

MMS PROJECT

This is our fifth newsletter. While we are coming to the end of our project, we have organised Cultural Ambassadors Training and Workshops. This newsletter will provide brief summaries about the workshops.



GERMANY



The Intercultural Workshop Iberika

A week later, on 25th March 2015, the intercultural workshop took place where 18 public staff members participated. After some icebreaking exercises, we did a short introduction of the Intercultural Theory, then we introduced the CAs, and subsequently, they delivered their presentations.

In the first part of the presentations, the CAs gathered some information about their own countries in order to

introduce them to the audience and presented some examples or known facts about them what people wanted to know. In the second part of the presentation the participants compared their own culture with the German culture based on a list of basic elements of communication like different perception of time, distance, risks, etc. and determined how these elements affect intercultural communication.

Afterwards, we had a discussion with the public staff. The participants said they would have liked a bit more time – they wanted to know more. The participants of the workshop asked for further workshops, and they said they were willing to pay for it.

Making the CAs aware of the fact that they had things to say which German public sector found interesting definitely increased their commitment and their perception of their own role in the workshop.



DENMARK



The Inter-Cultural Workshop at CBSI

The cultural ambassador training at CBSI was implemented during the week 25 in June 2015. The main focus of the course was the participants' experiences in the public sector. Additionally they were given training in communication and presentation skills

Nine cultural ambassadors completed the course and the culmination of the training was the workshop held the 19th of June. The audience at the workshop

consisted of 33 participants, who came from job- and employment centres, language centres, various NGO's and private organisations and participants from our courses.

After the cultural ambassadors had finished their successful presentations, they invited the audience to provide their feedback. This session lasted for 45 minutes where the highly enthusiastic audience came with interesting comments and questions, and the talks and networking continued even afterwards, while the guests and hosts enjoyed some refreshments.

The recurring comment from the ambassadors after the workshop was that they were very happy that so many professionals showed interest in their stories and experiences as new in Denmark and that they very much enjoyed the interaction and feedback from the audience.



ENGLAND



The Inter-Cultural Ambassador Workshop UK

The CA Workshop was delivered to the public sectors staff. The departments from Public sector included Local Council, housing, Planning, Anti social Behaviour, Library and NGOs. The learners who delivered the presentations came from the following

countries: Spain, Hungary, Iran, Pakistan and Chile. It was good mix from Europe to Asia. The public sector staff feedback was that they have learnt a lot and they would have benefitted from more time with the ambassadors, to really see how they could help and engage better with their communities, but the workshop did help them understand some of the needs of migrant communities and why they act in a certain way which may seem an alien aspect to us. They thought they knew a lot about other cultures but some of things were myths rather than the reality. We ended the event with various countries cuisines which always gets people talking and networking.



TURKEY



The Intercultural Ambassadors Workshops Turkey.

We have chosen the 8 CA for the workshops first. Then we met them to help to improve and carry out the workshops.

We created the lesson plans and then worked on it. The CA's chose the topics and worked on them in

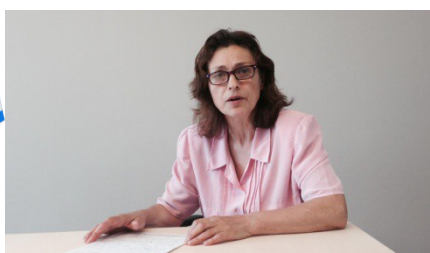
order to deliver the workshop. While discussing; Following three ideas were selected for the workshops. They are: relations with the public service, cultural aspects and expectations from both parties.

The CA's prepared their presentations and speeches about the topics. They were divided into three groups and worked on their parts. Later a meeting was organised and the public services were invited, the one CA's visited during their trainings.

The workshops were delivered with the support of trainers in MMS. The three groups of CA's delivered the presentations in the chosen topics. The event was a new experience for all parties and was very successful to know, learn and understand each other.



GREECE



Two Intercultural Ambassadors Workshops in Athens May 2015.

The first day 4 CAs from Albania, Pakistan Congo and Sudan did their presentations in the Municipality of Agia Paraskevi conference room. The next day at ACP's offices in Athens, 4 CA's from Romania, Albania, Ukraine and Egypt did their presentations. Both workshops were successful, more than 25 people attended each and the discussions after presentations were very interesting and productive.



NORWAY



The presentation thus contained some dramas. One of them was about how Norwegian people are treating sick people. Norwegians tend to leave them to themselves in order to respect their privacy. It is considered polite to leave people alone when they are sick, and they avoid interfering or giving practical help (we are of course not talking about serious illnesses here). In several other cultures it is completely opposite. If someone is sick, they "invade" the privacy of the sick person in order to buy food, do cooking and housework and to help in different practical ways. This cultural difference was illustrated by a humorous drama.

Norway started the Intercultural ambassadors training in the end of May. However, we were not able to finish the training before the summer holiday started. The training was continued once the school started again in August. During the training, the students shared a lot about their own experiences in Norway. One such story was about a Somali student who had an accident on his bicycle. He injured his head and was bleeding. He went to the local medical centre, but since the accident happened during the weekend, it was closed. Birkeland is a small village, and the closest hospital and emergency room is in Kristiansand. However, most refugees do not have a car, and there are hardly any buses that go over the weekends. During the preparations for the cultural ambassadors training, we discussed incidents like these and tried to find a visual way to communicate it to the public service providers.

So far, there has only been one public presentation. It was delivered at *Ressurssenteret*, a public centre delivering medical services for infants and children, services such as midwifery, psychiatry, counselling to young people regarding drugs/crime etc. The evaluation after the presentation showed that the audience were quite pleased, and they also commented that it was interesting and beneficial for them to be there. The cultural ambassadors were quite nervous before their first public assignment. Having still two presentations left to do, they are well on their way on becoming real ambassadors between cultures.



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