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

**Mine Vaganti NGO**





**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 Sassari, Italy**

### **1.1 Mine Vaganti NGO**

In the framework of the PRIORITY project, Mine Vaganti NGO implemented the Young Mediator Capacity Building Training on the dates presented below:

- 1<sup>st</sup> round: from the 9<sup>th</sup> of February 2021 to the 11<sup>th</sup> of February 2021.
- 2<sup>nd</sup> round: from the 16<sup>th</sup> of February 2021 to the 18<sup>th</sup> of February 2021.
- 3<sup>rd</sup> round: 24<sup>th</sup>, 25<sup>th</sup> and 29<sup>th</sup> of March 2021.

MVNGO sent one trainer (Melike Öztürk) responsible for the completion of the training. Trainer had prepared all the necessary material for the training and had expertise in these fields. Training was divided in the theoretical and practical parts.

Due to the Covid-19 pandemic and restrictions of Italian government, we were not able to implement the training on site. Instead, the training sessions were implemented online.

The workshop was supposed to be implemented the training on-site but due to the COVID-19 restrictions the training was implemented online. The online training took a place 9 days in total – divided in 3 workshop sessions, 4 hours per day (as mentioned above). The modules that were already created for the on-site training were adjusted for an online implementation. During these sessions the participants had the chance to learn about the PRIORITY project, gain skills and knowledge in order to develop approaches and become young mediators and reach out to their peers at risk of marginalization and radicalization and act as multipliers of inclusion. The topic of intercultural mediation as a tool for integration and social inclusion was introduced. In addition, some energizers and icebreakers were applied to the participants. Some topics were added to the participants through group activities.

Trainer Melike Öztürk has experience in leading online trainings and together with functions Zoom platform is offering, it was possible to encourage participants to be more active in conversations and discussions about these topics, as well as use different writing, drawing tools in Zoom platform.

## **2. Target audience**

The main target groups of the three rounds of the Young Mediator Capacity Building Training were young people facing the risk of social exclusion (young people from migrant or refugee background, newly arrived young migrants or refugees, NEETs). Their motivation to participate in this training was the fact that all of them were interested in becoming Young Mediators and help young people.

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MVNGO created an open call on the Facebook page, as well as Instagram account, where interested participants were able to register for the training. Also, there was an open call from the PRIORITY Hub of Sassari, on the website of PRIORITY project. After the applications were received MVNGO accepted all of the interested participants because they matched the requirements and majority of them were already working in the field of youth work and mediation. Few of participants also had personal interest in this project since they have experienced racism and discrimination because of their migrant background.

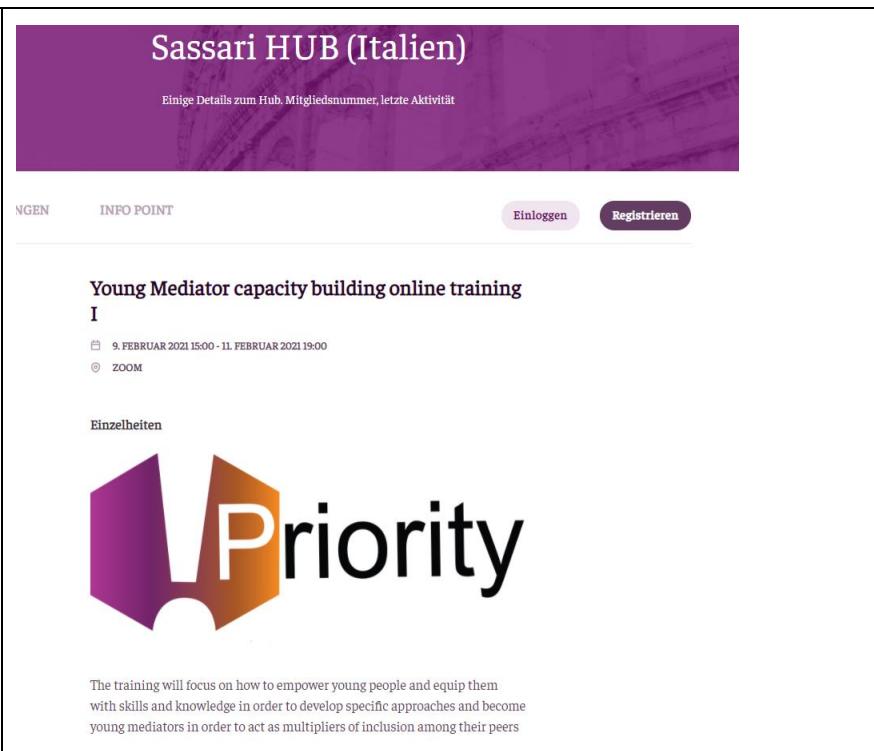
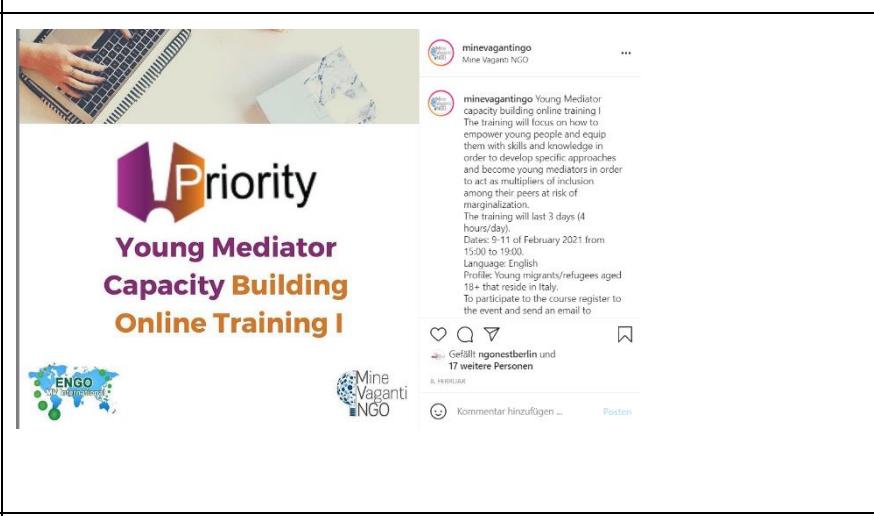
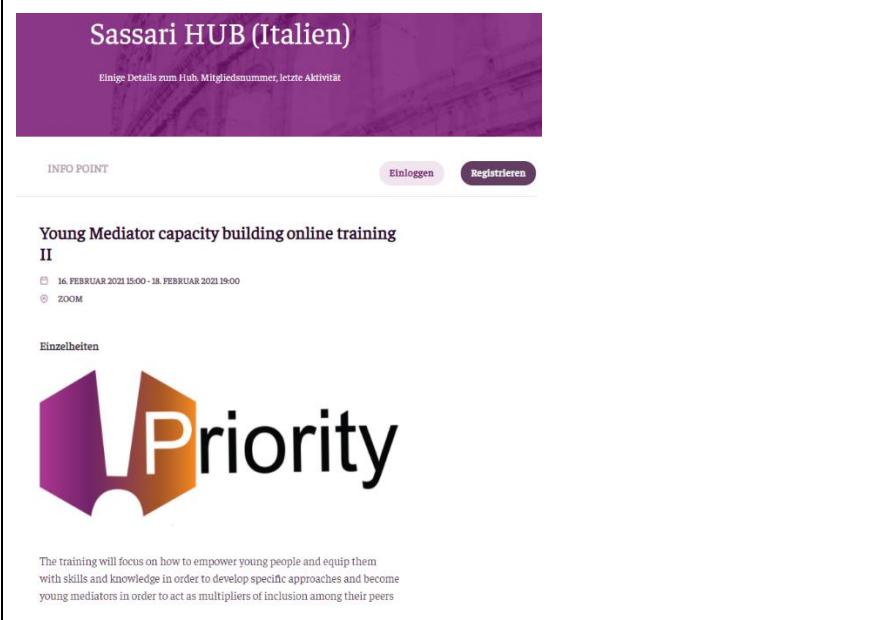
Participants who registered for the trainings were located all over Italy and they had different professional background and general interests. All of them were with migrant background and, based on their experience with integration in new environment, they have a deep wish to become Cultural Mediators. Few participants were youth workers that come from other EU countries, but they are currently working in Italy and wished to gain more skills as a Cultural Mediator.

All of the participants of the trainings were adults. Age group was between 21 to 33 years. All of them actively participated in the trainings and showed enthusiasm and also encouraged each other to share their opinions on these topics.

All together in three training sessions there were 19 participants. They have applied to this training through Instagram promotion posts, as well as through PRIORITY Sassari Hub. After their expressed their interest in attending the training, the trainer sent the signing list to participants through email. Two days before the trainings, confirmation email was sent to participants to ensure their attendance. All participants completed the training and the certificates of attendance were sent to the participants.

MVNGO created three different open calls for participants. Calls for all three trainings were posted in Instagram and also PRIORITY Hub of Sassari. All of the calls contained detailed information about the training. Participants were able to apply to this training using the email provided in the description of the post. Also, they were able to go to PRIORITY Hub of Sassari posts and apply through there. And see the project website.

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<p>1<sup>st</sup> round/ Event on Online PRIORITY Hub of Sassari:  <a href="https://hub.priority-project.eu/de/events/4/38/">https://hub.priority-project.eu/de/events/4/38/</a></p>	 <p><b>Sassari HUB (Italien)</b></p> <p>Einige Details zum Hub. Mitgliedsnummer, letzte Aktivität</p> <p>NGEN INFO POINT Einloggen Registrieren</p> <p><b>Young Mediator capacity building online training I</b></p> <p>9. FEBRUAR 2021 15:00 - 11. FEBRUAR 2021 19:00 ZOOM</p> <p>Einzelheiten</p> <p>The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers</p>
<p>1<sup>st</sup> round/ Event on Instagram Page of Mine Vaganti NGO:</p>	 <p>minevagantingo Mine Vaganti NGO</p> <p>minevagantingo Young Mediator capacity building online training I The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers at risk of marginalization. The training will last 3 days (4 hours/day). Dates: 9-11 of February 2021 from 15:00 to 19:00 Language: English Profile: Young migrants/refugees aged 18+ that reside in Italy. To participate to the course register to the event and send an email to</p> <p>ENGO Mine Vaganti NGO</p>
<p>2<sup>nd</sup> round/ Event on Online PRIORITY Hub of Sassari:  <a href="https://hub.priority-project.eu/de/events/4/39/">https://hub.priority-project.eu/de/events/4/39/</a></p>	 <p><b>Sassari HUB (Italien)</b></p> <p>Einige Details zum Hub. Mitgliedsnummer, letzte Aktivität</p> <p>INFO POINT Einloggen Registrieren</p> <p><b>Young Mediator capacity building online training II</b></p> <p>16. FEBRUAR 2021 15:00 - 18. FEBRUAR 2021 19:00 ZOOM</p> <p>Einzelheiten</p> <p>The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers</p>

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<p>2<sup>nd</sup> round/ Event on Instagram page of Mine Vaganti NGO:</p>	 <p><b>Priority</b>  <b>Young Mediator Capacity Building Online Training II</b></p> <p>minevagantingo  Mine Vaganti NGO</p> <p>minevagantingo Young Mediator capacity building online training II. The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers at risk of marginalization. The training will last 3 days (4 hours/day). Dates: 16-18 of February 2021 from 15:00 to 19:00. Language: English. Profile: Young migrants/refugees aged 18+ that reside in Italy. To participate to the course register to the event and send an email to</p> <p>Gefällt rgonestberlin und 22 weitere Personen</p> <p>8. FEBRUAR</p> <p>Kommentar hinzufügen ... Posten</p>
<p>3<sup>rd</sup> round/ Event on Online PRIORITY Hub of Sassari:  <a href="https://hub.priority-project.eu/de/events/4/53L">https://hub.priority-project.eu/de/events/4/53L</a></p>	 <p>Sassari HUB (Italien)</p> <p>INFO POINT Einloggen Registrieren</p> <p>Young Mediator Capacity Building Online Training III</p> <p>24. MÄRZ 2021 00:00 - 28. MÄRZ 2021 00:00</p> <p>ZOOM</p> <p>Einzelheiten</p> <p>The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers</p>
<p>3<sup>rd</sup> round/ Event on Instagram page of Mine Vaganti NGO:</p>	 <p><b>Priority</b>  <b>Young Mediator Capacity Building Online Training</b></p> <p>minevagantingo  Mine Vaganti NGO</p> <p>minevagantingo Young Mediator capacity building online training I. The training will focus on how to empower young people and equip them with skills and knowledge in order to develop specific approaches and become young mediators in order to act as multipliers of inclusion among their peers at risk of marginalization. The training will last 3 days (4 hours/day). Dates: As soon as possible. Language: English. Profile: Young migrants/refugees aged 18+ that reside in Italy. To participate to the course register to the event and send an email to secretary@mviinternational.info</p> <p>Gefällt rgonestberlin und 23 weitere Personen</p> <p>23. MÄRZ</p> <p>Kommentar hinzufügen ... Posten</p>

### **3. Evaluation Results and Recommendations**

After each training day, participants were able to express their thoughts and suggestions related to the training. By the end of the training, participants were asked to fill out final evaluation questionnaires that were created in online format through Google Forms and the link was sent to each participant. Questionnaire was needed to understand the motivation of participants and also what they have learned during the training.

The questionnaire consisted of mix of questions – single answer questions and open questions.

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

The first open-ended question (1):

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

- Interested in learning always
- Wanted to be introduced to the cultural mediation
- My motivation is to understand the importance of a mediator
- As a mediator these are the training that i have been waiting to experience and i would participate to gain more.
- To gain more knowledge in my field of work
- Learning
- Certificate
- Great
- Is one of my close friend who motivated me to do it
- The topic. AS young mediator I'd like to improve my skills in this field
- As a young youth i think is very important to integrate.. Its my responsibility if I see an opportunity to learn new thing I always appreciate it.
- I would love to be part of Erasmus projects.
- Learn more about intercultural mediation and youth workers actions
- I would want to learn more things about some different topics.
- Learn new competences and soft skills
- To learn new topic

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The next question concerns if the expectations of participants were met for this training. The table below represents the answers provided by all the participants during the three online training rounds. As it is shown in the graphic, we can see that the expectations were met for the training. Also, most of participants have shown that the training greatly exceeded the expectations.



Next question (3.) we asked participants to describe the training with 3 adjectives (positive or negative). Answers given to this question are following:

Positives:

- Participant activity, enjoy, meet new people
- Interesting, educative, positive
- Empowering, honest, intense
- The training was so positive, very interesting, helpful
- Educative, interesting, important
- Positive adjectives are nice, helpful and cooperative
- Educative, entertained, inclusive
- It is very important to me and very useful, and it can help
- It's was very interesting
- Interesting, challenging, learning
- I learned how to live in a intercultural and multicultural society special here on Italy
- I learn how to treat people with intercultural
- Help me to understand EVS, Gave me idea of how I can solve my problems in outside of my country and meet with new people was good. I have no any negative adjective
- Imaginative, clever, helpful - digital, difficult communication
- Informative, fluent, talkative
- Engaging, useful, dynamic, limited (few participants)

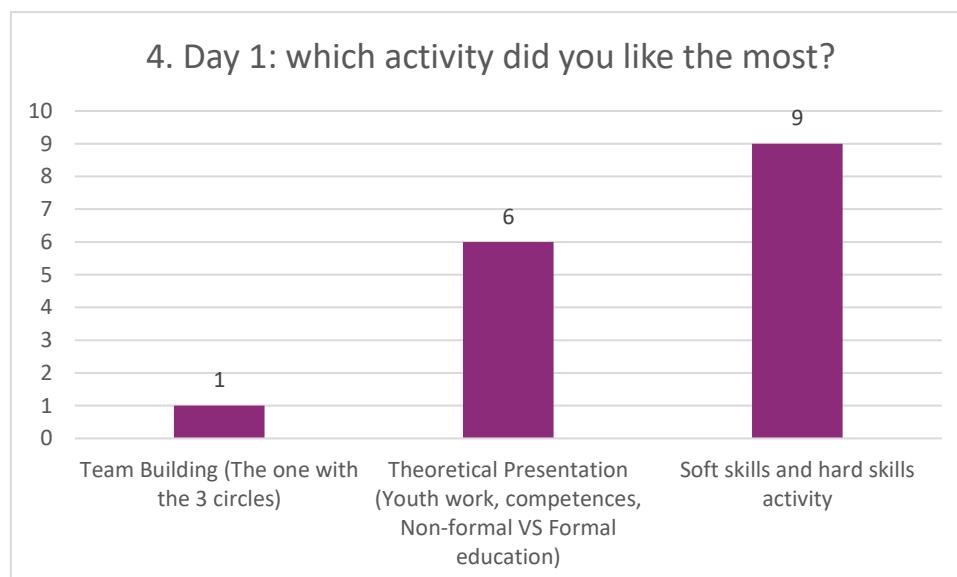
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- Interactive, enjoy, knowledgeable

Negatives:

- Short
- Internet connection problems
- Sessions were a bit too long
- Online

The fourth question asked for participants were about the first day of the training.



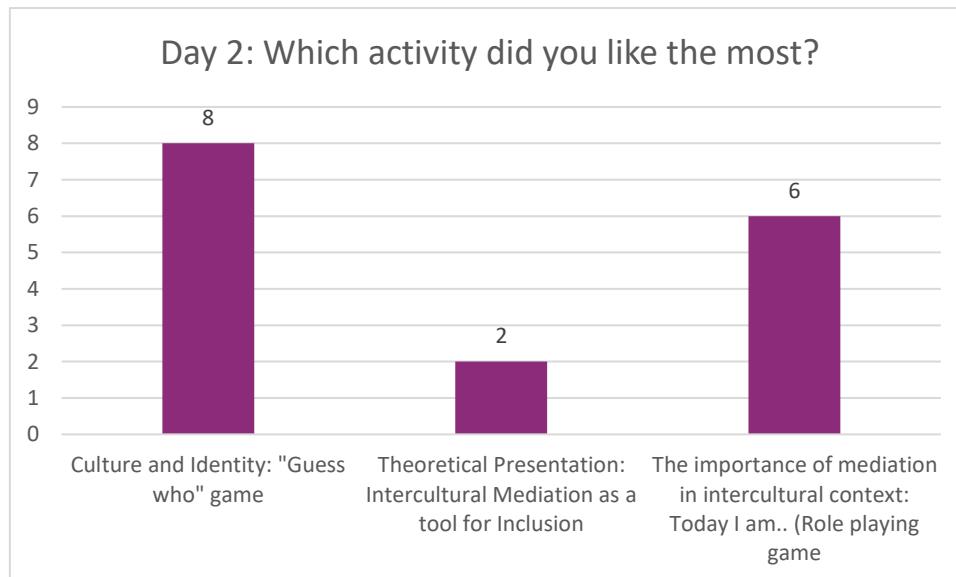
As you can see in the graphic above, to the 4<sup>th</sup> question participants answered that from the activities provided on the first day, they liked the most activity about soft and hard skills and second favorite activity among participants were Theoretical Presentation (Youth Work, competences, Non-Formal Education). We also asked to explain why these activities they liked the most and here are the answers:

- Perfect
- Really cool presentation from the trainer
- Because soft skills is something you can do your talent, hard skills something you can do with your hands
- The activities that it holds are of my choice
- I have understood much about soft and hard skills activity, before i was not much clear to me
- New terminology
- To help others
- Group game is the best
- It's very important as a youths worker to know your competences..
- Because I m using soft skills and hard skills to work
- Because this world nowadays works on both soft skill and hard skills
- To talk about soft skills and hard skills makes me understand what is the point of EVS
- New knowledge for this subject

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- Before I was not knowing more things about it, I took an opportunity learn more thing about this topic with this course
- Soft and hard skills are a significant aspect of us as persons.
- It is about general life so I was very interested

5<sup>th</sup> question was about the 2<sup>nd</sup> training day and activities participants liked the most from that day. In the graphic below we can see answers to the question.



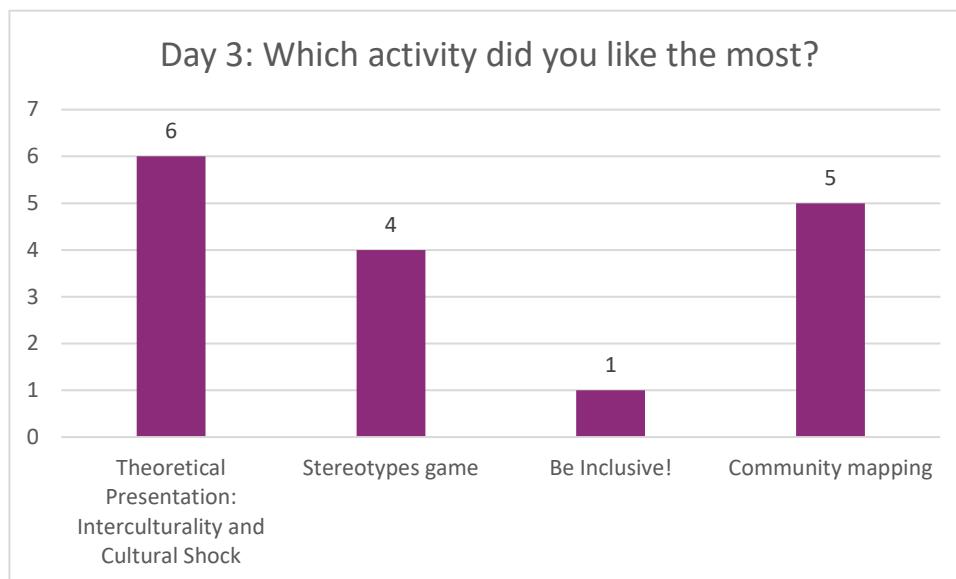
As we can see in the graphic above, the most favorite activity of the day 2 was 'Culture and Identity: ' 'Guess who' ' game'. Next one is the activity about the importance of mediation in intercultural context: Today I am... (role playing game). The least popular activity was Theoretical Presentation: Intercultural Mediation as a tool for Inclusion.

Participants justified why they have chosen these workshops as their favorites and here are the answers:

- Very good
- This activity was so embracing and really to the point
- How to live with others
- With the experience there are more effects that brings the knowledge, skills and attitudes
- Culture is a defining feature of a person's identity, contributing to how they see themselves and the groups with which they identify.
- Inclusive
- To help at anytime
- I win
- Because I've learnt new things from them too..
- Because gave me some more information
- How people think about other cultures
- It was funny game
- Nice way to interact with the subject
- It allowed us to get to know each other better
- It is about knowing people with culture and ID. I liked it!

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The following question was about the last training day and participants were asked which activity was favorite from the last training day. In the graphic above we can see that there are 3 favorite activities from that day. The most liked activity was Theoretical Presentation: Interculturality and Cultural Shock. Then following the Community mapping workshop and also Stereotyping game. Only one participant mentioned Be Inclusive! Workshop as their favorite.



Also, here participants were asked why they have chose exactly these kind of workshops as their favorite:

- Perfect
- Interesting cause we're able to understand a part of the cultural background of the participants
- To explain how my environment is
- As a geography student i do like mapping and tracking
- It was very interested and clear that stereotypes
- Very interesting
- To help and good relazione
- Much funny
- Because been in a place where there's difference cultures for ne it'll very nice to adopted their cultures.
- Because of the explanations given
- It's important in any geographic studies
- It was good to understand problems and start to think about solve
- Identify and explore stereotypes in our society
- I had some experience about these topics before and for this it was not strange for me
- It was an extremely interesting theory and I appreciated the examples, they really helped to clarify the specific phase
- It reminded me when I felt inclusive or exclusive.

As the last question participants were asked if they would like to participate again in such trainings and why. All participants said that they would be interested in attending more trainings in the future because this is a great way how to learn new things. They believe that Non-formal education is really helpful for the people that want to educate themselves in a deeper way.

## **4. Conclusions**

Difficulties faced by immigrants today or the processes of adaptation to a new environment are an important factor. During this training, participants touched upon many issues such as cultural factors, what it is like to be a young mediator or a youth worker with the training course we have held. The experience and knowledge of many participants about the youth worker enabled them to be more active throughout the course and supported the subjects with examples from their own experiences. Many participants also had factors that would meet the criteria for being a young worker, such as skills, knowledge and attitude. Participants listened to their opinions through this non-formal education, which we thought was useful for them and which we confirmed it by evaluation of participants. Almost all of them think that adapting to a new culture is easily possible with mutual understanding and healthy communication.

The awareness that every action in the society is a non-formal education and that we can pass it on to a person every second of our lives with certain skills contributed to the trainer. The fact that culture is a way of learning is somehow non-formal education was also approved by the participants. With this course, we had the opportunity to listen to the thoughts of immigrants in Italy. Although they are in a different country as a migrant, they see Italy as their home country. As a trainer, Melike learned how to empathize, communicate, manage the presentation, connect with the participants, and make them feel comfortable. After the connection with the participants, she provided them with a presentation where they could express their thoughts comfortably and freely.

In general, the course was an activity that was beneficial for both the trainer and the participants and was an information-thought sharing event. In the presentation held with the participants as migrants, the trainer preferred to be sensitive and empathic to each of them. Rather than making the presentation very formal, she preferred to conduct it like a friend in a chat atmosphere. This way, it helped participants feel more comfortable talking to each other. And they are able share their experience that they learned from training course in their life with other people.

As we can see from the evaluation made after the training, all expectations were met about the training and participants would like to attend again such courses.