

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





**PROMOTING OPEN RESILIENT INCLUSIVE SOCIETIES FOR YOUTH**

Project Reference: 604571-EPP-1-2018-1-DE-EPPKA3-IPI-SOC-IN



Co-funded by the  
Erasmus+ Programme  
of the European Union

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

**Contents**

<b>1. Methodology and Learning Activities of the PRIORITY Young Mediator On-site Training in Germany .....</b>	<b>3</b>
<b>1.1 Jugend- &amp; Kulturprojekt e.V. (JKPeV).....</b>	<b>3</b>
<b>2. Target audience .....</b>	<b>3</b>
<b>3. Evaluation Results and Recommendations .....</b>	<b>6</b>
<b>4. Conclusions.....</b>	<b>22</b>

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

## **1.1 Jugend- & Kulturprojekt e.V. (JKPeV)**

The two Young Mediator Capacity Building trainings were implemented in two rounds:

- 1<sup>st</sup> round: from the 17<sup>th</sup> of February 2021 to the 19<sup>th</sup> of February 2021.
- 2<sup>nd</sup> round: from the 24<sup>th</sup> of February 2021 to the 26<sup>th</sup> of February 2021.

Two experienced trainers delivered each one of the above-mentioned trainings:

- Dimitra Zervaki delivered the training of the first and the third day.
- Myrto-Elena Pertsinidi delivered the training of the second day.

Due to the restrictions imposed by the German government because of the Covid-19 pandemic, it was not possible the training to be implemented face-to-face. So, two virtual instructor-led trainings took place that simulated the classroom experience in a virtual environment. Zoom platform was deployed and for certain activities the PollEverywhere application. The training material was uploaded on Dropbox and a link to it was shared with the participants so as to have access and download the activities and the PowerPoint presentations.

The two trainers used certain best practices that are utilized in online learning environments ensuring the active participation of the learners. Zoom platform provided the trainers with the opportunity to share files with the participants, to share the screen, to implement polls, to divide the participants in rooms in order to work as separate teams on certain activities and the participants to interact with all the members of the group in real time, to use their cameras and microphones, to raise hands, to write a question and to start and implement any discussion they wanted.

In the beginning of each training the trainer presented to the participants certain Zoom functionalities in order to ensure the smooth implementation and cooperation during the training implementation.

Finally, both trainers were assessing continuously the needs and wants of the learners and customized the programme according to the requirements.

## **2. Target audience**

The Young Mediator Capacity Building Training addressed target groups of local and migrant and/or refugee youth as well as young people with fewer opportunities willing to become peer educators using the deliverables produced by PRIORITY project-Research Report and Analysis of Best Practices (WP2), PRIORITY methodology and E-Toolkit (WP3), and the

## National Report on Young Mediator On-site Training in Germany



How to PRIORTIZE Interactive E-book (WP4). All the participants were over 18 years old and a strong motivation to participate and acquire the skills and knowledge to effectively work for the integration and social inclusion of disadvantaged young people.

Because of the intensive promotion JKPeV implemented through various online media channels, many people working as volunteers or staff members of organisations and other young people with migrant and/or refugee background, not only from Dresden, but from all over Germany and Europe expressed their interest to attend this training.

Through the Online PRIORITY Hub of Dresden 104 people registered in order to join the 1<sup>st</sup> round of the training, while for the 2<sup>nd</sup> round there were 73 registrations. JKPeV followed all the best practices concerning the organisation of an online event and registration via Zoom was a prerequisite. Finally, 67 participants registered via Zoom for the 1<sup>st</sup> round and 44 for the 2<sup>nd</sup>. While all of them attended the training, 50 and 26 certificates of attendance were issued, for those that sent the participants' attendance list signed. These 111 trainees, as it was mentioned above, were coming from Germany and several other European countries, and had different professions and education backgrounds. Based on the discussion that took place during the two training rounds, it was obvious that some of the participants experienced marginalisation in their own countries as well as as migrants.

The recruitment of participants was based on the degree of motivation and alignment to the project objectives and requirements. JKPeV decided to accept all the interested/registered people to attend the training, as they met the requirements. Furthermore, this way PRIORITY project was given visibility and had at the same time a considerable impact on international level.

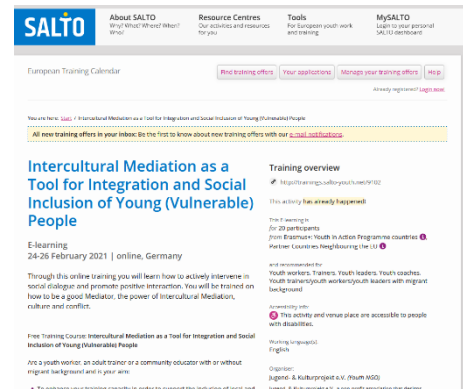
JKPeV developed two calls for participants in the form of events, that were uploaded on the Dresden's PRIORITY Online Hub:

<p>1<sup>st</sup> round: <a href="https://hub.priority-project.eu/en-us/events/1/35/">https://hub.priority-project.eu/en-us/events/1/35/</a></p>	 <p><b>Intercultural Mediation As A Tool For Integration And Social Inclusion Of Young People</b></p> <p>FEB. 17, 2021, 6 P.M. - FEB. 19, 2021, 8 P.M.</p> <p>ONLINE-ZOOM PLATFORM</p> <p>Zoom Link: Register in advance for this meeting:  <a href="https://us02web.zoom.us/j/7Z0kdeiorTkpHdAA6m2ygUYkepMii_Wdy23k">https://us02web.zoom.us/j/7Z0kdeiorTkpHdAA6m2ygUYkepMii_Wdy23k</a> After...</p>
<p>2<sup>nd</sup> round: <a href="https://hub.priority-project.eu/en-us/events/1/36/">https://hub.priority-project.eu/en-us/events/1/36/</a></p>	 <p><b>Intercultural Mediation As A Tool For Integration And Social Inclusion Of Young People</b></p> <p>FEB. 24, 2021, 6 P.M. - FEB. 26, 2021, 8 P.M.</p> <p>ONLINE-ZOOM PLATFORM</p> <p>Zoom link: Register in advance for this meeting:  <a href="https://us02web.zoom.us/j/tZApde2uqDkrG9P4xbce1WfSkAM9D5kvxLJC">https://us02web.zoom.us/j/tZApde2uqDkrG9P4xbce1WfSkAM9D5kvxLJC</a> After...</p>

## National Report on Young Mediator On-site Training in Germany

In addition, the 2<sup>nd</sup> round was promoted through the SALTO Youth Platform. The reason for not promoting the 1<sup>st</sup> round of the training was that the SALTO Youth Platform didn't allow uploading events that were supposed to be implemented in less than a month from the day of the uploading.

<https://www.salto-youth.net/tools/european-training-calendar/training/intercultural-mediation-as-a-tool-for-integration-and-social-inclusion-of-young-vulnerable-people.9102/>



Furthermore, the two rounds of the training were promoted through JKPeV's website, where a detailed call for participants was uploaded:

<https://www.jkpev.de/en/2021/01/12/free-training-course-intercultural-mediation-as-a-tool-for-integration-and-social-inclusion-of-young-vulnerable-people/>





The calls for participants that were promoted through the SALTO Youth Platform and JKPeV's website included a link to the Dresden's PRIORITY Online Hub, where the interested people could register in order to participate in one of the two training rounds.

Finally, JKPeV promoted the training by sharing the two events available on the Dresden's PRIORITY Online Hub via the project's Facebook page, as well as via JKPeV's Facebook page.

**PRIORITY's Facebook page**

## National Report on Young Mediator On-site Training in Germany

<p><a href="https://www.facebook.com/Priority.eu/posts/3941106535928035">https://www.facebook.com/Priority.eu/posts/3941106535928035</a></p>	 A screenshot of a Facebook post from the page 'Priority'. The post is published by Dimitra Zervaki on 21 January. The text of the post reads: 'Free Online Training Course: Intercultural Mediation as a Tool for Integration and Social Inclusion of Young People by Jugend- & Kulturprojekt e.V.. Read more and register!'. Below the text is a promotional graphic for the 'FREE ONLINE TRAINING COURSE: INTERCULTURAL MEDIATION AS A TOOL FOR INTEGRATION AND SOCIAL INCLUSION OF YOUNG (VULNERABLE) PEOPLE'. The graphic specifies the dates '17-19 February 2021 OR 24-26 February 2021' and provides registration details: 'Registration: by the 12th of February 2021' and 'Info: dimitra.zervaki@jkpev.de'. At the bottom of the graphic, it says 'HUB.PRIORITY-PROJECT.EU' and 'Intercultural Mediation as a Tool for Integration and Social Inclusion of Young People'.
<p><b>JKPeV's Facebook page</b></p> <p><a href="https://www.facebook.com/jkpev.de/posts/3780022712063528">https://www.facebook.com/jkpev.de/posts/3780022712063528</a></p>	 A screenshot of a Facebook post from the page 'Jugend- & Kulturprojekt e.V.'. The post is published by Dimitra Zervaki on 21 January. The text of the post reads: 'Free Online Training Course: Intercultural Mediation as a Tool for Integration and Social Inclusion of Young People by Jugend- & Kulturprojekt e.V.. Read more and register!'. Below the text is a promotional graphic for the 'FREE ONLINE TRAINING COURSE: INTERCULTURAL MEDIATION AS A TOOL FOR INTEGRATION AND SOCIAL INCLUSION OF YOUNG (VULNERABLE) PEOPLE'. The graphic specifies the dates '17-19 February 2021 OR 24-26 February 2021' and provides registration details: 'Registration: by the 12th of February 2021' and 'Info: dimitra.zervaki@jkpev.de'. At the bottom of the graphic, it says 'HUB.PRIORITY-PROJECT.EU' and 'Intercultural Mediation as a Tool for Integration and Social Inclusion of Young People'.

### 3. Evaluation Results and Recommendations

The final evaluation of the Young Mediator Capacity Building Training used both non formal education methods as well as formal evaluation methods. Participants were given the chance to provide their sincere feedback through an online questionnaire and also during the debriefing sessions and the final evaluation session at the end of each training day.

An online evaluation questionnaire was developed by using Google forms in order the participants to express their satisfaction and their opinion regarding the training (<https://forms.gle/sYphByjnMJFhyjQK6>, <https://forms.gle/HqeoMneHPoXMRSbB6>). The data was collected by using linear scale and open-ended questions. In the linear scale questions, the respondents had to rate each statement by using a scale from 1 to 5.

The results of the online evaluation survey are the following:



## National Report on Young Mediator On-site Training in Germany

Regarding the first open-ended question (1): "What were the initial motivations and expectations that led you to participate in this training?" participants provided the following answers:

- Helping some people and being knowledgeable about cultural mediation
- To provide intercultural interaction. Meeting people of different nationalities. Intercultural Mediation as a Tool for Integration and Social Inclusion of Young (Vulnerable) People - learning new things in the field.
- To improve my social skills in terms on integration and mediator
- The topic interested me as a teacher and I was very curious.
- To learn more about social inclusion and the social mediator profession, also about conflict management
- To achieve some new perspectives from other people since it's an international activity
- I needed to improve myself and was curious about the topic.
- I work with the youth from different social groups and wanted to know more about mediation.
- To know more about the topic, dive into it and learn new things
- Intercultural Mediation is one of my favorite topics, so I was expecting to know more about it. Definitely, in a more practical way, than I used to.
- Curiosity to meet new people from an intercultural background and work on a common ground.
- I would like to gain more competences in social inclusion, to learn how to be a good mediator and use the right tools.
- The topics were really interesting and I decided to sign up for this training.
- To educate about intercultural mediation.
- Curiosity/interest
- To learn about new topic, tools that I could use in everyday work and life.
- Motivation: Relevant topic, that I am currently working with Expectations: 1. Discover new tools for mediation 2. Practical tips on how to apply my knowledge
- I didn't have high expectations. I decided to join because my coordinator at my hosting organisation (ESC project) proposed this course to me, it is related to my tasks as a ESC volunteer and I find the topic interesting.
- Updating of knowledge
- Learning about dynamics and actions to take in cases of intercultural problems, learning about how to handle your emotions and of other people.
- I wanted to improve my skills and learn more about culture, cultural issues, how to act better in case of conflict...



## National Report on Young Mediator On-site Training in Germany

- The project description. A very actual and useful topic! To learn about multiculturalism and interculturalism, soft & hard skills etc.
- To learn more about mediation
- To learn practical tips for intercultural communication and mediation
- I knew there was a lot to learn in this area, and I want to better understand people from different backgrounds with more empathy. I was very sure it would work both in projects and in my personal life. So, it happened. :)
- My expectation from this event is how to become a good mediator, what techniques are used. It was also my expectation to meet new people who shared their knowledge.
- I had a strong will to participate as I am peer educator and member of the student parliament and we need those competences to interact better in our community. As we strive to be part of the EU, it is very important for Montenegro society to modernize, broaden our horizons and follow the EU values, such as democracy, justice, etc. Non-formal education is very important to me.
- I wanted to get to know with the people who work on this topic (participants and trainers). I was as interested in how to launch such trainings for my possible future activities. I wanted to understand better if I can become (and how) an intercultural mediator.
- Intercultural Mediation is very specific topic. I was doing a research on it and this is the best opportunity for finding out how to be a good mediator, what intercultural mediators do in emotionally risky situations, what kind of skills the mediators should have etc.
- I wanted to know more about how to deal with different cultures and give access to migrants and refugees to integrate and interact with people from different cultural backgrounds. In the future, I might do it as a voluntary work if possible, and my aim is to understand how this process works.
- To develop my intercultural skills.
- As a teacher for me studying role and responsibilities of mediator was important. I wanted to gain new skills.
- I want to learn how to be a successful mediator, and to obtain some tools which would help me make any group inclusive and harmonious.
- I want to learn about intercultural mediator and tools required for the job
- I have a great interest in the topic of Intercultural mediation and wanted to get insight on the profession.
- Improve my knowledge and skills to apply them in my work.
- The initial motivation and expectation were to learn what it means to be an intercultural mediator and what skills an intercultural mediator should develop.
- I had very high expectations about learning tools to implement in my work as a youth worker, to learning problem solving as a mediator and acquiring knowledge.
- I was very curious to learn more about intercultural mediation. This was my initial motivation.

## National Report on Young Mediator On-site Training in Germany

- The title Intercultural Mediator caught my attention immediately because my local community and my work include intercultural conflicts.
- Curiosity, the pleasure to learn more.
- I wanted to learn more about how to effectively organize and manage young people.
- To learn more about intercultural mediation. Gain insights and important distinctions.
- Learning more about intercultural communication.
- To learn how to manage conflicts between cultures

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

- Yes
- yes
- Yes, I have totally
- Yes, it was a very valuable and beautiful education. Thanks.
- Yes.
- So many interesting tools and theory. Thank you!
- Yes, it gave me a good starting point and interest to learn more about the topic
- Definitely
- Yes, I deepened my knowledge, got familiar with some new concepts and tools.
- Surely!
- Yes. I gained new knowledge and learned the key points of being a good mediator.
- I feel like I need more practice to implement all the knowledge and tools I learned about, but I also I would like to learn more in this field.
- Yes, I have learned of many good things during this training. e.g: topics like marginalization, radicalization, how to use our hard & soft skills to help others etc.
- Beyond expectations.
- Totally!
- Absolutely, I took even more than expected
- Yes, I am very satisfied
- Yes, although it would have been great if we had more time to discuss, especially on the second day.
- Yes!!!
- Yes. Everything was very well put together!
- Kind of
- Absolutely I did. At least some of them.

## **National Report on Young Mediator On-site Training in Germany**

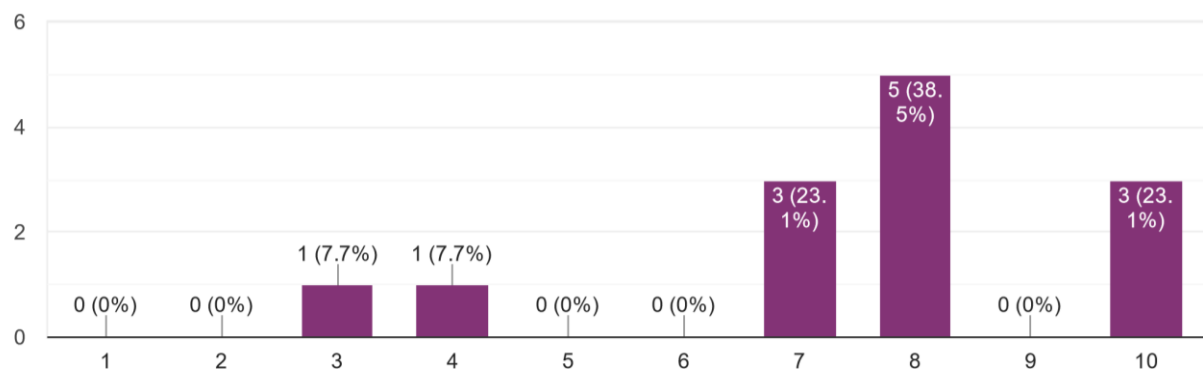
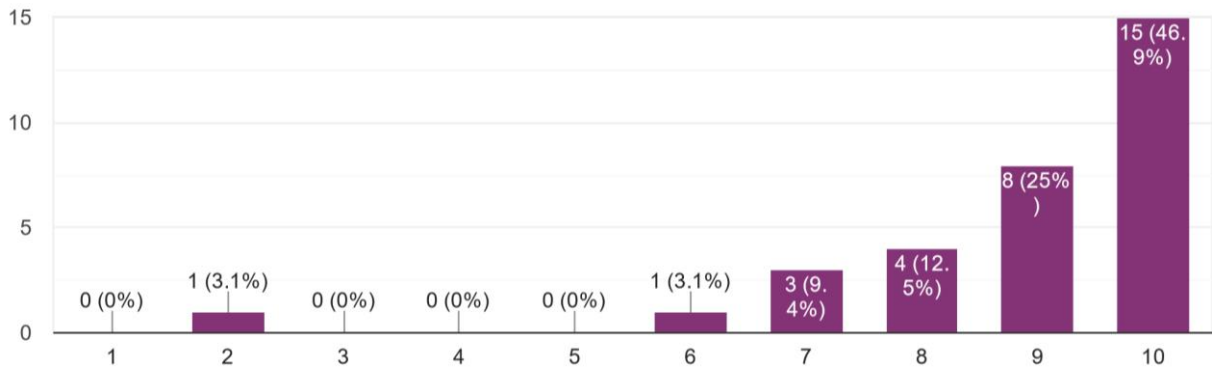
- It was both an informative and an entertaining event. I learned a lot of new things. I've heard some of them before but didn't know their deep meaning.
- Practically all expectations have been fulfilled.
- Yes, a lot of them. I hope to keep in touch and follow the participants, trainers, your organization and projects to continue my development in this field.
- Totally. These 3 days of training were definitely what I was looking for. The training fulfilled all my expectations and questions.
- Yes, my expectations are fulfilled more than I had expected, and I learned a lot.
- At the minimum point. The content was there, however the form was not suited at all to an online workshop. Even though it is online, if you want to do the workshop you can't admit 50 people and work as it would be a workshop.
- Yes
- Yes
- yes
- Yes, partially.
- Yes, I would say even more than the expected. In particular, the skills that one intercultural mediator has to develop, I was expecting that will be only shortly listed, but the way how different skills were explored and explained through the many different activities and discussions helped me to learn much more than I had expected.
- I learned a lot of theory
- My expectations have been fulfilled. I learned more about: how to be a good mediator, the power of intercultural mediation and culture and conflict.
- Yes
- All, perfect
- By about 40 percent
- Yes, I received some new tools and framework, which I can apply. Thank you.
- Basically yes.
- Of course, I learn a lot about feelings, emotions, conflicts and cultures

## National Report on Young Mediator On-site Training in Germany

Most of the participants believe that the training met their expectations as almost 80% of them stated that the training exceeded their expectations and only 6% rated it in a scale from 2-4.

3. Did the training meet your expectations? Use a scale between 1 (Much less than expected) and 10 (Greatly exceed expectations)

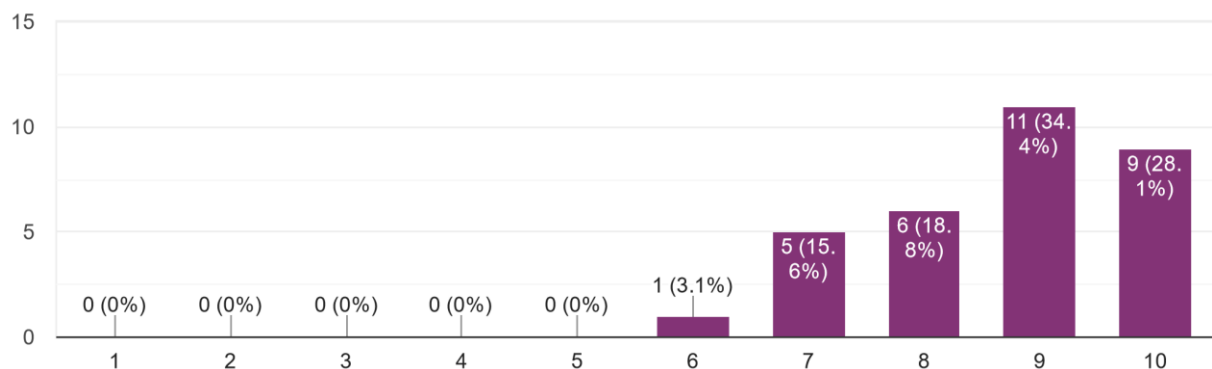
32 responses



The wide majority of the participants were very satisfied with the online platform that was deployed, as they rated it between 8 and 10.

4. 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)

32 responses



## National Report on Young Mediator On-site Training in Germany

Their comments regarding the previous question were:

- I had no problems with the online platform (Zoom).
- The zoom was used maximum. Well done.
- No
- Not really.
- It was very interesting to see the adaptation of f2f activities to the zoom platform.
- The platform was actually used in the best possible way. But face-to-face interaction is always better.
- Everything was amazing, important and meaningful
- Maybe some other platform would be better in order to allow people attending the course via phone to participate as equally as the people were using their PCs.
- I was expecting some real case studies as a reference but the all programme was excellent.
- Thank you for the opportunity to be part of this learning/training event
- Minor technical issues, besides that everything was great.
- Since it was online, I had the possibility to attend it, therefore I am glad it was implemented online, however, I feel like it would be even better if it was implemented offline.
- The use of annotation was amazing! It was nice to participate in this way. I wished more breakout rooms, as it's a good way to get known to each other.
- Of course, doing this kind of things online, it steals a bit of the magic this training has, but it worked well in general.
- The first and third day were great, lots of great and valuable discussions, i would have liked it better for the second day that we talked to each other more and shared opinions, although I understand that there were a lot of theoretical parts.
- The online platform gives the possibility to other countries to join and be able to communicate with each other
- The platform is ok, but you simply can't transform an offline workshop to online version; it has to have some modifications. In this case, I got the impression that you did not put much effort into transforming it into online version. I am not talking about the tools used but about the whole idea of the workshop.
- The platform was good. It would have been better to use more its options, specially the second day
- There were some technical issues that disturbed me several times from the main topic.
- The internet was not always stable, or some other tech problems might occurred which caused difficulties.
- There were some minor problems during this session. e.g: like screen sharing and some participants were not aware that their mic were on and that caused a bit of disturbance.
- It was very efficient, but I would like to do it face-to-face; even on zoom platform it was effective. :)

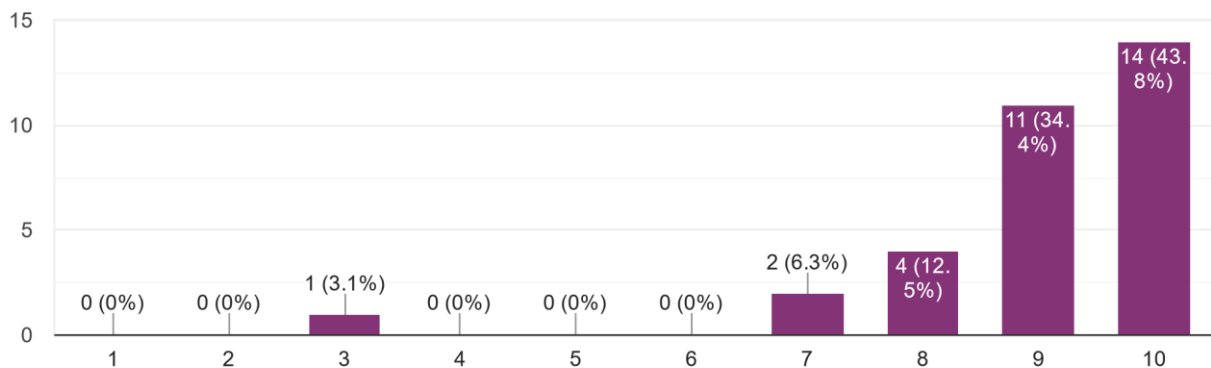
## National Report on Young Mediator On-site Training in Germany

- The whole training, its concept, theoretical and practical parts were really thoroughly prepared, I really appreciated that. Would be happy to participate in more practical projects, activities. Practice is really needed. Under a careful and supporting, trustworthy guidance

85% of the respondents share the opinion that the training programme was excellent.

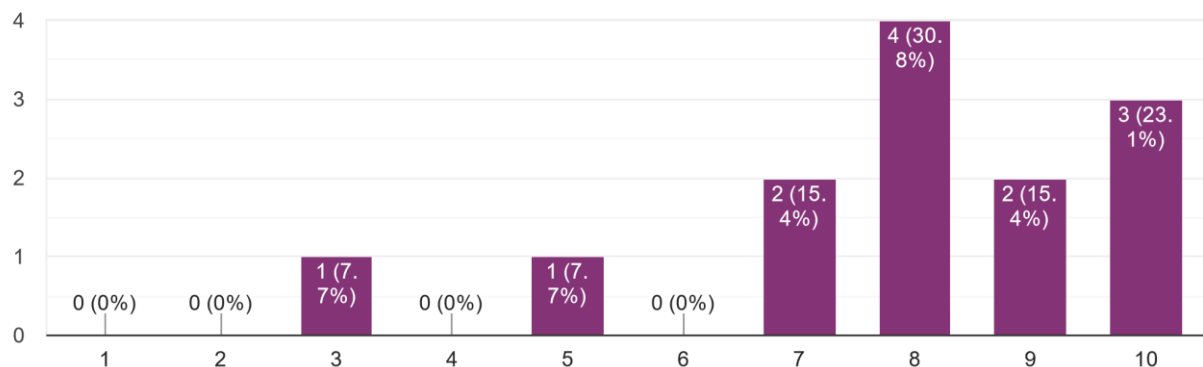
6. How would you rate the programme of the training? Use a scale between 1 (very bad) and 10 (excellent)

32 responses



6. How would you rate the programme of the training? Use a scale between 1 (very bad) and 10 (excellent)

13 responses



The feedback provided regarding the training programme is the following:

- I liked the balance between theoretical explanations and practical activities and discussions, as well as the space for expressing opinions.
- I am very pleased with the programme of the training.
- Two trainers for the 11-th grade! (more than 10)
- The tasks were very easy
- The first evening was almost just about context setting and logistics. I would have liked to dive faster into practices.

## National Report on Young Mediator On-site Training in Germany

- Sometimes time was lost, important things were discussed in a hurry.
  - I really enjoyed it, but I think that the first day could be more dynamic, even theory, because on the other 2 days we had a lot of concepts to learn.
- 
- 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)13 responses
  - I was kind of confused during the second day because we kept drifting off the topic and due to the fact that we ran out of time, we had to go over everything more quickly than intended.
  - I was a great experience for me. I learned about so many things from the trainings and participants who are from different countries, age groups, religions, beliefs, ideas ...etc. It is an opportunity for us especially in this hard covid-19 situation! There was a lot of information provided and the training was interactive. I am so glad to be part of that.
  - Thanks to all the group
  - The training was full of useful information. Everything was clear and interesting.
  - Good planning for this short training.
  - I think more Breakout room sessions could be included in order to maintain interaction with the participants.
  - I feel like the very first part on non-formal education was rather lengthy and the time could be spent on the topics that came later.
  - I wanted it to be a bit more practical and less theoretical I'd say, but it was really useful anyway.
  - Not really
  - The content was there but the didactic methods were making the content to be difficult to learn.

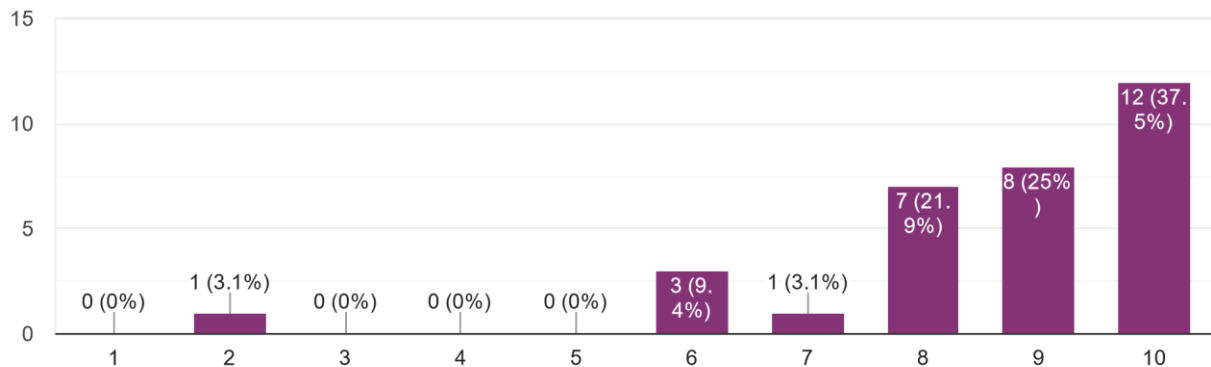


## National Report on Young Mediator On-site Training in Germany

Most of the participants (85%) believe that their knowledge, skills and attitudes have been extremely improved by taking part in the training and only 3 people feel that they haven't learned something new.

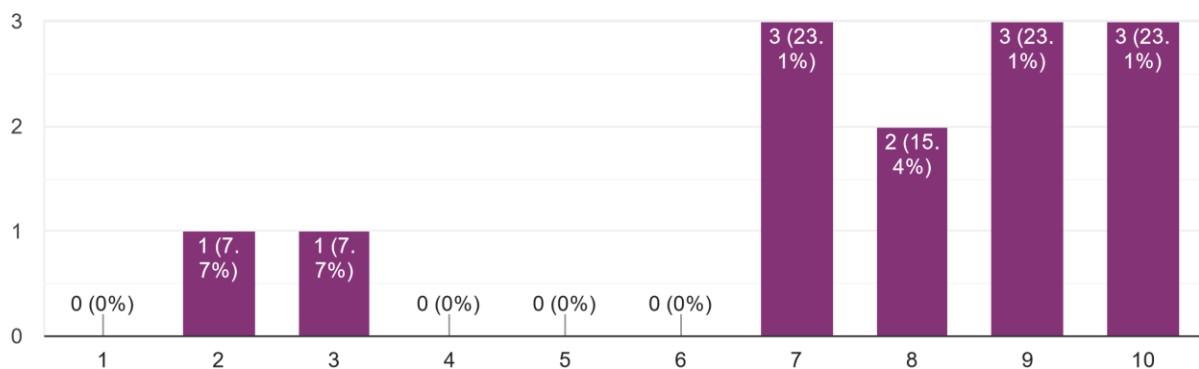
8. Do you think that your knowledge, skills and attitudes have been improved by taking part in the training? Use a scale between 1 (not at all) and 10 (extremely)

32 responses



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)

13 responses



Their responses to the question (9): "What are the most important things you have learned/gained by taking part in this training?", back-up the results provided to the previous question:

- Concrete tools for intercultural mediation
- The concept of "culture" and the role of a cultural mediator at any stage.
- I think the clarification for the 6 step model of cultural shock. Would have been interesting to hear more about the sensitive zones!
- About interculturality

## National Report on Young Mediator On-site Training in Germany

- Milton Bennett Model, the things we need to be aware for intercultural mediation
- Great concept of the training, even if it was online. I'm so grateful for trainers that they really managed to do great things, balance between theory and practices, possibility to talk, discuss, work in group and what is the most important thing is the great atmosphere - freedom to talk, share, discuss, ask, belong to the group.
- Emotions wheel was new and interesting for me, talking about the terms "fitting in" and "belonging" was also nice.
- I have learned the qualifications of the intercultural mediator and how he/she approaches the situations when a conflict arises. Learning about the theoretical side and discussing the terms were also interesting.
- Scale of intercultural sensitivity - how to recognize where we/other people are and what to do with it (of course, I'll need to read much more about it but I didn't know this scale before and I'm very happy I've learnt about it!).
- Tools to prevent and resolve conflicts, theory on mediation.
- In general, new tools to apply when working but also tips to understand myself better (emotions, skills, emotional intelligence)
- I learned what an intercultural mediator is, that is a really challenging job that could make a change in the society and lives of individuals. I learned more about myself and my emotions, and I became more aware of the issues these vulnerable people face.
- Clarification of terms, bibliography suggestions, nice examples.
- I had the chance to delve into intercultural mediation, learn new tools, learned about non-formal education and have deep insights on the theory and the academic literature related to these topics. On top of that, I would like to say that it was great for me to share this experience with people from all over the world.
- Integration, adapting
- Be aware of some stereotypes and the practices in break out rooms or debates in a big group
- Soft and hard skills, emotion intelligence and fitting in/ belonging topics
- The Bennett model.
- The way of approaching certain situations as an intercultural mediator. The need of observance.
- New approaches on working on difficult situations as a mediator in an intercultural background.
- Emotional intelligence/ fitting in and belonging in/ 6 steps: denial, Defense and so on
- Basically, some more materials and literature to check afterwards and keep learning. It's a very big and complex topic so it wasn't enough
- Wheel of emotions, stages of integration.
- I am a volunteer in a regional volunteer Foundation, and we use digital platforms. This project includes immigrants. I learned how to better communicate with these people and find

## National Report on Young Mediator On-site Training in Germany

solutions to their problems. Your project helps me to seize opportunity to learn solving similar problems and it broadens my horizon.

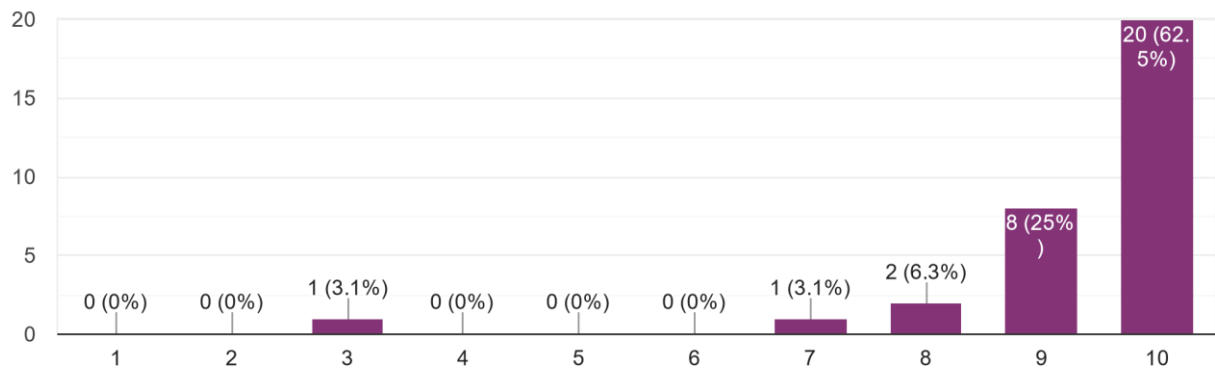
- It was the beginning of how to become a better mediator. What competencies should a mediator have
- I was interested in the theory and the tools, especially different kinds of tables and ranges (wheel of emotions, development of intercultural sensitivity scale etc.).
- Hard & soft skills, emotions, role mediator and so many other topics.
- I learned so much. For example, to be able to look at the broader perspective that cultures actually enrich us rather than separate us, and to value people because they are humans. These are just a few.
- How to be a good intercultural mediator. How to solve problems, how we should approach problems between people or in a group and how important the emotions in mediation are. Prejudice and stereotyping. Marginalization and Radicalization.
- I learned a lot from the diversity of opinions, brainstorming, questions and answers as I already knew a lot of theory. So, the info from the details coming from the participants' questions and insights was useful for me. There were lots of them. Regarding the practical issues, people's experience etc.
- To be an intercultural mediator. We have learnt about how to handle specific situations and to be more open-minded.
- How to try to be good mediator.
- The emotion wheel.
- How to act as an intercultural mediator.
- I liked the discussions we had in groups, the idea of the emotional wheel, and the importance of going beyond stereotypes and prejudice.
- Active listening, although is something I have learnt and use all the time, I realize it's one of the most important soft skills tools as well as emotional intelligence.
- The Spectrum of emotions, what is identity and how it is expressed, the different stages of developing intercultural sensitivity.
- The model of development of intercultural sensitivity.
- I feel more confident now if I am in a situation with conflict between two parties. This training deepened my knowledge in the area of mediation.
- The chart of conflict behaviors.
- I know many things, but I have learned much more, I have learned from examples.
- Managing problem situations
- To be reminded of the 6 stages of integration with the different needs and possibilities to integrate further.
- There were some new approaches to the topic that I learned.
- About conflicts and resolutions theory.

## National Report on Young Mediator On-site Training in Germany

Almost 90% of the participants rated the knowledge and skills of the two trainers as excellent having only one person giving them a rate of 3.

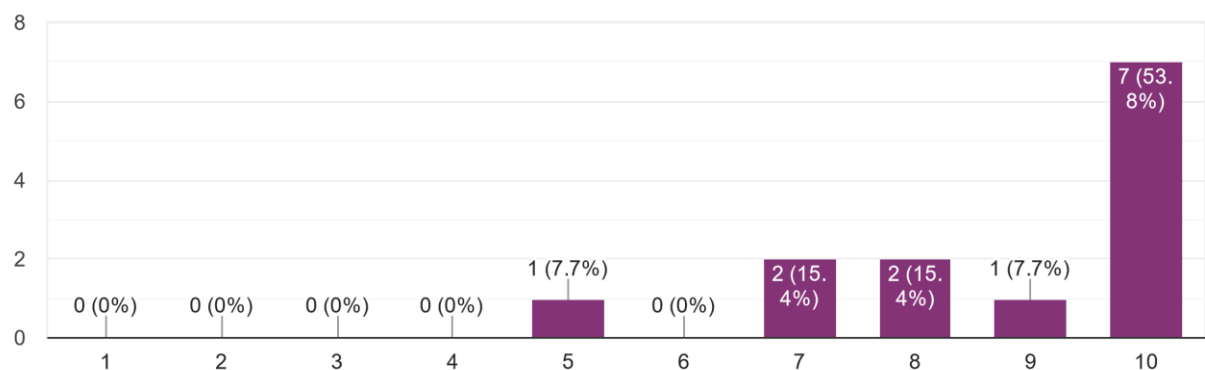
10. How would you rate the knowledge and the skills of the trainers of the training? Use a scale between 1 (very poor) and 10 (excellent)

32 responses



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)

13 responses

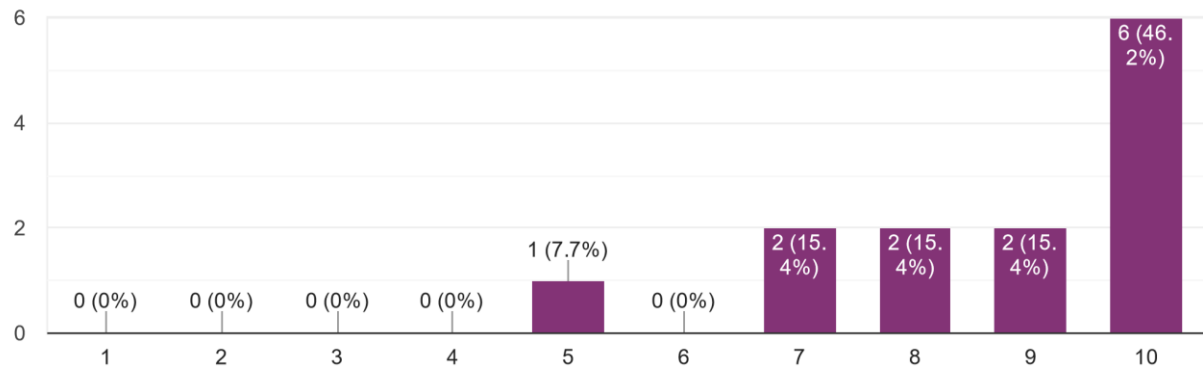


## National Report on Young Mediator On-site Training in Germany

91% of the respondents find the quality of the training material as excellent and only one person rated the quality of the training material below 5.

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)

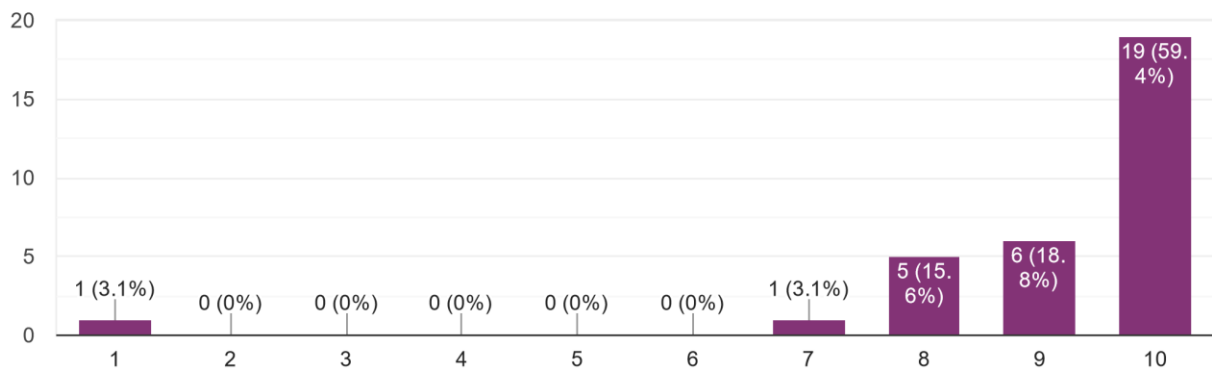
13 responses



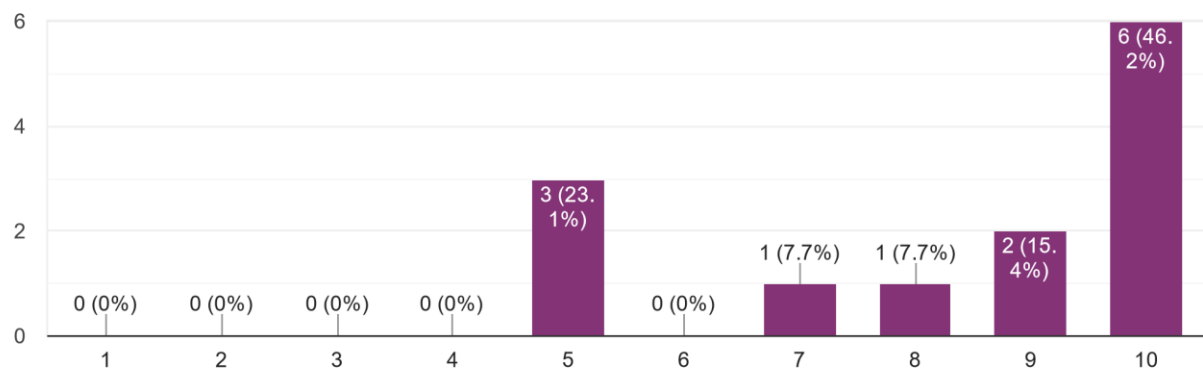
The vast majority of the participants (86%) stated that it would be extremely likely to recommend this training course to their colleagues and friends.

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)

32 responses



13 responses



## National Report on Young Mediator On-site Training in Germany

In question (13) participants were asked to provide 3 positive and 3 negative aspects of the training, in order to describe the training. Their responses follow:

- Inspiring, useful, interesting, I don't have 3 negatives really
- Interesting, motivating, smart slow, difficult, challenging
- Interesting, cultural, curious, at times boring, short, simple
- Motivating, educational, sharing, internet problem, poor network, a bit time consuming
- Enriching, alive, rich, short, I can't think about other negative adjectives
- Inspiring exciting broad and comprehensive. There is nothing negative! And, very important you have triggered us the desire to discover and learn more on this topic!
- Informative, argumentative, interactive / connection, voice quality,
- Interactive, fun, interesting - a bit long sessions
- Interesting, interactive, "full of knowledge", too long (individual sessions),
- Engaging, relevant, well-structured, monotonous (sometimes)
- Positive: interesting, useful, entertaining!!! Negative: I don't really have!!
- Educational, interactive, good starting point- 2nd day passive
- Communicating, respecting the participants and the topic, open- minded. No negatives 😊
- Positive adjectives: Interesting, interactive, insightful / Negative adjectives: long, too theoretical at times, superficial on some topics we covered
- Interesting, effective, informative - inefficient due to internet connection/zoom
- Interested, useful, friendly. Bored, frustrated and unhappy.
- Positive: Knowledgeable, active, understanding the trainers Negative: Some connection problems, insufficient screen sharing
- Interesting topic; enthusiasm, poorly prepared; not balanced; too big group
- positive > imaginative, helpful, diverse negative > incomplete, tiring (due to zoom), shallow
- - interesting // inclusive // informative; being online.... would love to participate f-2-f
- Interesting, new, made me think a lot. Maybe too many people, more interactive activity
- Enjoyable, motivating, fun. Boring, dense, online
- Empowering Surprising Interesting With some technical issues Exhausting (a little bit ;))
- Sincere, clear, understanding. there was no negativity
- fun, instructive, interactive; the only negative is the social distance
- Useful, inclusive, cooperative.
- Useful, encouraging, social.
- I think positive ones are; informative, efficient, good trainers. Negative ones are: long, difficulties, tiring but it was worth it!
- Informative, enlightening, entertaining, short

## National Report on Young Mediator On-site Training in Germany

- Thoughtful, supportive/involving, safe; less interactive than I'd like (would like more activities in break-out rooms, ice-breakers), no other negative characteristics
- Interesting, edifying, excellent
- Important, amazing, meaningful
- Informative, fun, interactive, too quick, we didn't dive deeply enough into the topics, because of the inability to participate using a laptop I could not participate as equally as others
- Appealing, important, awesome
- Interactive, insightful, inspiring. A bit abstract, long, dispersive
- Easy comprehension. Useful. Made us feel valuable and rethink about ourselves and our actions. Short, participants didn't interact much or didn't share their thoughts.
- Empowering, reflective, relevant; Intense, demanding, fast-paced.
- Positive: friendly, calm, interesting negative: short, not so interactive, very expository
- Well structured; interactive; with attention to detail;
- Interesting, funny, open to diversity, too basic, confusing, slow
- + clear, complete, intelligent, - fast, short, to short
- Positive- meet people, practice English, new knowledge. Negative: a large number of participants, very easy tasks, not clear conversations.
- Inspiring, interesting, supporting, too many inactive people, just scratching the surface of this huge topic.
- Intense/Interactive/Promising/Short/Non-specific/Easy
- Critical, inspiring, challenging/ I don't have bad things to say

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

- Yes, I'd like to thank the facilitators for their efforts and the knowledge they shared with us!
- I just studied about intercultural things last semester, so a lot was old information for me. I would have liked to have some practical trainings and learn more about mediation. However, I believe this training would have been really good for people who have no previous knowledge on the intercultural issues
- I loved to be a part of it and wants to keep being a part of it in the future.
- Thank you for this opportunity and I look forward for more training especially in gamification and Design Thinking as Dimitra explained us.
- THANK YOU!
- This training was much better than expected because we haven't just talked about abstract issues like I experienced in some former trainings. I could really imagine the topics discussed and make them concrete in my mind. Relations to real life was really interesting for me. I will be using the tools in my future work for sure. Thanks a lot for making this happen us.



## National Report on Young Mediator On-site Training in Germany

- Thank you very much for organizing the training! I'm also very happy to learn about new things.
- Very interesting
- I hoped we would get more into detail as for how to actually become a mediator, in which contexts and what the basic requirements are. I feel unsure about how or where to apply all the information we have learned.
- Thank you so much for having this chance to participate in the training. I will not miss to recommend it to my colleagues from Sofia Bar Association.
- Thank you for everything.
- I liked to hear that originally it was planned for 10 people face-to-face. This gives this very important learning field the accurate honor and respect. This online course was a nice "entry" into the field and I would have liked to dive deeper into it. Thank you for your work Dimitra and Myrto.
- You did a great job. Thank you for this opportunity.

### 4. Conclusions

Based on the evaluation results, it can be concluded that the overall satisfaction with the implementation of the Young Mediator Capacity Building Training was very high.

A diversified team of learners from various European countries, age groups and work fields acquired skills and knowledge and got empowered in order to become effective intercultural mediators, supporting young people at risk of marginalisation and radicalisation.

The 111 from Germany and all over Europe got trained, discussed and exchanged their experiential knowledge on the following three main topics: (1) How to be a good Mediator, (2) The power of Intercultural Mediation and (3) Culture and Conflict to address certain circumstances in which migrants, refugees and young people with fewer opportunities find themselves.

The two trainers provided theoretical knowledge based on scientific bibliography and used a variety of non-formal learning methods so that participants could apply the acquired knowledge in certain cases.

Participants stated that they:

- Enhanced their training capacity in order to support the inclusion of local and migrant/refugee youth
- Were empowered and equipped with skills and knowledge in order to become a young mediator who reaches out young people at risk of marginalisation and radicalisation and acts as a multiplier of inclusion
- Learnt how to use intercultural mediation as a tool for integration and social inclusion by intervening actively in the social dialogue and by promoting a positive interaction based on active and effective listening
- Built their self-confidence to work in blended learning environments

## **National Report on Young Mediator On-site Training in Germany**

In addition to the above, participants deepened their knowledge on the thematic of the PRIORITY project and they fully understood the concept and idea behind the PRIORITY Hubs.

The only drawback regarding this training was that it was implemented online, due to Covid-19 and some of the participants mentioned that it would be better to have the chance of materializing it face-to-face, as they believed that it would be more effective.