



# Feedback from SHIFT workshop

July 2017

# + Structure of workshop



- Icebreakers good - could have been more?
- More interactive activities throughout the week?
- *“... useful to break the ice among participants and get to know each other a little bit before starting working together.. it would be nice to have more.”*



# Presentations



- The first part of the presentation was good to better define and clarify some basic key concepts of interculturality and mediation in general..
- As good practice is good, maybe I would have used another way to engage the class
- A bit hard to follow
- Too technical
- It was enriching and informative.
- Sharing personal experiences was a strong point

# + Balance



- One week is a short time but arguments have been dealt with in a comprehensive manner. I hope to be able to attend in-depth meetings
- It would have been helpful if we could have spent more time on the role and attributes of an intercultural mediator

# + Working relationships



- A beautiful working group
- Good working atmosphere - a shame that some did not participate very much
- I think the majority of us worked very good together and was very interested in developing the topic.

# + How productive?

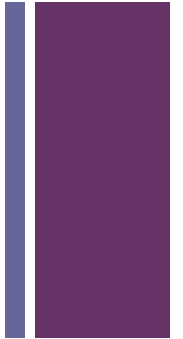


- I understood the figure of the cultural mediator
- It helped me to think more deeply about the role of mediation and in particular intercultural mediation.
- The perspectives from the different countries and mediation fields was very useful and interesting.



## Best aspects ...

- I really enjoyed both the visit at the homeless shelter and the intercultural mediation in Italy. The mediation in Spanish schools and the speech about the Roma community in Spain were also very interesting.
- The visit to the reception center for immigrants and refugees
- The presentation on intercultural mediation with migrants and asylum seekers in Italy and the visit to the shelter for homeless people



# + Best continued



- The mediation in spanish school and the visit to the shelter for homeless people.
- Presentations about mediation in Spanish schools and the visit to the shelter for homeless people.
- The presentation from the mediators at Spanish school. Truly inspiring
- Having time to focus on intercultural meditation and learning from other countries





# Best continued



- I really enjoyed the visit at Casa the Caridad and the children explaining mediation in Spanish Schools.
- the presentation of the inspector of education and the good practice in the Valencian school
- Each part brought something new. I really liked the team work during workshops and the local projects, as well as the personal and professional experiences that participants shared

# + Best continued



- Meeting people and shifting our job and try to combine them.
- I enjoyed a lot the visit to the shelter for homeless people. I think a very important initiative.
- The presentation of the cultural mediation in other countries

# + Worst aspects



- The lack of involvement in the topic from some participants
- There were no negative aspects
- I did not find any negative things
- No time keeping
- The civil mediation
- Limited time

# + Worst aspects continued

- The time-keeping. many participants did not arrive on time...Sometimes using 3 different languages and the need to translate make the flow a bit slower
- There weren't any bad aspects but I think it would have been nice if all the participants had been punctual and had been able to speak some English. In addition, I think it was a pity that some people weren't very attentive during the workshop.

# + Worst aspects continued



- Poor timekeeping. It was frustrating because the work and discussions were so interesting and relevant - we needed more time and not to waste it by waiting for people to arrive!
- Nothing
- None

# + Improvements



- Include some direct evidence from Roma or migrants [in workshop]
- It could be organized in more short, easy and clear presentation
- More group activities
- Maybe the civil mediation part could have been a bit less technical

# + Improvements contd

- More hands on activities, role plays, watching a real intercultural mediation session, using actors perhaps, recount of intercultural mediation from session 1 to the final outcome
- Clearer focus on the expectations of the presentations - some were more relevant than others. More interactive activities



# + Improvements contd



- Maybe having more labs (working in small-groups, brainstorming, etc.)
- More punctuality and better language skills
- More team working
- Inviting more best practice from other countries
- It could be improved inviting people from other countries in order to get more info about the topics treated



# + Change the way you work?

- It helped me to think ways on how to improve mediation in my country.
- I will be more sensitive to multiculturalism
- I will change something related to the organization of reception centres of asylum seekers, i will be inspired by the organization of shelter for homeless people.
- Yes. Will do more training in mediation





# Change the way you work contd?



- The workshop reinforced my interest and willing to get a more deepen preparation in intercultural mediation. I would like to further my education in this field and have an intercultural approach in my daily work, thus being more conscious on how cultural difference can influence work relations with foreign partners, etc. I think I'll try to put into practise some of the notions learnt
- Help at the other association for mediation



# Change the way you work contd?



- Overall, the training was very useful. I attended the workshops with limited understanding and I have returned with a wealth of learning and knowledge.
- I will try signpost those in need towards intercultural mediation.
- now i know more experiences and i will do my work better
- To think without bounds. Using some Evaluation methodologies in training course, more simple and engaging



# Conclusions for the future...?



- More information on what is expected from presentations – length of time, content...
- More activities and real examples – visit to homeless shelter and presentation by Spanish school were frequently mentioned as one of the best aspects of the workshop
- More focus on understanding & developing attributes of intercultural mediator
- More time!

# + Conclusions contd...?



## ■ Good impact

- delegates improved their knowledge & understanding of IM
- Most will take some positive actions as a result – e.g. training in IM, being more culturally sensitive, helping at other agencies, changing working practices

## ■ Next steps.....?

- Further project to share good practice in IM.....?