

6 - DAY WORKSHOP NEWSLETTER

BRIDGE-IT

BRIDGE-IT, Be Relevant to Intercultural Diversity Generation in Europe - Integration Tool (2013-1-IT2-GRU13-52160), Key & Key Communications, Perugia, 16-23 May 2014

Approximately one year after the BRIDGE-IT project concluded, its final report (February 2013), its partner Key & Key Communications (Deruta/Perugia, Italy) received a grant to hold a Grundtvig Workshop.

The workshop is also entitled BRIDGE-IT, but with a slight difference: while the project's acronym BRIDGE-IT reads "Be Relevant to Intercultural Diversity Generation – Integration Team" (510101-LLP-1-2010-1-IT-GRUNDTVIG-

GMP), the workshop's acronym BRIDGE-IT reads "Be Relevant to Intercultural Diversity Generation – Integration Tool" (2013-1-IT2-GRU13-52160). In this way, the workshop organizer intended to signal that the workshop would offer concrete tools originating from the project BRIDGE-IT, and at the same time facilitate the development of new tools.

Participants

Out of 41 applicants from abroad, 12 were selected.

Along with one resident from Perugia, the workshop was attended by thirteen learners (4 male and 9 female participants) with an average age of 38 years (ranging from 22 to 58). The twelve participants from abroad came from nine different countries: one each from Austria, Belgium, Bulgaria, United Kingdom, Greece, three from the Netherlands, Poland, Portugal, and two from Turkey, while the resident from Perugia was of Greek-Cypriot origin. Five participants had migration background or experience.



Trainers and Tutors

The workshop activities were facilitated by:

Koffi M. Dossou

(originally from Togo, West Africa), president of the non-profit organisation Key & Key Communications, Graphic Designer and Adult Trainer in non-verbal and visual communication



Alena Kurlovich

(originally from Byelorussia), Intercultural Mediator specialising in international communication, as well as tutor



Gabriella B. Klein

(originally from Germany), transnational Coordinator of the BRIDGE-IT project, university Professor in Linguistics specialising in Sociolinguistics and Conversation Analysis (Università degli studi di Perugia), Adult Trainer in verbal and paraverbal communication



A. Franck M. Diahou


(originally from Ivory Coast), Assistant Graphic Designer and online tutor






Preparatory Activities

Apart from organisational issues, the preparatory phase included a preliminary cultural, logistic and linguistic support for the selected participants. For this purpose an online brochure "Info about Perugia" ([http://bridge-it.communicationproject.eu/res/workshop-2014/info-turistiche-in-umbria\(int\).pdf](http://bridge-it.communicationproject.eu/res/workshop-2014/info-turistiche-in-umbria(int).pdf)) was prepared with basic geographical and historical information about Perugia, Assisi and Umbria, practical information such as useful telephone numbers, a city map, and information about Key & Key Communications and the workshop's trainers. Furthermore, a short practical vocabulary with first impact expressions was created in Italian and English, and a reading list as well as some assignments were proposed to participants to prepare themselves before coming to Perugia.

All this information and more is uploaded to a specific area on the BRIDGE-IT project platform for the workshop participants: <http://lnx.bridge-it.communicationproject.eu/web/htdocs/bridge-it.communicationproject.eu/dokeos/main/document/document.php?cidReq=WORKSHOP2014&curdirpath=%2FINFORMATION>.












Grundtvig Workshop
2013-1-IT2-GRU13-52160

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Type	Name ↑
	WORKSHOP ACTIVITIES before - during - after
	MAILING LIST complete list of emails if you want to change, delete or add another email, just write to key&key
	Last workshop Programme
	INFORMATION: CULTURAL, LOGISTIC AND LINGUISTIC SUPPORT names and emails of participants; useful travel info; about Perugia and surroundings; minimal dictionary English/Italian
	Formalities and reimbursement How to claim reimbursement and other necessary formalities to be accomplished after the workshop
	BRIDGE-IT WORKSHOP esec template for presentations related to the BRIDGE-IT WORKSHOP 2014
	bibliographical hints minimal bibliography for communication topics and bridge-it related topics

Workshop Activities

The BRIDGE-IT WORKSHOP (Perugia, 16-23 May 2014) dealt with a very particular issue of literacy that is often underestimated, but vital for migrants' integration: bureaucratic-institutional communication, both written (in particular forms to be filled in) and spoken in public service interactions.

The workshop was carried out over 6 full working days (17-22 May 2014, not including the 2 travel days). Participants arrived on May 16 and met in the evening for a welcome cocktail and dinner. The workshop closed with a farewell event organised by the local community of migrants. During the workshop, participants also met with refugees and asylum seekers during a visit to the refugee centre of Perugia run by the cooperative Perusia on behalf of the municipality of Perugia. The president and staffs of the centre, introduced participants to the SPRAR project and to the Italian experience regarding migration issues. Participants presented their experiences and the situation in their respective countries. Furthermore, participants were given the opportunity to visit public offices relevant for migrants, in Perugia and Assisi (together candidate cities for the European Capital of Culture 2019). For these visits, participants were assigned to carry out simulations with themselves as 'adults-in-mobility'. This experience was then reported and discussed during the indoor workshop hours and represented in four video-recorded sessions of role playing.

During the indoor workshop activities, participants experienced through a number of practical exercises the importance and the complexity of interpersonal communication generally and in an intercultural perspective with special focus on bureaucratic-institutional communication practices: filling in forms and interacting with a civil servant (see programme at: <http://bridge-it.communicationproject.eu/res/workshop-2014/last-programme.pdf>)

During the last two days of the workshop, participants prepared their own workshop activities which they carried out with the whole group according to the principle: trainers act as learners and learners act as



trainers.

Workshop Results

Concerning the main results, the following can be mentioned:

Participants discovered the difficulty in understanding and dealing with bureaucratic forms even in their own language or a language they understand well.

They discovered that Italian public civil servants were not able to adequately manage an interaction in English with 'adults-in-mobility'; furthermore, participants actually experienced how civil servants discriminate between individuals presenting themselves as "privileged" in comparison with those presenting themselves as economically and psychologically vulnerable.

They learnt how to develop strategies in order to improve intercultural communication on a written and spoken level.

In addition, it can be stressed that the group evaluated the workshop as excellent and, on various occasions, expressed a desire to stay in contact and carry out a project together in the near future.

In conclusion, a list of possible topics was presented:














The concrete field-experience of 'first-impact-situations' (as defined in the BRIDGE-IT project) by visiting public service offices as 'adults-in-mobility' (i.e. migrants) also produced important results. This experience gave participants the opportunity to recognize the differences from their countries and give an evaluation of what worked and what did not work in their 'first-impact-situations'.



Another evaluation was provided by an analysis of bureaucratic-institutional forms from participants' countries. Although the European Commission organised almost four years ago (26 November 2010) a conference on 'Clear Writing throughout Europe', the forms analysed still present the typical characteristics of bureaucratic language, not to mention the typical bureaucratic lay-out and design of such forms that do not help in understanding and compiling a form.

All the learning material previously prepared or resulting from the workshop activities is uploaded on the BRIDGE-IT workshop area of the BRIDGE-IT platform, structured according to the topics planned:


Type	Name ↑
	VISUAL COMMUNICATION
	VERBAL COMMUNICATION
	TERMINOLOGY exercises
	TEAMWORK: discussion rules
	ROLE PLAY exercises
	NON-VERBAL COMMUNICATION
	MIGRATION
	INTERCULTURAL COMMUNICATION
	INSTITUTIONAL COMMUNICATION
	EXPECTATIONS participants' expectations in the workshop programme
	BRIDGE-IT workshop day-by-day Programme General work programme

Follow-up Activities

In this way, participants can continue to share material. Another tool for this purpose was spontaneously created during the workshop, i.e. a facebook page (<https://www.facebook.com/groups/722496341140706/>) for more informal communication among the participants and disseminating the results.


Participants' feedback

In conclusion, we report some of the participants' comments on the experience as a whole:

 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente


Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

Outstanding project and great learning opportunities with two high energy workshop leaders. Both are devoted to helping workshop participants develop their skills as fully as possible. I learnt far more than I could ever have imagined and met great people in the process. It gave me the chance to learn, practice and discuss the concepts that we learn in life/work.

 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente


Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

The careful selection process obviously produced a dynamic group of inspired and creative professionals. Everyone contributed actively to the discussions and tasks were performed with excellent teamwork and no support or limit. Theoretical input was combined with well-designed interactive exercises. The whole group was inspired to continue our interaction and develop new future project.

 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente


Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

Overall the workshop was very effective. The lessons learnt in the workshop room were effectively applied to the national environment. Moreover the resources provided and the lessons learnt were both relevant and powerful. Gabriella and Terri were clearly had a specific structure of how the activities should be presented yet they were extremely willing to be flexible and amenable to needs of the participants. The food and accommodation was excellent.

 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente

Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

Funding is really important! Many people can't join such wonderful workshops because they are very expensive, with the expenses many times not covered by the organizers. If the funding was more the experience would be even greater! Give the chance to people to participate!


 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente

Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

I think the workshop has been very useful for me in different ways

- towards institutional organizations
- using bureaucracy, languages and forms
- all practice learning about communication (and parts / different ways of comm.)
- practising in the streets
- staying in an international setting/group
- the wonderful organization by Bridge-It; I really enjoyed it. The All persons being part of Bridge-It have been so nice and helpful. They created a great atmosphere around us!

Thank you

 Lifelong Learning Programme
www.programmalp.it Programma di apprendimento permanente

Please provide any comment you feel can be useful for the implementation of Grundtvig Workshops or regarding your experience

We were lucky to have an active group. Everybody contributed the activities instead of just explaining what should be or shouldn't be. We tried out if they worked or not. We practised nearly all methods. Politicians can be invited too.



some beautiful moments of the bridge-it workshop



Text: Koffi M.Dossou and Gabriella B. Klein
Graphic Project: Koffi M. Dossou and Franck M. Diahou
Key & Key Communications 2014 / Deruta – Perugia (Italy)