my theoretical knowledge on the sector of culture mediation. I expected to learn the theoretical part and some practical ways to apply the theory on reality.
- I wanted to learn something new
- My expectations were to be acquainted with the notion of mediation and in particular to be familiarised with what young mediators are in practice.
- Το επίκαιρο Θέμα της Εκπαίδευσης
- Our ever increasing multi cultural society and the realisation that we are not equipped to deal with effectively and to the best interest of our fellow humans.
- The increasingly rate of migration flows lead to the need of creation and application of intercultural mediating processes, in order to facilitate and promote the integration of migrants and refugees in the society. That was the main reason for me to participate in this workshop.
- Multicultural education and how we can educate a young person to be a mediator
- EDUCATION, INTERACTION, SHARING IDEAS, TEEM WORKING
- I was hoping to gain a better understanding of what a culture mediator is and how he/she can act effectively.
- I enroll migrant students on schools and I thought that it would be rather helpful
- Working with refugees
- I am particularly interested in cross-cultural education
- To advance my knowledge about youth mediators
- I was motivated to participate as I have been witness of many racist behaviors of unjust treatment of people who had a different cultural background, especially a migratory one instead of a European-for example.
- The increasingly migratory flows to Europe motivated me to participate, in order to gain some knowledge both as a teacher and active citizen too.
- The fact that I am a teacher and my class welcome every year more and more children from migratory background led me to attend this workshop.

Concerning the question number (2): "Have some of the above been fulfilled?", respondents provided the following answers:

- Yes

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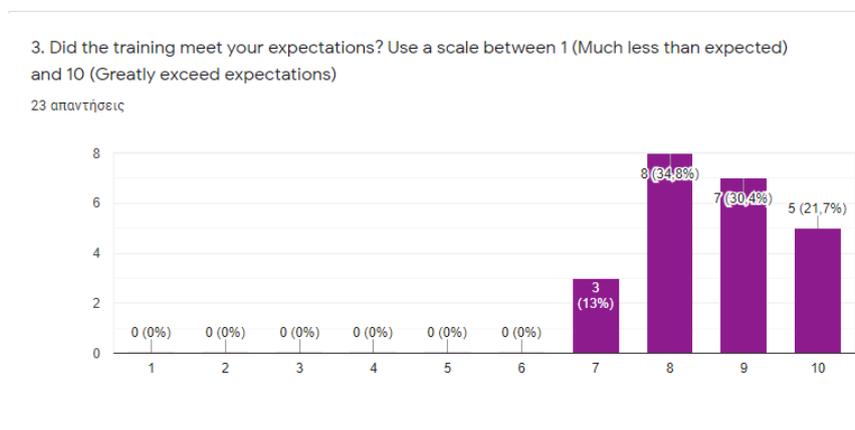
- Yes.
- Yes, the workshop fulfilled all of them.
- The training offered me more than I expected.
- Yes, but I'd like to learn even more practical skills
- Yes, because I expanded my knowledge about the above through experiential learning and non-formal education.
- Yes for sure .
- Yes and many more have been achieved through attending this workshop as we focused on the apply of the methods that had been taught and took part in collaborative activities.
- Yes, some fully and some partially
- All of them
- No
- Absolutely all of them
- I had a great time during the training. I had the opportunity to learn so many things and of course i understood the differences between the several skills.
- Yes, most of my expectations have been fulfilled to a satisfactory extent due to the interactive procedure and the well-organized trainers, who were there to explain us the teaching material and the activities.
- Yes the training was very helpful
- yes, totally
- yes
- Yes, I have gained lots of things regarding cultural mediation and ways to promote diversity in different contexts.
- The 3days workshop has fulfilled all my expectations. I was expected a more theoretical seminar, but I was pleasantly surprised by the fact that I have encountered an interactive workshop, where all participants were willing to share their experiences.
- Yes
- Yes of course
- Yes, the theoretical part was fulfilled
- Everything.
- Οι παρουσιάσεις ήταν πλούσιες και διαδραστικές
- Yes, personally I found out it a well- organized seminar, that gave me both the theoretical framework of cultural mediator's skills and the interactive activities among participants to apply and being experimented on the new knowledge.
- More than those! The training was exceptional and to the point.
- THIS TRAINING FULFILLED ALL MY EXCECTAION OF BEING EDUCATED, TO INTERACT WITH OTHERS AND LEARN BY OTHERS AND ALSO WORK IN TEEM.
- My expectations have been fulfilled and I am very satisfied with the things I learned.
- Yes I can use some of the things I learned in this seminar.

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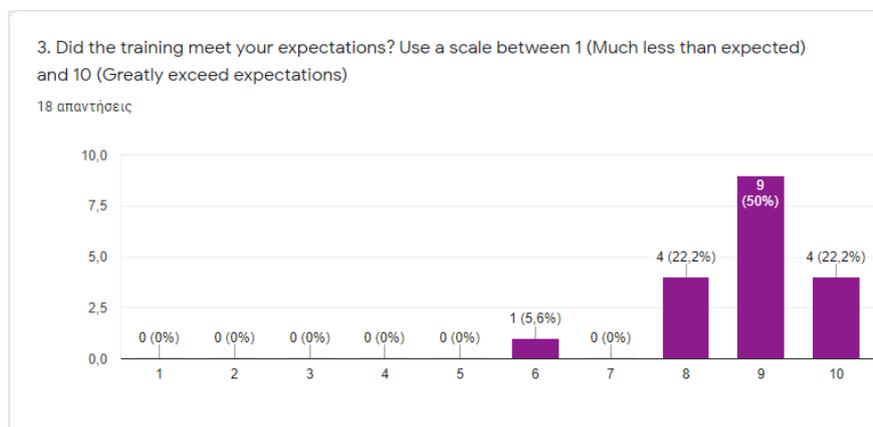
- Yes it fulfilled
- I could say that the knowledge provided by the workshop went beyond my expectations, especially due its interactive approach, that made the knowledge applicable.
- Most of them were fulfilled in theoretical and especially practical part, in which trainer give participants from migratory background the floor to share their experiences with us.
- Yes, I think that I have gained awareness in specific sectors of cultural mediation, that I have hardly no idea before.

The next questions concern the level of satisfaction of the participants and the grade that the Training fulfilled their expectations. The tables below represent the answers provided by all of the participants in the two separate questionnaires that were distributed to them.

1st round of Young Mediator Capacity Building Training



2nd round of Young Mediator Capacity Building Training



The majority of the participants were totally satisfied by the trainings, the materials used and presented, and the content explained, as well as two of the participants rated with a 6 or 7 out 10 scale the fulfillment of expectations and the satisfaction regarding the trainings.

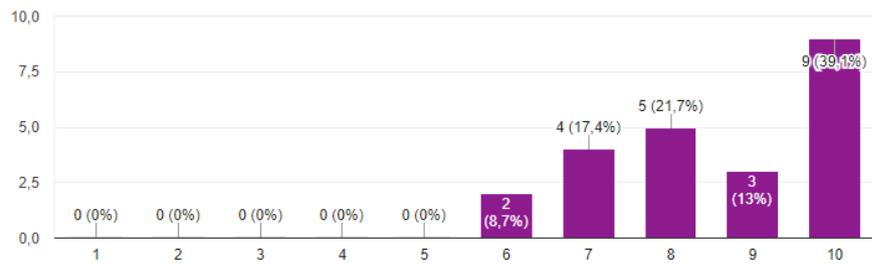
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The next question that was included in the questionnaires concerned the choice of the zoom platform as a tool for the online implementation of the trainings. The answers from all participants given are presented below:

1st round of Young Mediator Capacity Building Training

How would you rate the online platform (Zoom) used for the implementation of the training?
Use a scale between 1 (very poor) and 10 (excellent)

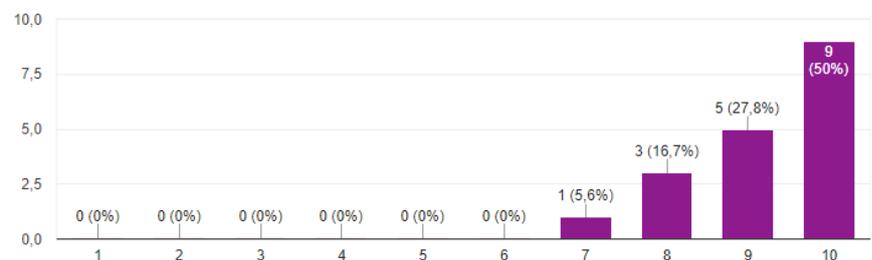
23 απαντήσεις



2nd round of Young Mediator Capacity Building Training

How would you rate the online platform (Zoom) used for the implementation of the training?
Use a scale between 1 (very poor) and 10 (excellent)

18 απαντήσεις



Most of the participants found the Zoom platform that was used for the implementation of the trainings really good, as the 34 of 41 participants rated the choice of the zoom platform

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with 8, 9, and 10 out of 10. Moreover, many participants stated that they found the introductory part regarding the functions of the platform assistive for the trainings.

In the next question regarding additional comments on the previous question, their comments were:

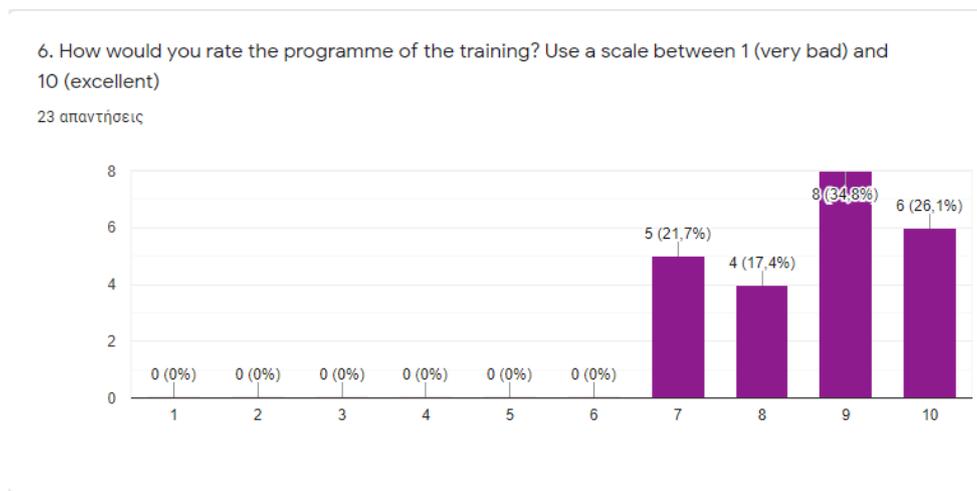
- No
- i was having some wifi problems.
- i learnt some new characteristics of the zoom platform such as the annotate choice. i will try to use it when i have the chance
- No.
- The truth is that many participants, included myself, had had interruptions during the seminar, but I don't know for sure if it was a trouble of the platform or bad internet access.
- -
- It was the first time that an online training was so interactive
- Considering the difficultes under these circumstances, everything worked perfect.
- Everything was rally good. Although we weren't in person, the training was an opportunity to communicate with other people and exchange ideas.
- During the course, we faced several problems with the voice interruption or the freezing of the the screen.
- It was good and easy to use
- the platform was good. Trainers should us how to use it
- During the workshop, several participants, included myself- have faced problems with the sound.
- In several times, I have faced problems with Zoom platform due to interruptions of the sound.
- No
- The presentations was excellent
- No comments
- The tranining was really interesting both due to the content and the presenter.
- -
- No problems with sound/image when using my mobile
- In two of the three days of the training I faced problems with the connection when the trainer had to use the option "share screen", during which the quality of picture was not good enough.
- The zoom platform was great, and the trainer explained us in detail all the functions in order to have a more interactive experience.
- EVERYTHING WORKED IN A PROFICIENT LEVEL
- The platform worked excellent and we did not face any problems.
- I had no problem with zoom. It was helpful using this platform.
- I particularly enjoyed the breakout rooms and the emoji reactions
- This platform works perfectly for this kind of training

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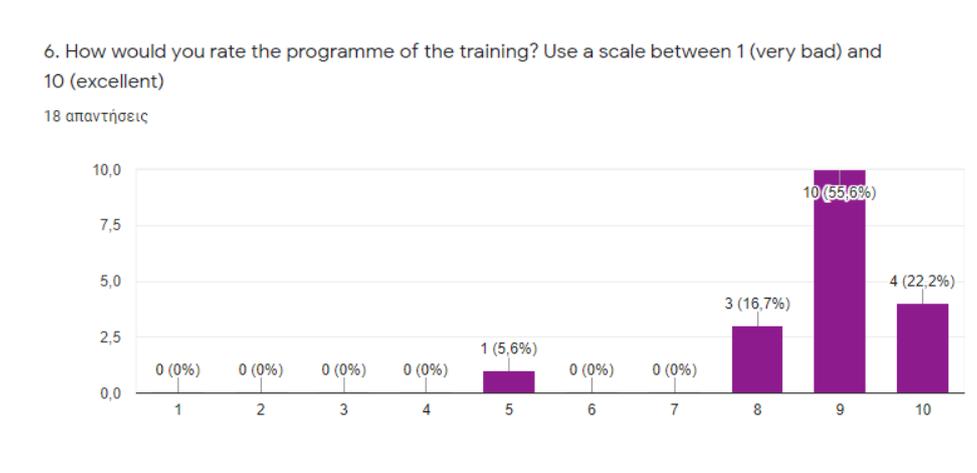
- No comment. The connect was quite stable.
- No. The connection was ok.
- No. Every was fine.

Proceeding to the next question and the rating of the training programme the majority of the participants found the programme of the efficient to excellent.

1st round of Young Mediator Capacity Building Training



2nd round of Young Mediator Capacity Building Training



Moreover, the general opinion of participants was really positive and the final feedback concerning the question about the training programme was the following:

- No
- I didn't like the games that we were playing in the beginning of every session.

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- It was very interactive and constructive.
- I think that although it was only 3 days long, the subject was presented in a very beautiful way, without being tiring
- I mostly liked the second and third day of the training, because I had already some knowledge for the things presented the first day. But for an introductory training, the programme was very good! The best thing was that, despite the zoom platform, the trainers were able to make the training interactive and they motivated us to participate during all the time.
- I was impressed about how interactive the workshop was, without long presentations that give you only theoretical information. The trainers were trying to encourage everyone to participate, so the interaction was very inspirational.
- It was very interesting but I think it was missing the implementation part. It was based in theory and focus in a more romantic part of interpretation, but not in the daily work life and the challenges a cultural mediator faces, which are very different than theory. This is my only objection to the course material.
- The programme was well established.
- It was pretty great
- Everything was good organized.
- As an introductory online module to the intercultural mediation, the training course gave me a full perspective of the subject and some useful tools to exercise in conflict or mediating processes.
- The program was interactive and the atmosphere made me feel comfortably.
- The program was good. It had both theoretical part and exercises
- It was interesting and interactive
- Every day had a different thematic and this made the training interesting
- It was quite satisfactory and well-organised compared to the period of three days, giving an explicit perspective about how someone can act as cultural mediator.
- I think that the programme provides basic knowledge about intercultural mediation combined with collaborative and interactive activities, that made us think "out of the box".
- No
- almost no references in the presentation
- The program theoretical part was very interesting and the bonding activities were great
- It was very interesting
- The rate of the program was appropriate and not tiring.
- -
- Nicely built. Every day something different. Composed of both theoretical and experiential parts.
- Both the structure and the implementation of the training left me satisfied, especially from the interaction with the trainer and the other participants.

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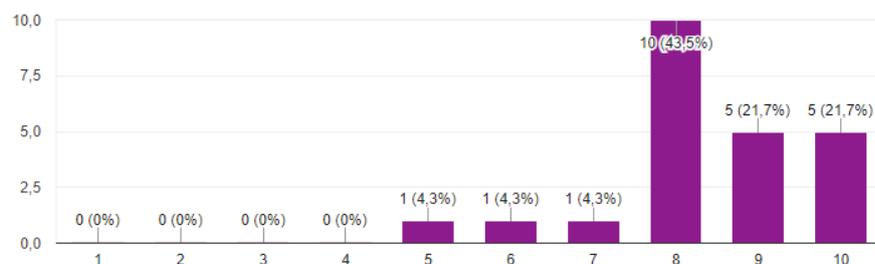
- One of the best programmes I have ever seen. Not boring at all! Theory, activities and discussions were well-placed during the training.
- IT WAS FULLY PROFICIENT PROGRAMM
- It was a very nice way during this difficult time to educate ourselves and I am very glad for this opportunity.
- The time used for the subjects to be analysed was adequate.
- There was a good flow in the training program which did not make it boring
- It was very interactive and the climate was very endorsing and supportive
- The workshop met my expectations and even more both in theoretical and practical part.
- The structure of the workshop had a balance between theoretical and practical part, which made it far more interesting than many seminars that I have attended.
- I really enjoyed this workshop, because I have never participated in a free of charge workshop, where so many interactive activities were implemented.

The next question of the distributed questionnaires concerned the grade of improvement of the skills and knowledge of the participants after the completion of the Young Mediator Capacity Building Training. The majority of the participants stated that their knowledge, skills and attitudes have been extremely improved because of the trainings and the others felt that their knowledge was improved in some extent. The diagrams below represent the responses of the participants.

1st round of Young Mediator Capacity Building Training

8. Do you think that your knowledge, skills and attitudes have been improved by taking part in the training? Use a scale between 1 (not at all) and 10 (extremely)

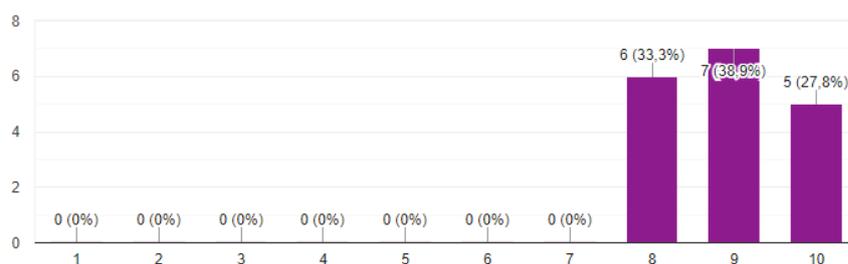
23 απαντήσεις



2nd round of Young Mediator Capacity Building Training

8. Do you think that your knowledge, skills and attitudes have been improved by taking part in the training? Use a scale between 1 (not at all) and 10 (extremely)

18 απαντήσεις



Regarding the previous question (9): “What are the most important things you have learned/gained by taking part in this training?”, there were some additional feedback from the participants:

- Some important definitions and terms.
- There were a lot of important things that i learned during the training. But for me, the most important was that i could participate in the procedure of knowledge, i felt free to talk and ask about things i was learning during the training so i believe that i have intergrated them.
- i had learn some things about cultural mediator from my master degree. This trainings gave me some more details and different perspective on this subject.
- The interaction that enhances motivation
- that competence has a different meaning from skills, i also gained some ideas that i can use during my lessons as an educator
- I learnt what a cultural mediator is, what are the most important skills that he/she should have, the mediation process and necessary tools and techniques. Also, the trainers inspired me with their methods/activities of non-formal education which I could also use in groups in the future.
- A lot of things , full informations, more clear image related to cultural mediation.
- I learned about new collaborative methodas, which I can also apply in my classroom or in a camp with refugees. Additionally, I gain significant knowledge about scientific researches that havedetermined many methods widely-used in educational systems of integration.
- The model of cultural competence was something I didn't know and I found it very useful.
- Shared experiences in the field
- The difference between segregation and exclusion, intergation and inclusion.
- I am now more able to communicate with multicultural people
- How to use intercultural mediation
- Soft/hard skills, social meduation, competences and skills

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- I developed my skills and i became more familiar with this field
- I have learned so many new things. I was in the position to explore a world new for me, that leads to new opportunities.
- I have learned practical ways to respond to incidents of hate against diversity and migrants minorities. The interactive character of the training offered me an additional perspective about how other participants are facing the cultural diversity.
- How important is the way of the communication and the steps that I should follow
- I learned about the division of skills to soft and hard and about the differences between exclusion, segregation, inclusion and intergration
- The stages-steps of intercultural sensitivity. I didnt know them
- I didn;t know the differences between exclusion and segregation. I learned about it in the second day
- Despite all the new theoretical knowledge, I have gained important feedback from the interactive activities, by hearing different opinions, especially from people who are derived from migratory background.
- I have gained both theoretical and practical knowledge, but the most important personally is the fact that I got inspired by the activities, in which I have participated, in order to apply them customized in my working environment.
- techniques for youth group management
- Many specific informations i didn't know
- I've understood some basic key words of the culture mediation that I did not know before.
- A better understanding of how a young mediator should be
- The profile of a young mediator(the competences that he/she should have)
- τον Διαχωρισμό Young Mediator
- That many people share the same problems and thoughts. How to effectively intervene when cultural differences arise
- Before the training I had some generic knowledge about what a cultural mediator is, but now I have gained so the theoretical knowledge as several steps and tips regarding cultural mediation process.
- The differences between terms that we use everyday (e.g. multicultural-intercultural, intergration-inclusion)
- I LEARNED A LOT ABOUT SOFT AND HARD SKILLS AND ALSO THE UTMOST OF MULTICULTURAL COMPETENCES. ALSO THE MODEL OF INTERCULTURAL SENSITIVITY BY BENNETT
- I got acquainted with new terms such as marginalization and radicalization and how to prevent them. We opened our minds to new ways of thinking such as brainstorming and discovered the qualities and skills a youth mediator should have. I also solved and discussed with my colleagues a case-study which was an excellent way to implement the things we learned.
- How to behave to young students and help them deal with various problems they face both in a theoretical and practical way.
- The job of mediator
- Exchanging ideas with colleagues and clarifying certain points

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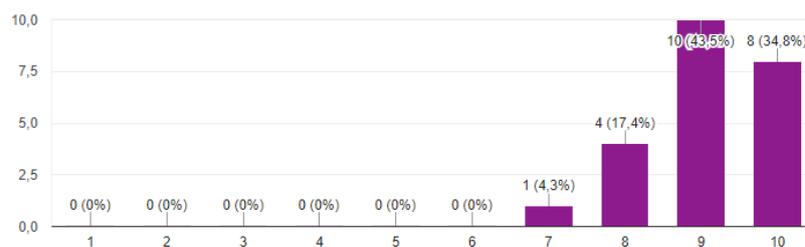
- The capacities a young mediator needs to succeed
- I gained some specific theoretical knowledge, about which I was not aware of. Moreover, I was happy to listen experiences and different perspectives from other participants, many of them migrants.
- Through the interactive activities, I gained a more holistic perspective about specific ways that a cultural mediator can apply in everyday life.
- I learned about specific steps that someone can follow for a more effective cultural mediation process.

The greatest amount of the participants rated the knowledge and skills of the two trainers as excellent, as well as the quality of the training material and only 2 persons rated the quality of the trainings below 8.

1st round of Young Mediator Capacity Building Training

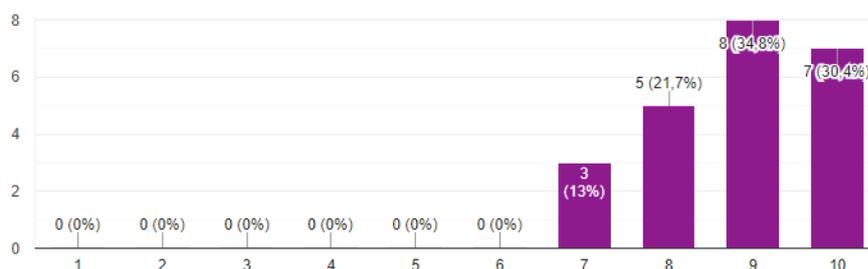
10. How would you rate the knowledge and the skills of the trainers of the training? Use a scale between 1 (very poor) and 10 (excellent)

23 απαντήσεις



11. How would you rate the quality of the training material used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

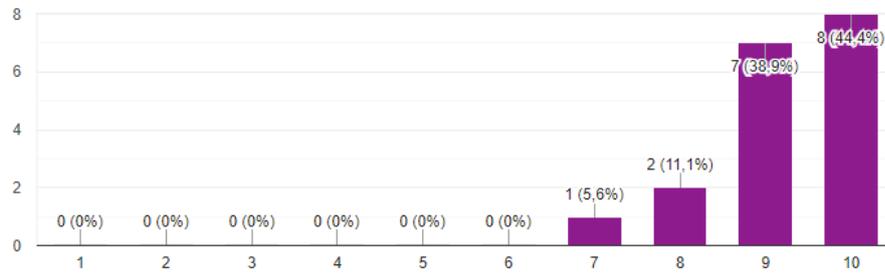
23 απαντήσεις



2nd round of Young Mediator Capacity Building Training

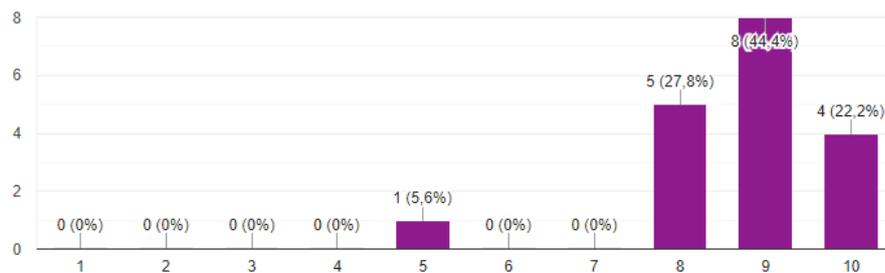
10. How would you rate the knowledge and the skills of the trainers of the training? Use a scale between 1 (very poor) and 10 (excellent)

18 απαντήσεις



11. How would you rate the quality of the training material used for the implementation of the training? Use a scale between 1 (very poor) and 10 (excellent)

18 απαντήσεις

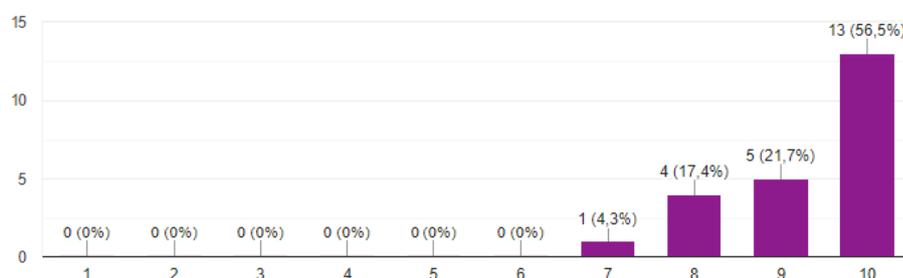


From the responses given from the participants of the two rounds, the majority stated that it would be extremely likely to recommend this training course to their colleagues and friends.

1st round of Young Mediator Capacity Building Training

12. How likely are you to recommend this training to your colleagues and friends? Use a scale between 1 (not at all likely) and 10 (extremely likely)

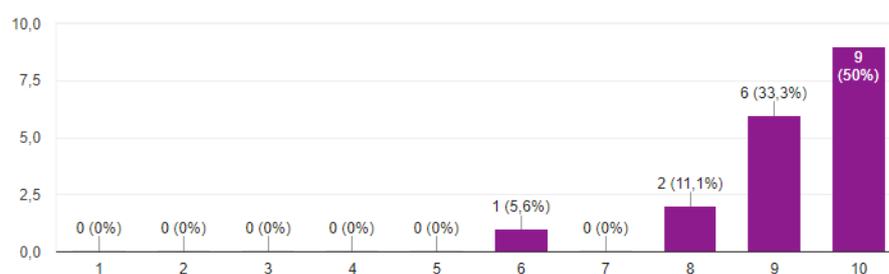
23 απαντήσεις



2nd round of Young Mediator Capacity Building Training

12. How likely are you to recommend this training to your colleagues and friends? Use a scale between 1 (not at all likely) and 10 (extremely likely)

18 απαντήσεις



In question (13) participants were asked to provide 3 positive and 3 negative aspects of the training, in order to describe the training. The answers are presented below:

- multicultural, nice exchange of opinions, interactive -bad games
- + effective, participatory, motivational -i don't have negative adjectives to mention as the effort was worth what I expected
- Positives: interactive, constructive, useful Negatives: sort, online,
- Interactive, fun, motivating, for beginners
- inspiring-fun-enlightening / short- distant learning- little interaction
- 1. Culturally sensitive 2. Inclusive 3. enlightening I don't have any negative adjectives. If it was possible, I would prefer to participate in the training "face to face".
- Positive: enough time, full of activities, good trainers. Negative: not enough examples, not enough break .
- innovative, inspirational, interactive, bad internet access, brief

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- Positive: Interesting material and activities, friendly, organised and inclusive facilitators. Negative: focused in theory, lacked practical side of it
- Interesting, innovative, helpful Long, Tele-performed, basic knowledge
- +edifying, inclusive, exceptional, focussed - online,remote
- Articulate, friendly, informative
- Skilful, behaviour, communication. Online, short.
- Educational, pleasant, helpfull. Short, zoom/ Internet problems, distance.
- interesting, enlightening, inspiring, short, inaccessible, online
- Useful Informative Perfect Online (that was the only thing i could think of. Despite that everything was perfect!!)
- innovative, interactive, informative, brief, bad internet access, problematic zoom platform
- Interactive , energetic, helpful (only positive)
- Interactive,educational, helpful/short,online,remote
- Explanatory, fun, interactive/ quick, short, online
- interesting, inclusive, multicultural / online, not long, short
- innovative, interactive, collaborative, internet access, short duration
- non-formal, inspiring, informative, bad access, brief duration
- Only positives
- Interesting, structured, had flow, I can't find any negatives because it expanded anyway my knowledge
- Informative, useful, communicative. The only negative is what i mention in the next question.
- Interesting pluralistic not tiring
- Short, not including references,(-)
- Διαδραστική Εμπλουτισμένη, Πολύωρη
- Inspiring, illuminating, informative. Yet short in length, some parts unnecessarily long (acronyms for example)
- structured, innovative, interactive, bad internet access, long-lasting
- +interesting, interactive,educative -online
- ATTRACTIVE, PROFICIENT, ENCOURAGING ----NO NEGATIVE
- explanatory, friendly, interactive + short-term, distance learning
- interesting, well structured, enlightening, time-limited... ..
- Inspirational, enlightening, resourceful, brief, not much practice
- easy-going, informative, educational / short in time, - , -
- cooperative, comprehensive, inspiring, (no negative)
- interactive, collaborative, well-structured, offline
- organized, non-formal, interactive, offline
- innovative, collaborative, organized, offline

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In the last open-ended question (14) participants had the chance to add any other comment they would like and some of them wrote the following:

- No
- No.
- Thank you very much for everything.
- Trainers very engaged in what they presented
- thank you for this training, the facilitators were great, they knew their subject very well. i hope that i will come across more trainings like this!
- Thank you so much for giving us the opportunity to participate! I have missed this kind of activities in a multicultural environment.
- No , but i felt comfortable with all .
- In my opinion, actions like this should be organized more often in order to improve the situation with th migration flows. If we know how to deal with people from different cultural backgrounds, the situation will be soon improved.
- Thank you, it was an interesting experience!
- Thank you for the experience!
- continue the great work!
- Thank you so much for everything!!!! ❤️
- I would be grateful if training courses like that would be implemented in other topics about intercultural environments too.
- I hope I will have the chance to join some of your trainings again
- thank you for the presentations!
- no
- Thank you for this training
- I think that more workshops, like this, would be very useful to be organized. Also, the interactive character of the workshop made the knowledge gained more experiential.
- I would be grateful to participate in other workshops like that, because I have learned practices in a non-formal; educational way, that seems very interesting to me and addresses my expectations.
- I am very glad I've participate
- It was the first time during a workshop that I didn't feel the need to check my social media accounts. Thank you.
- I wish we spent less time on the introductory part of each participant and focused more in theory and praxis.
- Athina was the best presenter! Very sweet, kind and skilled!
- -
- The trainer was great despite her young age, organised and respectful. It was a great experience on the whole.

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- It was a great pleasure to participate in a training that was organized in an out of the box ways, where all participants were motivated to share their experiences and knowledge in an interactive and collaborative community.
- Thank you!
- THANK YOU FOR LETTING ME PARTICIPATING IN THIS GREAT TRAINING.
- I would like for the training to have a longer duration
- Everything was great.
- No
- Athina was a pleasure to work with!
- It was very entertaining and organized
- I am looking forward for the next workshop, hoping that it will be such interesting too.
- I appreciated the fact that the workshop had a lot interactive activities that probably includes more effort and preparation from the trainer.
- I was honored to be part of such an interesting workshop, where I had the opportunity to exchange opinions with other participants in an collaborative atmosphere.

4. Conclusions

The interaction and communication among young people from different backgrounds and professional fields, created a diverse environment for exchanging ideas, feelings and experiences. The general feedback received from the days of the trainings as well as from the answers of the evaluation questionnaires verify this opinion, as the most respondents felt totally satisfied with the division of the topics, the organisation and the presentations in the trainings.

The Young Mediator Capacity Building trainings implemented by KAINOTOMIA met the expectations and goals of the majority of the participants. The Young Mediator Capacity Building training aimed at empowering young people in theoretical and practical level in order to help people who deal with incidents of exclusion and racism in host communities.

The division of the topics presented and explained through the three-day trainings were (1) How to be a good Mediator, (2) The power of Intercultural Mediation and (3) Culture and Conflict. Through these thematic, participants were trained in three basic pillars that are required for a Cultural Mediator. Apart from the theoretical knowledge gained, participants had the opportunity to exchange experiences and feelings, fact that gave the trainings a more experimental approach to the topic of Cultural Mediation.

The methods used for the transition of knowledge to participants were based on non-formal learning methods and scientific bibliography.

The trainings were a perfect opportunity for disseminating and providing a general idea for the PRIORITY project to a greater audience as well as the deliverables of it. After the completion of the trainings, some participants stated clearly that their skills for the support of people with migrant background were significantly enhanced. People who have dealt with incidents of marginalization felt empowered and confident to face and combat similar incidents. Moreover, through the theoretical part of the training, participants raised their knowledge on several terms connected to Cultural Mediation.

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The online implementation of the trainings was stated by most of the participants as the least positive characteristic. Nevertheless, there were participants who viewed the virtual implementation as a way to communicate with others during quarantine and made clear that technology gave us the opportunity to meet each other.