Participation in all its forms

European symposium on diversity and participation
Schengen, Luxembourg 25-29 April 2007

Final report

Table of contents

I. Introduction 3
Aims and objectives of the symposium 3
Participants 3
Trainers 4
II. Program 5
Documents distibuted to the participants before the symposium 5
Day by day program 6
III. Evaluation 26
Questionnaire Participants 26
Evaluation Trainers 29
IV Follow up 32
APPENDICES 31
Report of workshop 1: Which obstacles can make it difficult for young people to participate? 32
Report of workshop 2: Discrimination and Participation 36
Report of workshop 3: Diversity in Organisations 37
Report of workshop 4: Participation and integration 42
Report working group 5: Good intentions and follow-up 44
Report of Workshop 6: European Added Value 46
Programme 53

I. Introduction

A call repeatedly made by the “youth sector”, ie all youth organisations, associations and institutions involved in working with young people outside school, is for its work to be recognised.
The “Participation in all its forms – European symposium on diversity and participation” event was an opportunity to illustrate the potential of the youth sector. More specifically, on the basis of projects conducted as part of the All Different – All Equal campaign, the symposium showed how the youth sector contributes to active participation by young people in society and the integration of young people from non-majority communities.
It was also an opportunity to develop new projects and discuss action to be taken in future.

The symposium was organised by the Benelux-countries (Belgium, Netherlands and Luxembourg) in cooperation with the Council of Europe. It was one of the three international symposiums of the « all different-all equal » campaign.

Aims and objectives of the symposium

The symposium considered the theme of youth participation in the light of experience under the “All Different – All Equal” campaign.

Objectives:
- Discuss and analyse projects conducted under the campaign;
- Assess the degree of involvement of young people in the campaign;
- Facilitate discussion of co-operation between non-governmental organisations and public authorities during the campaign;
- Discuss the limits and advantages of the concepts related to youth participation;
- Draw up recommendations for the future.

The symposium programme comprised :
- plenary sessions,
- exchanges of best practice (6 examples have been presented in plenary),
- workshops.

The workshops covered different themes, but also looked at common issues:
- shared basic documents;
- presentation and discussion of the participants’ experiences, examples of best practice;
- analysis of obstacles, challenges and needs identified in the course of projects;
- identification of possible ways forward at European level;
- identification of possibilities for future co-operation between participating bodies;

Each workshop lasted approximately eight hours (divided into several sessions) and was chaired by two experienced moderators.

Participants

All Different – All Equal national committees have been encouraged to put forward participants who have not attended previous campaign meetings at European level.
Participants have been selected by the relevant Council of Europe bodies on the basis of applications and letters of recommendation from All Different – All Equal national committees (in countries where such committees exist) or from youth organisations.

The Participant list comprised:
- 89 participants ??
- 11 Benelux
- 12 trainers
- 9 staff SNJ
- 4 staff CoE

- 8 representants Council of Europe
- 3 European Commission

The participants came from 43 different countries (for the list of participants see http://www.campagne-jeunesse.lu/) :
Albania, Andorra, Armenia, Azerbaijan,Belarus, Belgium, Bosnia Herzegowina, Bulgaria,Croatia, Cyprus, Czech Republic, Estonia, Finland, France,Georgia, Germany, Greece,Hungary,Ireland,
Italia,Kosovo, Latvia,Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovakia, Spain, Sweden, Switzerland,Turkey, Ukraine, United Kingdom

Trainers

Zaruhi Lavchyan, Armenia
Karina Chupina, Russia
Marina Gaevskaya, Belarus
Eugen Gherga, Romania
Thierry Dufour, Belgium
Fatima Laanan, Belgium
Yvor Broer, Netherlands
Kees Hoogendoorn, Netherlands
Dagmar Gooris, Belgium
Pieter-Jan Uyttersprot, Belgium
Georges Wagner, Luxembourg
Marc Muller, Luxembourg

II. Program

Documents distibuted to the participants before the symposium

All participants received at the beginning of the symposium a folder with following documents :

- Information Material about the Open Method of Coordination (Document from the EYF)
-All different-all equal The campaign in the Benelux member states
-Participation in all its forms –Catalogue of projects

Catalogue of projects / Content
The booklet presents a catalogue of inspiring projects concerning the issue of youth participation. The examples have been divided into five groups - the same division as for the workshops of the symposium: Discrimination & Participation; Diversity and Participation; Active Participation in Social & Public Life; Youth Participation at local and regional level; Implementation of declarations & resolutions.
The demarcation lines between these areas are not always clear. As a result some of the good examples could belong to more than one group.
More examples have been collected on an ongoing basis, some of them have been presented at the symposium, and should help to illustrate the variety of practices.

1. <u>All different-All equal/Discrimination & Active Participation</u>
-Youth Visually Impaired in Action –Belgium French Community
-Youth in Action 4 All Different All Equal - Netherlands

2. <u>Diversity & Participation</u>
-Overture Network – WAGGGS/WOSM
-Battling for Diversity- Netherlands

3. <u>Active Participation in Society & Public Life</u>
-European Capital of Culture –Luxembourg
-Real Citizen-Germany, Luxemburg, Finland
-Fanfakids in beeld Belgium, Flemish Community

4. <u>Youth Participation at local and regional level</u>
-Marathon for the future-Belgium, German Speaking Community
-Teens_Open_Space-Austria
-Get-Up ! Germany
-PlanNexos-Proyecto de dinamiziacion de la participacion juvenil de Vigo-Spain

<u>5. Implementation of declarations/resolutions</u>
-The young people-partner of the local authorities Bulgaria

Day by day program

Wednesday 25.04.07

a) 19:30 Official opening of the symposium and welcome dinner

b) Welcome by organizers of Symposium

- *Mr Georges METZ, director SNJ*

c) Address

- *Mr Eddy BALDEWIJNS, deputy general secretary of Benelux*

3) Statement by a young person coming from Cabo Verde living in Luxembourg

- *Ms Romina MARQUES*

4) Address

- *Ms Isabelle WEYKMANS, Minister of Youth, German speaking community, Belgium*

5) Abstract of the musical FUSION, a project realized with young people in the context of "Luxembourg and Greater Region, Capital of Culture 2007"

Thursday 26.04.07

a) OPENING AND INTRODUCTION

- **Address**
  Ms Marie-Josée JACOBS, Minister of Family and Integration (L)

« C'est avec un très grand plaisir que j'assiste à l'ouverture du symposium « La participation dans tous ses états » qui est l'un des trois grands symposiums internationaux de la campagne européenne « Tous différents, tous égaux ». Le lieu où nous nous trouvons est mondialement connu et j'imagine que beaucoup d'entre vous avaient pensé se trouver plutôt dans une grande ville que dans un petit village vigneron. Pour ceux qui habitent l'espace du même nom, « Schengen » est le symbole pour une mobilité simplifiée. Il est vrai que cette mobilité accrue engendre aussi une diversité croissante. C'est donc un endroit bien choisi pour l'organisation d'un symposium européen comme celui-ci.

Comme son nom l'indique et comme vient de le rappeler M. Metz, ce symposium a comme objectif de permettre un échange approfondi sur la thématique de la participation de tous à nos sociétés. Je dois dire que je suis particulièrement sensible à ces questions car j'ai dans mes attributions non seulement la jeunesse, mais aussi les domaines de la jeunesse en détresse, du handicap et de l'intégration des étrangers. Dans cette fonction je suis malheureusement trop souvent confrontée à des phénomènes d'exclusion et je ne peux que soutenir tous les efforts qui sont entrepris pour faire participer tous à la vie économique, sociale, culturelle et politique et en particulier celles et ceux qui sont menacés d'exclusion. Je suis convaincue que des symposiums comme celui-ci contribuent à sensibiliser, à échanger des idées et à développer des pistes pour l'avenir, donc qu'ils sont utiles.

Je vis la diversité de notre société non seulement comme ministre, mais aussi comme tout autre habitant du Luxembourg, qui est un pays où le taux de non-luxembourgeois atteint presque 40 %. Dans notre capitale ce taux s'élève même à plus de 60 %. Certainement nous considérons cette diversité comme un enrichissement et je peux affirmer sans exagération que les Luxembourgeois acceptent bien les habitants venant de pays étrangers. Mais il est aussi vrai que cette diversité soulève des questions auxquelles nous devons faire face : Comment faire participer cette partie de la population à la vie sociale ? Comment garantir des chances égales pour les jeunes issus de milieux très différents ? Quel est l'impact sur l'identité nationale ? Quel est l'impact sur la cohésion sociale ? En dehors de ces questions plus générales, se posent aussi des questions très pratiques : Comment organiser l'enseignement pour tenir compte de la diversité des langues maternelles ? Comment assurer les soins de personnes qui ne comprennent pas le luxembourgeois ? … .

Le Gouvernement a bien compris que dans beaucoup de ces questions, la jeunesse joue un rôle de premier ordre. Ainsi il entreprend des efforts importants dans ce domaine. Je n'en cite que deux :

- *Nous avons mis en place un système d'éducation précoce à travers tout le pays. Cet accueil, qui s'adresse aux très jeunes enfants, a été mis en place pour favoriser l'apprentissage de la langue luxembourgeoise dès le plus jeune âge. La connaissance de la langue commune est évidemment un facteur essentiel au niveau de l'intégration sociale et de la réussite scolaire ultérieure.*
- *Dans le domaine de la jeunesse proprement dite, nous avons mis en place un réseau très dense de maisons de jeunes à travers tout le pays. Ce réseau est aujourd'hui un relais important qui nous permet de travailler avec des jeunes non-luxembourgeois. En effet l'expérience montre que ceux-ci ont moins de difficultés de s'y rendre que dans les organisations traditionnelles.*

Mais ce n'est pas seulement le Gouvernement qui est sollicité. La société civile a aussi un rôle important à jouer. Ainsi les conclusions de vos débats nous intéressent, car bon nombre de vos ateliers de discussion vont analyser la contribution des organisations de jeunesse

dans les questions liées à la participation. Je peux vous assurer que pour nous en tant que Gouvernement luxembourgeois il est important d'avoir des interlocuteurs organisés. C'est non seulement une question de représentativité, mais c'est aussi une question très pratique. En effet, les organisations permettent de dialoguer avec les jeunes, elles apportent de la continuité dans les discussions et elles peuvent contribuer au niveau de la mise en œuvre de conclusions. En même temps, les organisations peuvent apporter des réponses aux questions qui se posent dans nos sociétés car ce sont elles qui sont en contact direct avec les jeunes. Finalement leur indépendance permet de développer des projets novateurs avec plus de liberté que les structures étatiques soumises à des contraintes plus étroites.

Mais vous aborderez aussi les problèmes qui se posent aux organisations et les moyens d'y remédier. Il est vrai que les organisations de jeunesse sont très directement concernées par la diversité croissante. À cet égard une simple constatation : toutes les études montrent que les jeunes trouvent plus facilement le chemin vers les organisations lorsque les parents en font aussi partie ou en faisaient partie dans leur jeunesse. Il est donc clair que les jeunes dont les parents ne sont pas originaires de notre pays vont moins s'engager dans les organisations traditionnelles. J'espère que vous arrivez à trouver des débuts de réponse à cette problématique.

Vous êtes appelés à faire des suggestions nouvelles de coopération entre organisations non gouvernementales et administrations publiques. Dans ce sens, ce symposium est un élément de « dialogue structuré avec les jeunes ». Ce dialogue figure non seulement sur notre agenda national, mais aussi sur les agendas européens. Pour prendre en compte vos réflexions, nous avons décidé, ensemble avec les autres partenaires du Benelux, d'organiser un séminaire de suivi de ce symposium. Celui-ci aura comme tâche d'approfondir les discussions des prochains jours. Les conclusions seront finalement publiées ensemble avec les contributions et les exemples de bonne pratique du symposium au cours de l'année 2008.

Ceci dit, le symposium ne se limite pas aux seuls aspects liés aux organisations. Des spécialistes d'horizons très divers ont été invités pour exposer leurs expériences. Ces spécialistes viennent du monde du travail avec les jeunes, de la recherche, mais aussi de structures communales ou culturelles. Le programme devrait garantir un enrichissement pour vous tous.

Le symposium est organisé ensemble avec nos partenaires du Benelux et son secrétariat ainsi que les instances du Conseil de l'Europe. La Commission Européenne apporte son soutien financier et conceptuel. J'ai dit au début de mon discours que « Schengen » est pour nous le symbole de plus de mobilité, mais - il faut l'admettre – c'est aussi une barrière. Je sais que les organisateurs ont fait des efforts considérables pour permettre à tous les candidats sélectionnés de participer à ce symposium et je suis très satisfaite que ces efforts ont porté des fruits. Finalement vous êtes maintenant 100 participants venant de plus de 40 pays différents ce qui est une très belle représentativité. Vous imaginez que l'organisation du symposium était très complexe et je tiens dès à présent à remercier toutes celles et tous ceux qui ont contribué à sa réalisation à quel niveau de l'organisation que ce soit et je vous souhaite à vous toutes et tous un séjour agréable, intéressant et enrichissant.
Je vous remercie. »

- **Address**
  Mr. Ralf-René WEINGÄRTNER, Director of "Youth and Sport" department, Council of Europe

René Weingärtner, Director of the Directorate for Youth and Sports of the Council of Europe stressed that Participation is a priority in the work of the Youth Directorate and is one of the pillars of the "All Different – All Equal" campaign. In this opening decade of the third millennium, more than ever before, the young generation needs to feel that their voices are heard and that their opinions count. The "All Different – All Equal" campaign believes that the best way to create engaged citizens is to involve young people in the decision making process.

- **The European Union's efforts in the area of "youth participation"**

Mr Pierre MAIRESSE, Director for Youth and Sport and Relation with the Citizen, Directorate General for Education and Culture

Pierre Mairesse presented the efforts done at european level concerning participation of young people. *« Nous soutenons ce séminaire dont nous attendons qu'il contribue à améliorer la connaissance et l'impact des politiques en en faveur de la citoyenneté active des jeunes, mais aussi qu'il inspire de nouvelles pistes pour l'action et éclaire ce qui porrait être transposable de notre expérience communautaire dans d'autres pays »*

« For me participation is first of all a question about commitment, citizenship, and also about personal achievement in life; it means, if you participate, you create your future. I work at the European Commission so I invite you to participate in the construction of this European future. I think that we also get a lot of benefit, we create ourselves personally, and we learn a lot and get new competences. Participation is not separated from social and professional inclusion; both represent a whole for me; we need citizens who are well educated and qualified, who are employed, and who can get actively involved in society. »

Excerpt Interview Pierre Mairesse

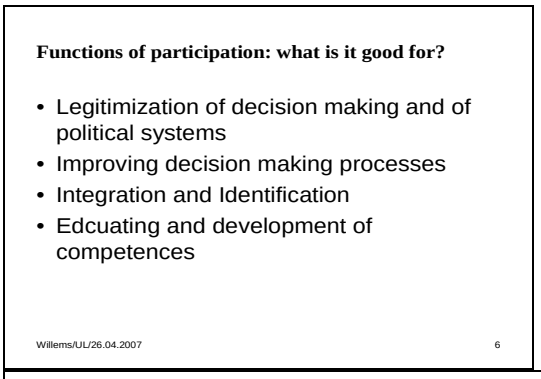
b) PRESENTATION "DEFINITION AND TYPES OF YOUTH PARTICIPATION"

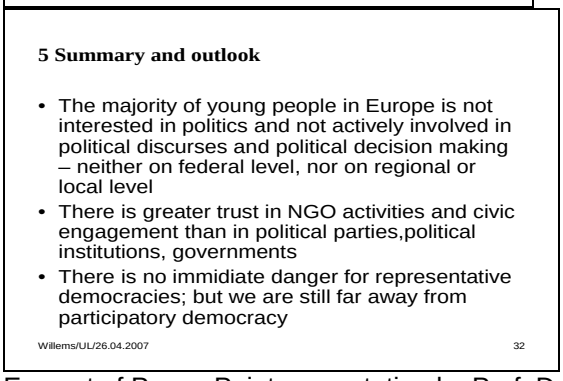
Prof. Dr. Helmut WILLEMS, youth researcher, University of Luxembourg

Prof Dr. Helmut Willems gave conference on the issue of political participation of youths: the new forms, new ways and new perspectives

Following questions have been raised :

- Why participation? Participation and democracy
- Forms of Participation?
- Degree of participation?
- Fostering participation: a success?





Excerpt of Power Point presentation by Prof. Dr. Helmut Willems

c) WORKSHOPS

First session of the workshops

Themes of the workshops

Are young people all different or all equal as regards active participation in society?

Workshop 1: What can make it difficult for young people to participate actively?
What do young people need to be able to "participate" actively: personal background (personal outlook, information, knowledge, skills, etc)? Which obstacles exist?
How can improvements be achieved on an individual level: strategies involving youth organisations, schools, "open" youth work? How can discrimination be prevented? How can more young people from communities vulnerable to discrimination be encouraged to participate?
In particular: what can the youth sector contribute here?

Workshop 2: Discrimination and participation
How can young people "vulnerable" to discrimination (immigrants, people with disabilities, women and girls) be enabled to play a fuller part in society?

What are the discriminatory practices faced by these groups in daily life and in the context of youth work? What are the concrete challenges and obstacles to participation of these groups? Which are the most effective strategies that could increase participation of vulnerable youth?
In particular: how can youth work contribute in this process?

Youth participation: myth and reality

Workshop 3: Diversity in organisations
Does the makeup of youth organisations' members reflect the diversity of society as a whole? What are the most effective strategies for reaching and including young people from widely differing backgrounds in youth organisations?

Workshop 4: Youth participation and integration
How can fostering active participation by young people at local and regional level help improve the integration of young people ?
One goal of this workshop is to produce arguments setting out examples of best practice so as to persuade local and regional authorities to become involved in the area of active youth participation.

Workshop 5: Good intentions and follow-up
Many forums and symposia set out their conclusions in the form of declarations. All too often, however, these resolutions are not really taken into account in the future development of youth policies and stay on paper forgotten and unnoticed.
What are the limits of the use of declarations? How to move from declarations to changes? How to make words work?! Which possible new approaches are there to the problem? How shared responsibility and networking are used as a tool of efficient follow up of conclusions of any format. How can youth organizations take action to help implement these conclusions?

European added value

Workshop 6: All Different – All Equal European campaign: impact, follow-up and added value of European co-operation
The results and impact of the campaign as regards "participation"? What are the conclusions regarding the actual conduct of such a campaign?
How should a European campaign be conducted at national level? How does European co-operation support national, regional or local efforts? What are the conclusions for the future? How should follow-up be ensured?

What are the perspectives on european level regarding youth participation? What are the responsibilities of the different partners in implementing youth participation on european level? What are possible cooperations in this regard?

Expectations of the participants
(Example from the workshop Nr.1)

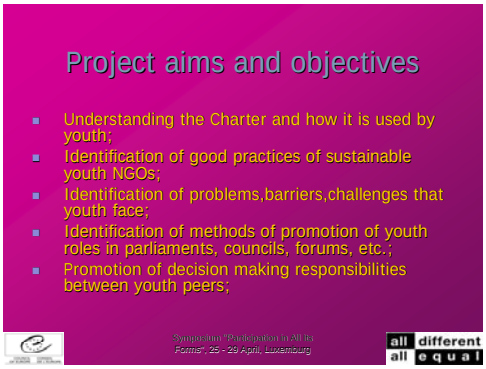
My motivation	My contribution
- Get more knowledge - Share good practices with people from other countries - Activate myself / get motivation - Get concrete examples of projects - Comparing with other realities - Knowing how to find volunteers - How to make young people active & participate in our activities - How to adapt activities to needs of young people.	- My experience as youth worker - Motivation - Knowledge about their country situation - Theoretical knowledge on participation & young people - Some concrete projects on participation - Personal visions on the topics

d) STATEMENTS: EXPERIENCES AND EXAMPLES OF GOOD PRACTICE

- **"Toolbox"** - Methods for recruitment of diversity in a youth movement
  Joint project of 3 scout associations from Belgium, Sweden, UK

  This project could not be presented (-> representant was ill)

- **"European charter – a model for local success"**
  Mr Georgi NAYDENOV, International Initiatives for Cooperation, Bulgaria



Abstract of the power-point presentation in plenary)

- **"Participation on local level"**
  Mr Abdelali MASTOUR, Forum citoyenneté, Casablanca

e) PRESENTATIONS

- **"Youth participation : a chance for democracy on local and regional level ".**
  Ms Véronique MOREIRA, Conseillère régionale de Rhône-Alpes et membre de la Commission de la Culture et de l'Education du Congrès des Pouvoirs Locaux et Régionaux du Conseil de l'Europe".

« I think we really have to multiply participation forms, we do not have to reduce participation to vote, nor to elaboration, which is really the most successful form of participation but we also have to multiply participation forms as for example participation in a spectacle, participation in a debate, participation in many other forms of activities, participation in a club, participation in an association, in a sports tournament. You also have to train people; you should not suppose that when people come they are able to participate. I think we have to give them tools; we have to explain them how it works, of which means we dispose, what is possible and what is impossible. Collectives should try to train those people that they want to see participate. I also wanted to say that local collectives play a very important role in touching people that are further away from decisions, because they are close to the territory and they have competences. They are also very close geographically; town halls are closer to people than the ministry. They establish daily policies, policies of insertion by employment, which give you the possibility to touch many people. At school you can touch young people and their parents too, families, in transport you touch the users, in culture you touch artists on the one hand and spectators on the other hand. Local collectives have got pertinence, they have to ask themselves certain questions: "How to make people participate?" and "How to consider the difficulties of access?".

Excerpt interview avec Mme Moreira

- **Guide "How to implement the revised European Charter on the Participation of Young People in Local and Regional Life"**
  Ms Zaneta GOZDZIK-ORMEL, Author of the manual
  Mr Didi BAENZINGER, Consultant on participation issues

Materials on the Charter	Aim
• Charter (various languages) • Brochure • Plain Language version • CD-Rom (upcoming) • Manual	To support local actors in finding the most appropriate ways in using the Charter as a tool for work on youth participation at local level

(Abstract of the power-point presentation in plenary)

f) WORKSHOPS

Second session of the workshops

Structure of workshop
(Example from workshop "Which obstacles can make it difficult for young people to participate?)

- Getting to know the names
- Expectations and presentation of the workshop as a whole.
- Exchange of good practices and creation of a list of criteria for participation projects
- Input on participation
- Group work + plenary on obstacles for participation
- Here we worked on 2 levels concerning there experience and daily work, local level and national level.
- Group work on solutions for these obstacles
- Conclusions
- Short evaluation

Friday 27.04.07

a) PRESENTATIONS

- **How can diversity be promoted in work with young people?**
  Dr Rob De WITTE, Program Manager Youth & Safety, Forum, the Dutch Institution on Multicultural Development

- **Interim review of the "All Different – All Equal" European campaign**
  Mr Michael RAPHAEL, campaign manager

- **Presentation of "2007, European Year of Equal Opportunities" and "2008, European Year of intercultural dialogue"**
  Ms Sylvie VLANDAS, Mr Artur PAYER, European Commission

(Abstract of the power-point presentation in plenary)

b) WORKSHOPS

Third session of the workshop

Reflections
(Examples from workshop *Good intention and follow up*)

- criteria of people invited to youth events where participatory contribution is needed in forms of resolutions or recommendations
- what are procedures needed for the most inclusive and also effective decision making?
- what language should be used in this documents to make them work?
- competences required from youth to be an equal partner in drafting, transmitting and following up items in the resolutions
- what are the conditions for recommendations, etc to take off ?
- are the conferences, resolutions the best tool to gather youth voices?
- who, and which level /institutions, national authorities, etc/ should take the initiatives of follow up?
- what are the best participation channels for all types of youth?
- are young people who come to conferences representing all the young people or at least all the different part and sub-cultures of youth?

c) STATEMENTS: EXPERIENCES AND EXAMPLES OF GOOD PRACTICE

- **Project "www.realcitizen.info"**
  3 museums from Germany, Finland, Luxembourg
  Mr Jari HARJU, Finland

  Citizens make all kinds of choices each day and there's no one right answer to every question. There are all sorts of real citizens.

  Three museums from Finland, Germany and Luxembourg developed together the interactive internet site www.realcitizen.info which invites the visitor to answer questions like: Why are the mentally ill sometimes frightening? Are unemployed people lazy ? What would you do if your friend was subjected to mobbing? Do I need a car ? …
  Each question is completed by additional information about the respective theme.

  No correct answers are given in the Real Citizen test. The three multiple-choice answers each highlight either the scientific, political or communal aspect, but not necessarily in that order. Persons doing the test cannot see which aspect their choice represents, nor is it always easy to judge from the answer content. In fact, it's just like real life. The different aspects mingle together and become intertwined.

  As result of the test, the visitor appears as a yellow figure positionned in a triangle. The position tells how his replies are spread over the three aspects. The closer the position to the apex of the triangle, the more logically he has chosen the same aspect in his answers. If on the other hand he is placed towards the middle of the triangle, his answers are spread evenly over the three different aspects. The diagram also shows the placing of persons who have completed the test earlier. This enables the visitor to compare the similarity of his result with that of others.

- **Project "Teens open space"**
  Ms Karin STANDLER, Vienna, Austria

Teens_open_space (tos) is participatory open space planning specifically regarding teenage interests.

Teens-open-space is a process for the young person participation in the open space planning and simultaneous a project for the open space planning in the interest of the young people in the city and municipality development. The process was passed in different Austrian partner municipalities : Which are the substantial influence factors for a successful tos process ? Which process factors influence success or non success in sense of the project considerably ?

Teens_open_space is the project idea to change public open spaces in the city in the interest of young people and under their active co-operation during a methodically trained planning process.

In the teens_open_space project, teenagers have the opportunity to take over space in their environment. They can express their criticism and ideas regarding their most used urban spaces in **city walks** with the tos_team of landscape architects. In the **planning workshop** they are encouraged to express their utopias and ideas through re-designing their chosen spaces. The results of the planning workshop are models of their ideas. These models they can present to and discuss with the members of the city council in the **city line** conference. After the city council has given its okay, it's all hands on in the **construction workshop** where the teenagers with the help of the city's construction department build their designes.

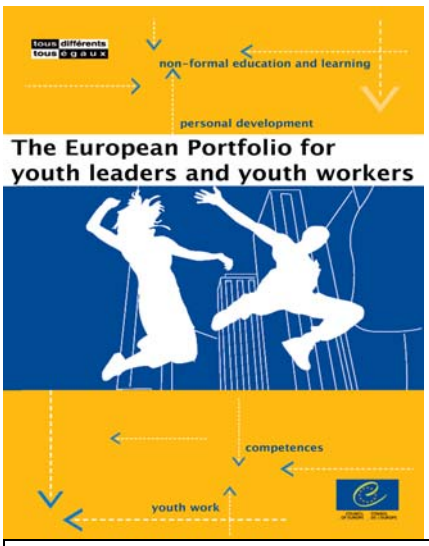
Parallel to these teenage workshops a film crew of 300 teenagers shoot a documentary, giving manifold answers to the question : how much space do teenagers need ?

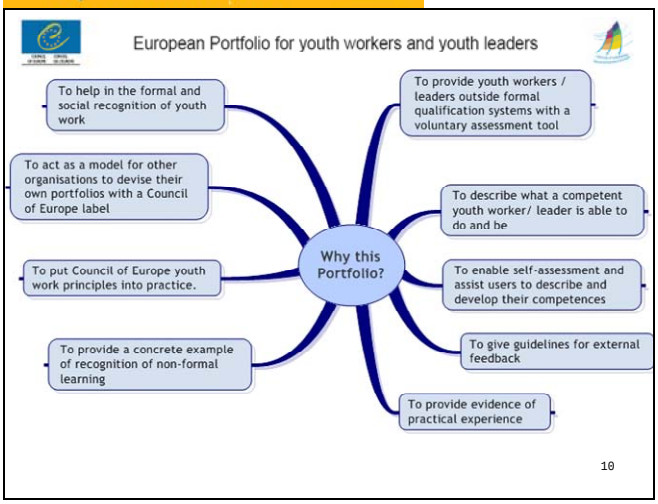
- **Projekt "Zukunftsmarathon"**
  Mr Armand MEYS, Belgium

The project's objective is to support the sustainable development in rural areas.
The local groups from the KLJ – East Belgium have to think about the topic of sustainable development, analyze their environment of life and to react to the observed needs by setting up their local projects in a sustainable way. Besides their active participation in the life of their villages, children and young people are active for the people in their community, rise their quality of life and support their perspectives of settlement in the countryside. Above all and through the implementation of their projects, children and young people should have fun by thinking, acting in a sustainable way and participating, and should disseminate their experiences in their daily life.

d) LAUNCHING OF THE PORTFOLIO /COUNCIL OF EUROPE

Mr. André-Jacques DODIN ,Mr Mark TAYLOR, Mr Claude BODEVING





(Abstract of the power-point presentation in plenary)

After a couple of years of preparation, tests and evaluation the Portfolio has been launched officially at the symposium. The portfolio is a tool for professional youth workers and volunteer youth leaders. They can assess their own competences an make a personal learning and devlopment plan.
All the participants have received the portfolio after the launching event.

e) WORKSHOPS

Fourth session of the workshops

Workshop/ One example of methodology (workshop on European Added Value)

SCHENGEN MARKET

CONTEXT
Meet your own prejudice! Instead of taking *about* it, simply *meet* it. Schengen Market works like a library – readers come and borrow a book for a limited period of time. After reading it they return the book to the library and – if they want – they can borrow another Book. There is only one difference: the Books in this activity are human beings and the Books and readers enter into a

personal dialogue. The Books in the Market are *us*. (In Schengen Market, Books cannot only speak but they are able to reply to the readers' questions and the Books can even ask questions and learn themselves). The Market aims to create constructive interpersonal dialogues between us: "A stranger is a friend you haven't met yet". Schengen Market gives us an opportunity to speak without any further commitment – being intended to give support and advice to those wishing to take them. This activity is *not* a public relations exercise looking for spectacular headlines, nor a zoo or display case for exotic species, neither a job recruitment agency or a place to exhibit famous people. Schengen Market aims to introduce knowledge on the participants' projects, exchange experiences and present example of good practices within the campaign. Advertise yourself like in a market; don't hesitate to use your business cards, leaflets, other materials that you can handle!

SUBJECTS
Potential list of literature titles: *Activism, Campaign "all different, all equal", Civil Society, Communication, Co-operation, Culture, Disability, Discrimination, Diversity, Education, European Integration, Funding, Gay, Government, Human Rights, Intolerance, Media, Migration, Minorities, Networking, Project Management, Racism, Social Services, Unemployment, Vegetarians, Youth, etc.*

CATALOGUE
It is important to put together a collection of good literature and so to look after good Books. In Schengen Market, Books have no prices, so there is not based on the usual trade. As in a real library, the books are the most important resources. If have a good discussion on a certain subject with somebody, recommend it: please note this at the Market registration desk, in the "European Catalogue" of Books, by naming the person, plus the title / subject and sign, eventually accompanied with comments – your opinion/s – but to be easy accessible please use short expressions. Like in reality, this catalogue helps us to realise what's a bestseller (decided by the readers): popular books!

INSTRUCTIONS
- Don't judge a book by its cover!
- Prepare yourself for your role of being a Book. This is not a game: you have to be convinced about the Book you are representing
- When you, as a Book, are borrowed, decide with your reader/s on a place that is comfortable for both of you
- Check your watch: you have a limited amount of time together!
- Be yourself; be honest and open to talk and listen carefully
- Do not act another role or invent characteristics for yourself; the reader will realise and will lose credibility
- Be ready to share your personal experience
- Accept that your reader borrow your book title and is interested in this dimension of your personality; be prepared to repeat yourself again and again, as different readers might pose the same question
- A good question to start the discussion is "Why did you choose my book?" (this will give you a first impression of the reader's interest)
- Take breaks to exchange your experiences as a Book with other Books in the Market (it will also be particularly helpful to compare with Books having the same title)
- If your Book is not so popular, try to make the best use of the time in the Market by speaking to the other Books

Enjoy being a book

Saturday 28.04.07

a) PRESENTATION OF THE RESULTS OF THE WORKING GROUPS
Below some results of the working groups (for the complete results see appendices)

Presentation in plenary (workshop 3)

- ***What are the criteria for participation projects (WS 1) ?***

  - Be based on the needs of young people
  - Be initiated by young people (if possible, depends on their starting point)
  - Be for, by and with young people
  - Young people should get responsibilities in all steps of the projects
  - Realistic
  - Flexible
  - Should have concrete results (or try at least)
  - Interesting / attractive (cool)
  - Should have local social impact
  - Open for all
  - Group based with respect for the individual (all should be able to create there place and role in it in which they can contribute whatever they can and want)

- ***What are the obstacles for participation?***

  - **Obstacles from the side of YP (WS 1):**
    - Lack of civic awareness
    - Prejudices towards NGO's and institutions
    - Fear of obligations
    - Lack of rewarding
    - Lack of motivation and interest
    - Lack of information
    - Language problems
    - Political, cultural, social, economical differenses
    - Geographical problems
    - External influences (family, friends)
    - Low support from the side of NGO's
    - Lack of time

- **Obstacles from the side of Youth workers (WS1):**
  - Lack of rewarding
  - Diversity inside the group
  - Finding the right methods
  - Finding the right activities
  - External influences (family, friends)
  - Attracting youngsters
  - Providing adequate information
  - Language problems
  - Political support
  - Knowing the target group / getting to know their real needs
  - Diversity in the group (all kinds of)
  - Geographical problems
  - Low support from the side of NGO's

- If Participation is not meaningful or is enforced to young people it could lead to a negative impact (WS 4)

- In the workshop Nr 3 (Diversity in Organisations) participants should analyse if young people with a certain minority or diverse profile could enter their organisation. Thanks to this exercise participants concluded with a list of organisational obstacles:
  - no interest / no knowledge
  - reachability
  - language
  - age
  - affordability
  - disability
  - skills/education
  - sexual orientation
  - gender
  - tradition
  - culture of an organisation
  - religion
  - mentality

- ***Recommendations***

→ Concerning the participation of young people (Solutions for the obstacles ,WS1)

Lack of motivation and interest
Right methodology, opinion research, fun, knowledge; diplomas, T-shirts and so on; active involvement of young people at all stages of the project.

Information, lack of information
Using the media your target group is consulting (internet, library, flyers…).
Using schools is good because this is one of the only places all young people are together.
Try to use appropriate language (without being ridiculous).
Use different languages if needed.

Diversity inside the group
Getting to know your group (as a group and on individual level).
Intercultural games, equal involvement, clear definition of an aim being done together; promoting differences and tolerance.

Lack of time
Use free time; good organization skills and time-management courses; mobility of youth workers.

External influences (family, friends)
Positive massages – prevention of bad image; providing information in schools; contacts with parents, also with establish networks; create network of voluntary parents – involvement.
Good and honest communication, transparency

Geographical problems (distance, rural areas, mobility)
Developing infrastructures, organising national programmes at school, mobility
Using media, internet and mailing lists.
Going to the young people, not let them come to you.

No financial support.
Cooperation with local authorities, fundraising, sponsorship; offer education on project management and fundraising.
Organize also activities that do not cost any money!!

Prejudices towards NGO and institutions
Analyze which prejudices exist and make education of them; associative cooperation, networking.

Lack of civic awareness
Promoting education (in schools, put up good example).

→ **Concerning Discrimination and Participation (WS 2)**

EUROPEAN AND NATIONAL LEVELS:

- BUREAUCRACY (e.g. when organizing youth events):

  - EXISTING PROCEDURES SHOULD BE SIMPLIFIED e.g. application forms, financial support forms, applications for projects
  - forms should be available in different languages and formats (e.g. electronic) and accessible to *all* young people;
  - support should be provided when completing the forms

- The **decision-making process** needs to be more **open and transparent** by actively involving and allowing young people participation at different levels of the decision making.
- Criteria should be open
- Possibility for mutual communication (youth-institutions) should be provided
- The decisions should be published online on Internet or made accessible otherwise

- LACK OF INFORMATION

  - All the useful information which people need in diverse fields of the society, should be provided in advance
  - Attention shall be paid to specific needs of the participants e.g. practical info about working languages, location, accessibility, diet, schedule to be provided before the event starts.

- How to overcome **language and information barriers** at the international and national youth events:
  - Using translators
  - Allow time for translation
  - Use alternative ways of communication – pictures, diagrams, plays, games etc.
  - Information should be made **accessible** for people with sensory disabilities.

- **Group work** at international/ national youth events should be improved by
  - talking about differences in background and habits
  - discussing expectations
  - setting up common rules
  - agree upon them

NGO, YOUTH WORK AT NATIONAL AND EUROPEAN LEVELS:

- OVERCOMING PREJUDICES AND DISCRIMINATION
  - Overcome/deconstruct **prejudices** and **stereotypes** among youth and in civil society through campaigns, games, "living library" projects (good example: CoE Living Library)
  - Promote more use of the "Compass" and "Discrimination" pack

- **Motivation** should be improved through
  - - identifying and minority role models
  - showing they can make a difference by participating
  - within the school curriculum, youth clubs, in the streets, festivals etc.

- STOPPED PROJECTS – projects are not continued after the funds are over.
  - Follow-up of the successful projects should be ensured as well as visibility at national and international level.

→ Concerning Diversity in Organisations (WS 3)

Board

We recommend that the board should prove an inclusive and transparent policy using the discussed priorities, of organising a targeted orientation and in the outreach strategies. The diversity aspect should be reflected not only at the board level but in the human resources also.

Staff

We recommend that staff of the organisation should benefit of periodical qualified training experience in order to improve their communicational skills and disposability.

Activities
- Adapt activities to sub- and minority groups: form activity, contents, special needs, location, cost, …
- How to spread information.
- How participatory is the organisation of the activities? Is their room for input?
- Make diversity part of the evaluations
- Co-operation with other organisations for designing (how to organise) & implementing (diverse participants)

Public
- preparing information days, especially for the young people
- mouth- to mouth promotion
- good commercial
- organisation markets
- starting from the interest of the young people
- tailor-made training's = participant – centred training's
- to make a project involving young people in advertisement

Culture of the organisation
1. Research of and identify the culture
2. Identify what is excluding
3. Change it

How to change?
- change your structure
- co-operate with another organisation
- Make sure everyone is in on the change f.e. workshops, open space, …
- value the opinion of new members who can view your culture from the outside
- think of new people (the new members) when writing information

Environment
- authority in society
- more interested government
- co-operation between organisations
- better spread of information
- learn more about minorities
- more involved people
- help people to become open to new realities
- Flexibility!

→ Concerning Participation and Integration (WS 4)

- Improve the dialogue between policy makers , young people and society
- Raising awereness for the issue
- Building trust and relationships

→ Concerning Good intentions and Follow up (WS 5)

- The follow up has to be concrete and visible; it needs to consist of specific actions and/ or activities.
- Support of local authorities and government is one of the elements of the follow up.
- If a project takes place in a local environment, the support by local authorities may be beneficial for the follow up.
- Let inspiration of people foster a motivating atmosphere .
- Monitor the state of outcomes.
- Ownership; to ensure that the findings and outcomes are carried by everyone and that everyone feels represented by these findings.

- The follow up activities have to be related to the need of the community.
- Information campaign; to provide information about the outcome of the event.
- New and original ideas for a follow up are welcome.

→ Concerning European Added Value/All Different – All Equal European Campaign (WS 6)

- Main problem of the Campaign is the lack of information about it / Europe wide.
- The Campaign should go further then just the capital cities in Europe / on the country side of many European countries the campaign is totally unknown.
- The Campaign should focus more on primary and secondary schools / that is where young people develop their thinking about others.
- Campaign could put logo on buses, trams and others means of public transport.
- Campaign could put its logo on the popular web pages on the internet and use more spots on TV.
- Campaign could use sports to promote itself: for example T-shirts of players with the logo and the slogan.

b) CONCLUSION

Mr. Ralf-René WEINGÄRTNER, Director of "Youth and Sport" department, Council of Europe

First of all : we met at a very symbolic venue, in Schengen, which is the place where simplified mobility within the European Union was decided, an enormous progress without any doubt, but which is on the other hand also a symbol for barriers, frontiers and exclusion. Those living outside the so-called Schengen countries experience today many obstacles in mobility and this seems to me to be one of the main challenges in the future, particularly in view of the Council of Europe, who aims at protecting the interests of all the 46 Member States and its citizens.

Secondly: we have created a dynamic process in European Youth Policy in the last years and this should not be slowed down or even stop; we must reinforce our efforts to keep the process going. This is not only true for the European Union – and we have learned about the different steps, "etapes" as Pierre Mairesse described them. The Council of Europe went through similar processes and I highlighted already in the opening session the relevance of the unique co-management system. I agree with my colleague of the European Union, that today its more than ever needed to work together with young people, not to treat them as objects of youth policy but as real subjects, who have their own saying, and also their responsibilities. For instance as ambassadors as I mentioned earlier: I'm therefore convinced that the campaign itself is a good practice in making young people to real actors of (youth) policy.

Talking about good practice leads me to my third conclusion: when listening to our good practice presentations we learnt particularly about the need to look beyond the rim of our own plates, as a German saying goes. Participation does not stop at the borders of the European Union nor the Council of Europe. That's what we heard for instance from our Moroccan friend. But looking beyond our plates means as well to create partnerships with other sectors, as we heard it yesterday, partnerships with cultural initiatives, with museums for example, with economy or with urban planning projects. The good practices also showed us that there are already plenty of positive examples and initiatives which encourage and commit us and others to continue our work.

The fact that we are not alone in the field is therefore my fourth conclusion. Besides the good practices of various projects, we can confirm a strong support of the campaign from and in the member States, from more than 40 National Campaign Committees, the numerous Youth organisations, from the Congress of Local and Regional Authorities and not to forget the European Commission. In this framework I consider also the two European Years 2007 and 2008 as presented by the two Commission colleagues as

complementary instruments and initiatives to achieve our common aims. Especially the Year of intercultural Dialogue should give us some further opportunity for fostering synergies and organise some follow-up events to the campaign in 2008.

And then, as a fifth conclusion, we have been witness of the birth of two important new tools which will help us to improve and ease our work: the manual on the revised European Charter on the participation of young people in local and regional life and the European Portfolio for youth workers and youth leaders. As already stressed we can now provide all campaign activists, youth workers and other interested parties with high quality educational tools on each single topic of the campaign: the Educational Pack for Diversity, Compass for Human Rights, and the Manual for Participation. And in addition, as a horizontal instrument, we will have the Portfolio which – as we learnt yesterday – aims at empowering all those young people active in youth work.

Before I come to some general remarks on the results of the working groups I want to mention a final and sixth conclusion: we still need to know more about participation and young people, about obstacles, integration, discrimination, diversity and policy strategies on and around the topic participation. Thus we need a further dialogue with researchers and experts as we had them here in this symposium with Helmut Willems and Rob de Witte. The questions they raised and the insight they gave us are crucial to understand better what we mean when talking about participation in all its forms on the one side and young people and diversity on the other side. It makes a real difference if we as policy makers understand participation as a manipulation or simulation or as decision-making. Or, to be more specific, when defining strategies, if we first question, what kind of young people we are talking about, and second, what kind (or form) of participation we need; also the question who represents whom is crucial and this concerns all youth organisations, in particular the ones at European level.

Now, finally, I want to come back to the results of the working groups, which are – as I believe – the most important part of this event with many lessons to learn and many consequences with regard to the future implementation of actions:

- *The least controversial discussed point was probably the lack of time. However, an activity like this is always a starting point and part of a process.*
- *Main questions raised were: why is participation so important and how can we advocate it towards young people, youth workers and society in general.*
- *Linked to that is the question of how to motivate young people to participate and – is it the young people not being motivated or us as youth workers, politicians and institutions not recognizing and listening to the real needs of the young people?*
- *A main conclusion on what can only promote participation successfully is one really believes in it and is living it.*
- *Active youth participation is not easy, there are many obstacles and challenges; in the presentations of the workshops we heard many possibilities to overcome them.*
- *We also heard recommendations on how to go on from here and now, how to push the ideas of the campaign forward, how to push and also live Human Rights, Diversity and Participation.*

If I summarize the workshop results I may say: In a common effort we will be able to give young people a real say. It is up to you and to us to act, to do something: be campaigners

c) FILM

A short film of the symposium , realized by the staff of the SNJ Center Eisenborn has been shown in plenary.

III. Evaluation

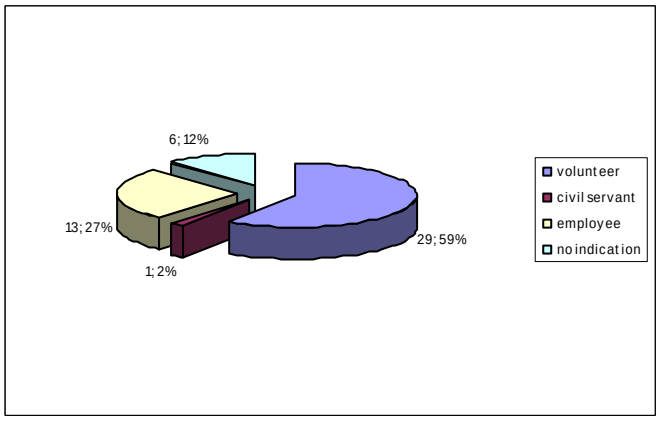
Three evaluations have been done :

- Evaluation in the workshops
- Evaluation questionnaire distributed at the end of the symposium
- Written evaluation done by the trainers

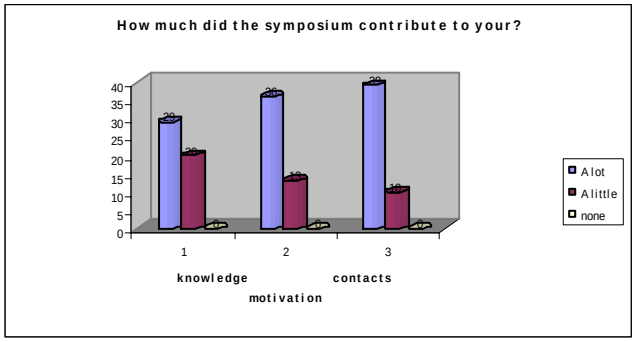
Questionnaire Participants

Below the summary of the results from the evaluation forms (questionnaire for the participants) received.

Profil / returned evaluations :



1) ***How much did the symposium contribute to your*** ?



2) *What have been the best elements of the programme ?*

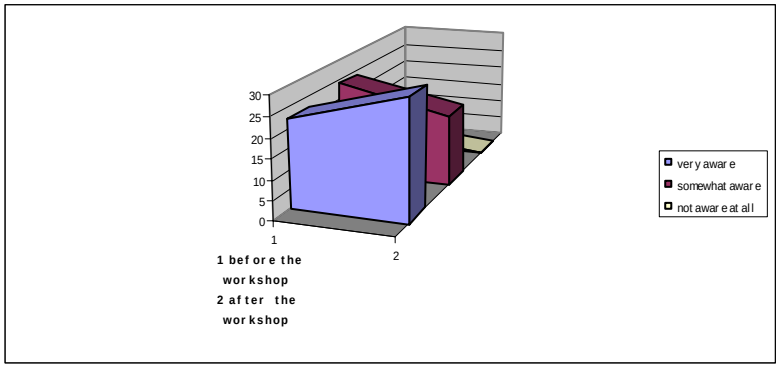
	☹☹	☹	😐	☺	☺☺
Opening speeches	4	6	19 (47%)	10(25%)	2
Key-note speech Prof.Dr. H.Willems Definition and types of youth participation	1	6	7	22(46%)	12 (25%)
Key-note speech Dr. Rob Witte How can diversity be promoted in work with young people ?	1	4	16 (34%)	17(36%)	9
Experiences & examples of best practice "Toolbox"/ European Charter–a model for local success"/ Participation on a local level/ Real citizens/ Teens_open_space/ Marathon of the future	0	2	15 (32%)	13	17 (36%)
Presentation "Guide how to implement the Revised European Charter on the Participation of Young People in Local and Regional Life."	1	3	10	22 (48%)	10 (22%)
Presentation "Interim Review of the All Different-All Equal campaign"	0	3	9	18 (41%)	14 (32%)
Presentation "2007, European Year of Equal Opportunities" and "2008 European Year of intercultural dialogue"	2	9	13	14 (30,5%)	8
Workshops	1	3	5	20 (42%)	19(40%)

3) How helpful were the documents distributed?

	☹☹	☹	😐	☺	☺☺
Catalogue *of projects*	2	0	6	23	13
Charter on the Participation of Young People in Local and Regional Life/ Background document on the OMC	2	1	5	22	18
***All different-All equal*:** The campaign in the Benelux member states	1	3	9	20	14

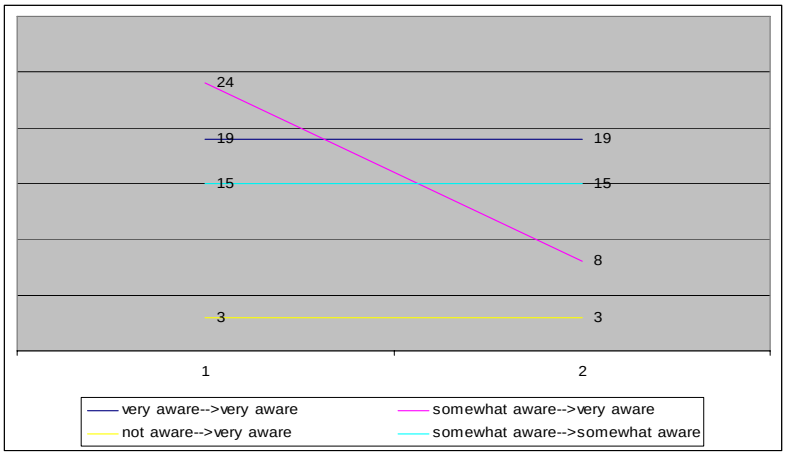
4) Concerning the workshop

	Workshop subject (mark with X)	**Very aware**	**Somewhat aware**	**Not aware at all**
1.	What was your level of awareness with the workshop subject prior to taking the workshop	***22***	***24***	***3***
2.	What is your awareness level with the subject now?	***30***	***18***	***0***



From « somewhat aware » or « not aware » before the workshop to « very aware » after the workshop :11

Before the workshop (1) / after the workshop (2) :



Elements which were particularly beneficial :
Interchanges of Experiences, Energizers,, new games, concrete examples,bringing together people who knew and who didn't know the campaign, reflecting on my own organisation,discussion between people of different countries and experiences, getting a list of ressources ,discussions,methods, diversity of people and organisations, work in smaller groups.

Was there anything that you felt should have been covered that was not ? Do you have any suggestions to improve the workshop ?
More time for workshops**,** being less people in a room,giving an outline in the beginning of the workshops,bigger focus on motivation and definition of participation,clarify the themes and objectives in the beginning of the process and so give people the possibility to change workshop, discuss more about examples of other countries, more time for sharing and exchanging, explain better the aims of the workshop, more concret suggestions,more information about the campaign

5) And in general?(Mark with an X)

	☹☹	☹	😐	☺	☺☺
Place of the workshops Schengen	0	1	1	5	42
Accomodation Remerschen	1	3	7	16	17
Food	4	2	2	16	22
Information before the Symposium	1	4	10	16	13
Cultural Programm (Visits, Exposition…)	2	1	1	17	22

6) The organisers plan a follow-up expert- meeting end 2007/beginning 2008 based on the conclusions. The objective of this seminar is to table proposals to the youth policy makers at the Council of Europe and the European Union. Do you want to underline some specific results which are important for this expert-meeting?

Strategic steps are needed, enough advisory documents
Important to take the results of the workshops
To focus on the very young children, projects must begin from the educational system
The campaign must be continued
Include youth workers needs and opinions
Exchange of ressources /where is a lack of ressources ?
Trainings of the youth workers
Involvement of NGOS
Develop concrete measures and activities for the inclusion of Youth
Monitor the implementation of the recommendations
To recommend CoE, EU, UNDP to make national programme about Youth
Local authorities should support more youth initiatives
Development of the youth sector of CoE
Importance of involvement of governments & local communities in a daily implementation

Evaluation Trainers

Some statements form the trainers (question What would you see as the main results of the symposium?):

- There were two events in one - as the symposium finally successfully managed the combination of plenaries expertises with the groups' contributions in workshops
- The impacts over all – participants, teamers, officials and beyond in Europe, due to the multiplier effects – as by facing several campaign activists was illustrated the campaign participation status
- The recommendations for the campaign presented in the last symposium day, like the agreed expressions of all
- The recommendation to participants for mostly working with young people directly
- The official launching of Portofolio, as one of the campaign higlights – very well matching with the symposium theme on participation in all its forms
- A very good experience for the participants
- More understanding of the campaign in all Europe
- Learning about the diversity in Europe in approach of the campaign
- New contacts, new ideas, new projects…
- A refreshed involvment and a boast of energy!
- Many people have learnt about important principles of participation and the existence of the campaign. Some more experienced could share their good practice. The participants have experienced an international mid-size youth event and hopefully learnt a lot about Luxembourg.
- For participants it opened some questions concerning their projects and work hope they last.

IV Follow up

The organization of forums/symposiums/youth events becomes more and more common in different European organizations (CoE, UE, OSCE, …). This is certainly a positive fact, but – very often – the organizers and participants are confronted with the question of the effect of such events upon policy and the exploitation of the results or conclusions.
The organizers of the symposium « Participation in all its forms » did not make an exception to this rule and try – by organizing a follow-up seminar - to find elements of answers to these questions. The participants to this follow-up seminar will be youth policy makers of the Benelux countries, CoE and EU as well as youth policy researchers and representatives of youth councils from Benelux and of the advisory council.

The general aim of the follow-up seminar organized during December 2007General in Luxembourg is to make work, upon the concrete example of the Schengen symposium, the relations between youth work (symposium), youth policy and youth research.

The following questions will be discussed:

<u>On the level of relations between youth work and youth policy</u>
- Analyse how the discussions of the symposium can be « raised » to the political level : Which conclusions can be retained from the symposium ? Which recommendations where made for the youth policy?
- Formulate conclusions and recommendations for future youth events in order to organize a structured dialogue with young people.

<u>On the level of relations between youth work and youth research</u>
- Analyse the projects presented in Schengen : Which categories of projects can be defined ? Quality criteria? …
- Proposal of methods and procedures to collect examples of best practice in the EKCYP. How to keep EKCYP living?

The results of the seminar will be published in a printed document. The documentation will above all be a collection of best practice in the field of youth participation.

APPENDICES

Symposium documentation and presentations of the plenary can be downloaded at:
http://www.campagne-jeunesse.lu/symposium/

Report of workshop 1: Which obstacles can make it difficult for young people to participate?

Moderators/Trainers: Marina Gaevskaya ; Pieter-Jan Uyttersprot

1. Objectives

For the workshop 1: Obstacles for participation we had defined before several objectives.

a. Reflect on what is participation?
b. Share about experiences of participation / participation projects
c. Analyse these experiences: positive and negative aspects
d. Define concrete obstacles for participation
e. Searching for prevention and solutions concerning these obstacles
f. Knowing some European instruments on participation of young people

2. Good practices (& Contact adress)

The participants had some time to discuss their good practices in order after to make a ist of criteria they saw as important or vital to be inside of a “good practice” project.

3. Main issues discussed

The structure of the workshop:

- Getting to know the names
- Expectations and presentation of the workshop as a whole.
- Exchange of good practices and creation of a list of criteria for participation projects
- Input on participation
- Group work + plenary on obstacles for participation
  Here we worked on 2 levels concerning there experience and daily work, local level and national level.
- Group work on solutions for these obstacles
- Conclusions
- Short evaluation

Under we give you the main outcomes of the relevant workshop elements (not of f.e.: the name games –unless you are very eager to know them -)

Summary of main outcomes of different sessions:

3.1. Expectation session

My motivation	My contribution
- Get more knowledge - Share good practices with people from other countries - Activate myself / get motivation - Get concrete examples of projects - Comparing with other realities - Knowing how to find volunteers - How to make young people active & participate in our activities - How to adapt activities to needs of young people.	- My experience as youth worker - Motivation - Knowledge about their country situation - Theoretical knowledge on participation & young people - Some concrete projects on participation - Personal visions on the topics

3.2. Exchange of good practices / creation of a list of criteria for participation projects

Criteria for participation projects

- Be based on the needs of young people
- Be initiated by young people (if possible, depends on their starting point)
- Be for, by and with young people
- Young people should get responsibilities in all steps of the projects
- Realistic
- Flexible
- Should have concrete results (or try at least)
- Interesting / attractive (cool)
- Should have local social impact
- Open for all
- Group based with respect for the individual (all should be able to create there place and role in it in which they can contribute whatever they can and want)

After this the groups went to look at their work and experiences to make a list of possible obstacles for participation.

3.3. List of obstacles

Obstacles from the side of YP	Obstacles from the side of Youth workers
- Lack of civic awareness - Prejudices towards NGO's and institutions - Fear of obligations - Lack of rewarding - Lack of motivation and interest - Lack of information - Language problems - Political, cultural, social, economical differenses - Geographical problems - External influences (family, friends) - Low support from the side of NGO's - Lack of time	- Lack of rewarding - Diversity inside the group - Finding the right methods - Finding the right activities - External influences (family, friends) - Attracting youngsters - Providing adequate information - Language problems - Political support - Knowing the target group / getting to know their real needs - Diversity in the group (all kinds of) - Geographical problems - Low support from the side of NGO's

3.4. Solutions for the obstacles

Lack of motivation and interest
Right methodology, opinion research, fun, knowledge; diplomas, T-shirts and so on; active involvement of young people at all stages of the project.

Information, lack of information
Using the media your target group is consulting (internet, library, flyers…)
Using schools is good because this is one of the only places all young people are together
Try to use appropriate language (without being ridiculous)
Use different languages if needed

Diversity inside the group
Getting to know your group (as a group and on individual level)
Intercultural games, equal involvement, clear definition of an aim being done together; promoting differences and tolerance.

Lack of time
Use free time; good organization skills and time-management courses; mobility of youth workers.

External influences (family, friends)
Positive massages – prevention of bad image; providing information in schools; contacts with parents, also with establish networks; create network of voluntary parents involvement.
Good and honest communication, transparency

Geographical problems (distance, rural areas, mobility)
Developing infrastructures, organising national programmes at school, mobility
Using media, internet and mailing lists.
Going to the young people, not let them come to you.

No financial support.
Cooperation with local authorities, fundraising, sponsorship; offer education on project management and fundraising
Organize also activities that do not cost any money!!

Prejudices towards NGO and institutions
Analyze which prejudices exist and make education of them; associative cooperation, networking

Lack of civic awareness
Promoting education (in schools, put up good example).

4. Results / Recommendations

In our opinion, the main result / outcomes of the workshop was the personal reflections participants had as well as the sharing moments about their practices, experiences good and bad examples. Also the sharing of fears and difficulties they are confronted with on a daily (or project) bases.

So what we would put as recommendations in general is to look at the list of solutions in the previous point and to spread it around so all youth workers can take it if they want into consideration.

Concerning recommendations on a European level, we didn't had time to come to this so as a group we do not have anything concrete, but we think that some of the recommendations are also useful for a European level.

Report of workshop 2: Discrimination and Participation

Moderators/Trainers : Karina Chupina,Thierry Dufour

EUROPEAN AND NATIONAL LEVELS:

- BUREAUCRACY (e.g. when organizing youth events):

  EXISTING PROCEDURES SHOULD BE SIMPLIFIED e.g. application forms, financial support forms, applications for projects

  - forms should be available in different languages and formats (e.g. electronic) and accessible to *all* young people;
  - support should be provided when completing the forms

  - The **decision-making process** needs to be more **open and transparent** by actively involving and allowing young people participation at different levels of the decision making.
  - Criteria should be open
  - Possibility for mutual communication (youth-institutions) should be provided
  - The decisions should be published online on Internet or made accessible otherwise

- LACK OF INFORMATION

  - All the useful information which people need in diverse fields of the society, should be provided in advance
  - Attention shall be paid to specific needs of the participants e.g. practical info about working languages, location, accessibility, diet, schedule to be provided before the event starts.

- How to overcome **language and information barriers** at the international and national youth events:
  - Using translators
  - Allow time for translation
  - Use alternative ways of communication – pictures, diagrams, plays, games etc.
  - Information should be made **accessible** for people with sensory disabilities.

- **Group work** at international/ national youth events should be improved by
  - talking about differences in background and habits
  - discussing expectations
  - setting up common rules
  - agree upon them

  NGO, YOUTH WORK AT NATIONAL AND EUROPEAN LEVELS:

- OVERCOMING PREJUDICES AND DISCRIMINATION
  - Overcome/deconstruct **prejudices** and **stereotypes** among youth and in civil society through campaigns, games, “living library” projects (good example: CoE Living Library)
  - Promote more use of the “Compass” and “Discrimination” pack

- **Motivation** should be improved through
  - identifying and minority role models
  - showing they can make a difference by participating
  - within the school curriculum, youth clubs, in the streets, festivals etc.

- STOPPED PROJECTS – projects are not continued after the funds are over.
  - Follow-up of the successful projects should be ensured as well as visibility at national and international level.

Report of workshop 3: Diversity in Organisations

Moderators/Trainers: Dagmar Gooris & Georges Wagner

1. Objectives

Though the main aim of the workshop was to deliver recommendations for the plenary of the symposium, the team also focused on following objectives to develop a workshop flow and process:

- Explore the concept of diversity and participation and their implications and impact on organisations.
- Get aware about the (lack of) involvement in diversity of participants' youth organisations
- Realize that a diverse organisation not only means diverse young people but also includes the organisational culture, the board, the staff, the public, the environment and the activities/services offered
- Discuss where our own organisation needs more opening towards diversity and define the obstacles for it
- Share best practices
- Give and receive collegial coaching how a diverse organisation can be reached.

2. Good practices (& Contact adresses)

We have chosen 2 exemples of best practice we found specially interesting to be spread.

We would like to thank the participants Marie-Louise Lövgren from the Swedish Scout Council (ml.lovgren@gmail.com) and Havre Robin Dominik from the Norwegian Socialist Youth Organsiation (robin@auf.no) for their willingness to share this with us.

a. Diversity Ambassadors- The Swedish Guide and Scout Council

Aims:

- Increasing awareness about how to make scouting more accessible for all.
- Implemementig changes in attitudes on a local level in the organisation.

How: Training young people in different methods for working with diversity in scout groups (age 7-19) and with leaders (age 16-).
Young scouts 16 years or older get a day or a weekend of education and discussion on organsational culture, activities, leadership, attitudes & values, structures, habits and how they affect diversity in organisations. The training also consist of different concrete methods that they can use in their future work as ambassadors.

The ambassadors have different assignments, some of them lead their own projects for example implementing diversity into all the ledarshiptrainings in one region. Others organise small workshops for their own local organisation and others arrange large workshops and trainings on national meetings. The ambassadors are organised by a coordinator who books the assignements and continuously discusses with the different ambassadors how they want to develop and work in their role as ambassadors. When they have held three workshops they get a certificate of being diversity ambassadors. We have 30 ambassadors in Sweden and plan to train 30 more this year. The ambassadors have educated over 800 people in the Swedish scout movement.

If you want to have more information about the project or the methods used by the ambassadors please contact the Swedish Guide and Scout Council
mangfald@scout.se, www.scout.se/mangfald

(from a personal e-mail by Marie-Louise)

b. Translation of brochures and information in different languages

”We will translate our most important informational brochures into English and Urdu to start with. We will not print them, but make them available for download on our website, so the local branches that have a lot of non-norwegians can download them and print them if they feel they have the need. Also parents and others can go to our website and find information in different languages.

In addition to translating the brochures themselves, we will write a more in-depth informational sheet in the same languages. This will contain information that is important to know (also for parents) including:

- Food. That it is possible to have vegetarian, halal, kosher and other types of food at our activities if we are notified on beforehand. Also that if you are an alergic you do not have to worry, just let us know.
- On all our organized activities alcohol is forbidden.
- Phone number parents can reach their children when they are with us
- That for our summer camp, it is possible to borrow a sleeping bag, tent etc.
- It will be possible to shower alone for those who wish
- A contact person, perhaps one of our existing non-norwegian members

To do this I myself write out the information in Norwegian and in English. Then we use some of our members for translating, so this is a non-cost project, it just takes a bit of work.”

(From a personal e-mail by Robin)

2. Main issues discussed

The workshop process was divided into 4 steps
(According to the time structure of the general programme):

The first part was dedicated to group-building, expectations of the participants and a first approach to the main subject “diversity in organisations”.
The second session included a closer critical look at one’s own organisation to identify different organisational obstacles and impediments. We had developed for this a new method we call “10 steps towards diversity” which allows a first organisational self-assessment and induces a self-reflection and sharing process.
In a second exercise participants should analyse if young people with a certain minority or diverse profile could enter their organisation. Thanks to this exercise we got a list of organisational obstacles.

The following obstacles were found:
- no interest / no knowledge
- reachability
- language
- age
- affordability
- disability
- skills/education
- sexual orientation
- gender
- tradition
- culture of an organisation
- religion
- mentality

In a third time after the introduction of the diversity flower for organisations model (Wagner 2006, unpublished paper) which gave people a simple frame for analysis and discussions, we continued to reflect on how organisations can become really diverse, collected solutions and best practice

for some of the named obstacles. We tried also to include (at possible limits) solutions for organisational change.

The fourth and last part of the workshop included the search for skills and competences participants' own and organisations in general need or have to develop to really become diverse.

These results combined with the search for solutions for the different obstacles in organisational change towards diversity were then used to develop our recommendations for the plenary session.

3. Results /Recommandations

Starting from the flower of diversity, the participants came to the following conclusions:

Board

We recommend that the board should prove an inclusive and transparent policy using the discussed priorities, of organising a targeted orientation and in the outreach strategies. The diversity aspect should be reflected not only at the board level but in the human resources also.

Staff

We recommend that staff of the organisation should benefit of periodical qualified training experience in order to improve their communicational skills and disposability.

Activities

- adapt activities to sub- and minority groups: form activity, contents, special needs, location, cost, …
- how to spread information
- How participatory is the organisation of the activities? Is their room for input?
- Make diversity part of the evaluations
- Co-operation with other organisations for designing (how to organise) & implementing (diverse participants)

“Our recommendations…”

Public
- preparing information days, especially for the young people
- mouth- to mouth promotion
- good commercial
- organisation markets
- starting from the interest of the young people
- tailor-made training’s = participant – centred training’s
- to make a project involving young people in advertisement

Culture of the organisation
4. Research of and identify the culture
5. Identify what is excluding
6. Change it ☺

How to change?
- change your structure
- co-operate with another organisation
- Make sure everyone is in on the change f.e. workshops, open space, …
- value the opinion of new members who can view your culture from the outside
- think of new people (the new members) when writing information

Environment
- authority in society
- more interested government
- co-operation between organisations
- better spread of information
- learn more about minorities
- more involved people
- help people to become open to new realities
- Flexibility!

Report of workshop 4: Participation and integration

Moderators/Trainers :Fatima Laanan, Marc Muller

1. Objectives

- to exchange experiences and good practices related to youth participation and integration
- to clarify the concepts of participation and integration
- to work out needs and missing instruments for a better integration of youngsters

2. Good practices (& Contact adress)

Czeckhkid website for intercultural education (In several languages) www.czechkid.cz
Spice it up interactive activity tool kit www.savethechildren.org.uk
Young People say www.savethechildren.org.uk
Participation standards for Wales www.savethechildren.org.uk
Urbact Toolkit for Youth Participation in Urban Policies www.urbact.org
Hear by Right Cardiff County Council (Cardiff Children and Youth Partnership) www.cardiff.gov.uk
The youth curriculum statement for Wales www.cardiff.gov.uk

3. Results /Recommendations

Results of the presentation of Group « Participation and integration »

"How to receive support from local authorities and professionals"

- Be an expert in your field so your mayor trusts you
- Regular meetings to keep authorities up to date on the project
- Talk directly to the person in charge of the issue concerned
- Lots and lots of emails and phonecalls
- Make appointments to talk to them personally
- Use personal contacts
- Be honest, say what you can do, how much time you can spend, be reliable.
- Work on concrete projects to improve the partnership
- Convince them of your organisation's and the project´s usefulness
- Get in touch with local representatives of Congress or local and regional authorities of Europe and ask what they did with the charta on youth participation
- Take the initiative to make contacts and ask for help where needed
- Promis them media coverage putting logos and so on and invite them to press conferences
- Send our portfolio to different institutions
- Networking in seminars/symposiums

"How to realize together successful participation projects"

- Long-term partnerships and friendships with NGOs
- We look for a working team about the project, it helps to make continuous projects
- We try to legitimate the project with a public consensus
- I offer my resources and knowledge and continue!
- Good relations between participants and organisations. Sharing a lot of new ideas between partners for new projects. Establish a core of youngsters that will continue the project.
- Create working groups and offer them as much fun, coaching and support as they need!
- We create complex (comprehensive) projects where all events flow from one to another. (complex approach and monitoring of results of previous events!!)
- We can make some meetings all over the world or in the countries who participate at the project etc.
- Projects aren't made for the youth. They get to choose what they want to do, they make the application for money – if it is a useful project they'll get money and help (when needed) (They commit to the programm/project when it is their own.
- Try to recruit new members
- Information
- Get the financial or material support from companies (social responsibility) because the

state is limited
- Networking
- I've been informed all the time and I'll always be looking for something new

Report working group 5: Good intentions and follow-up

Moderators/Trainers: Yvor Broer /Holland/, Zara Lavchyan /Armenia/

Objectives

This working group created a space to critically approach the work format of putting conclusions in forms of resolutions or declarations after youth events. We had a chance to:

- explore the reasons why conclusions stay on paper and seem token documents for visibility reasons only
- analyse the different elements in formats of youth activities aiming at targeting and spreading a message to national and European authorities
- exchange good practices of giving a follow up to a resolution
- reflect on criteria and format of an activity which will afterwards lead to efficient follow up of results, conclusions and resolutions if intended
- explore tools which youth organizations themselves use in making resolutions work in short and long term
- practically try setting up the next activity which will be organized to give follow up to any resolution made during it

Main issues discussed:

Success stories and elements of transferring resolutions into actions and analysis of elements present in any resolution, declaration, outcome of youth events in regards to:

- format of youth events
- profile of participants
- steering team compositions
- backup and commitment of sending organizations
- representativeness of the event
- mandate of decision from own organizations
- clear responsibility of follow up of organizations on local and national levels
- well defined and prepared advocacy strategy
- additional resources needed for follow up implementation
- right timing
- consensus on decision making
- cooperation and networking
- decision-making procedures
- Tools and goals of events and declarations
- Contributions, roles and tasks of different stakeholders
- Already existing declarations and their future and implementations

Reflections on below questions were proposed:

- criteria of people invited to youth events where participatory contribution is needed in forms of resolutions or recommendations
- what are procedures needed for the most inclusive and also effective decision making
- what language should be used in this documents to make them work
- competences required from youth to be an equal partner in drafting, transmitting and following up items in the resolutions
- what are the conditions for recommendations, etc to take off
- are the conferences, resolutions the best tool to gather youth voices
- who, and which level /institutions, national authorities, etc/ should take the initiatives of follow up
- what are the best participation channels for all types of youth
- are young people who come to conferences representing all the young people or at least all the different part and sub-cultures of youth

Results/recommendations

You need to plan what follow up you want to have after the event

1. The follow up has to be concrete and visible; it needs to consist of specific actions and/ or activities
2. Support of local authorities and government is one of the elements of the follow up
3. If a project takes place in a local environment, the support by local authorities may be beneficial for the follow up.
4. Let inspiration of people foster a motivating atmosphere
5. Monitor the state of outcomes
6. Ownership; to ensure that the findings and outcomes are carried by everyone and that everyone feels represented by these findings
7. The follow up activities have to be related to the need of the community
8. Information campaign; to provide information about the outcome of the event
9. New and original ideas for a follow up are welcome

General reflections on participation and diversity

During the work in the WG here are some of the ideas regarding the participation and diversity assurance in the youth field:

- When reflecting about inclusive participation and the results of any democratic participatory events, is important to realize that the events should be goal and context tailored, should be well supported and well representative, inclusive for all – it is important to have people who are experienced, well competent, leaders, as well as newcomers, enthusiastic, motivated and who can bring new breath into a discussion or event. Both people who have the backup and follow up responsibility, and people who do not have but will be given the responsibility of following up the results should be included in events. It is also important to prepare, give skills to facilitate participation in youth events of newcomers, or any representatives of organizations.

- The idea of a consensus in decisions is a peculiar question still needing more reflections: who should make decisions? Interest groups? Competent parties? All the parties involved?

- The space which is opened for youth to voice themselves should be fit for the purpose. The not only the events should be adequate but also the for of the results, the language used /have 2 versions of the same results, tailored to the target audience/

- In order to become full and valid partner in decision making, contributing in an innovative and efficient way we need to educate ourselves, acquire competences for that, learn how to be inclusive and respective, diverse and democratic

- Participatory practice should be a fact and reality on European and also national levels. Thus more work can be done, when both levels are interested and complementary, doing things others might not focus too much, but thus covering a wider range of work

Report of Workshop 6: European Added Value

All Different – All Equal European Campaign: impact, follow-up and added value of European co-operation

Moderators/Trainers : Kees Hoogendorn,Eugen Gherga

Objective

Original objective:

'Evaluating the results and the impact of the Campaign All Different All Equal'

We expected all participants to have experience with the campaign. During the first session it appeared that more than half of the group did not have such experience and that many were not even informed about the campaign. Therefore, we changed the original objective into:

'Evaluating the impact of your participation (in projects, in organisations, in youth work, in society as a whole)'

Good practices of youth participation (+ contact address)

- Dijana: several work camps
- Malina: international young leaders academy
- Maria: youth work with the Jewish orthodox community, meeting with other communities in Moscow
- Nur & Katarina: women rights, encyclopaedia
- Oliver: meeting of different youth cultures
- Olivier & Frederic: discussions between youth from different subcultures (gabber, neo-Nazis, punk, the others)
- Rossi: artistic work with youth

Main issues discussed

With respect to youth participation, three questions were raised:

1. In what way your participation influenced you?

Here is an overview of the most influential elements that were discussed:

- Knowledge about other cultures
- The possibility to implement changes in our lives
- More curious about world around me, more aware
- Make relations, contacts with people
- Learning how to discover other cultures
- Learning how to discover your own culture
- To take more responsibility for your life and the world
- To be more tolerant and open minded
- More open for ideas in people, makes me more creative
- An optimistic attitude
- To get to know your self better
- Self confidence, not to be shy, more open, believe in your self
- To develop new visions of the future
- Possibility for communication with different organisations all over Europe
- More people, more ideas
- To help other people

2. In what way your participation influenced others?

Here is an overview of the most influential elements that were discussed:

- Make prejudice and xenophobia in my own family - a topic for discussion
- At international level we influence each other just sharing experiences with people coming from different communities, countries and organisations
- Local authorities come understand the importance of youth work
- Sharing experiences with family and friends
- Indirect inspiration of people around us to join NGO work
- Increasing peoples awareness
- Influence on public opinion
- Power to influence politics at regional and national level
- Increasing people's skills
- Teaching people, especially children in schools
- Power to change the image of your country
- Including people with fewer opportunities
- Decision making process on different issues
- New working methods and ideas in creativity

3. What was the European dimension of your participation?

Here is an overview of the most influential elements that were discussed:

- By socialising with people from different countries we indirectly influence other countries
- Promotion of European values
- Value your own culture, come to appreciate certain values of your own culture
- Chance to compare countries within Europe
- Co-operation, integration, common understanding
- Making Europe wider
- Rising new problems in European Parliament, Commission leads to new discussions and then solving problems
- Influence on other Europeans
- "La dimension europeenne est a l'echelle de l'importance que nous lui donnons"
- Ex-Soviet Union countries become more Europe oriented
- Meeting from different countries
- Different nationalities live in local area together integrating and sharing European values

With respect to the Campaign, the following questions were raised:

- What are the conclusions regarding the actual conduct of such a Campaign?
- How should a European Campaign be conducted at national level?
- How does European co-operation support national, regional or local efforts?
- What does the youth sector expect from European bodies?
- What are the conclusions for the future?
- How should follow-up be ensured?

(An overview of the outcomes can be found below, under 'results and recommendations').

Results and recommendations

(Taken from the PowerPoint Presentation that the group did on the last day):

- Main problem of the Campaign is the lack of information about it / Europe wide
- The Campaign should go further then just the capital cities in Europe / on the country side of many European countries the campaign is totally unknown
- The Campaign should focus more on primary and secondary schools / that is where young people develop their thinking about others
- Campaign could put logo on buses, trams and others means of public transport

- Campaign could put its logo on the popular web pages on the internet and use more spots on TV
- Campaign could use sports to promote itself: for example T-shirts of players with the logo and the slogan

General reflections about participation and diversity

See ‘main issued discussed’.

General reflections about the Campaign All Different All Equal

In order to help producing the recommendations for the symposium plenary - based on the Campaign participation, the working practice and the tools for European project management, with a focus on intercultural issues – a questionnaire was distributed in the second workshop day, which was filled in by the workshop participants. (The summary of this group insight survey regarding the participants’ problems in intercultural perspectives - as the workshop was about the European added value – is enclosed below):

InterTool Questionnaire

A. Background information

A1. In which European programmes do/did you take part?

- Council of Europe 12
- Other Socrates (soon)
- Leonardo 1
- Youth 7
- Other European Programmes, like…(Local Youth Council, SALTO)
- Other transnational Programmes, not financed by the Council of Europe or European Union 3

A2. What is/was your function?

- Co-ordinator 3
- Team-Member 13
- Partner 5

A3. In how many European projects did you participate?

90 projects (there were 15 questionnaires - so average 6 projects / person)

A4. In which country is located your organisation?

15 participants were members of organisations based in 10 countries, alphabetically: Armenia, Azerbaijan, Belgium, Bulgaria, France, Georgia, Italy, Lithuania, Poland, Russia

A5. List or give examples of countries where your partners are located

Austria, Azerbaijan, Belarus, Belgium, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Macedonia, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Turkey, Ukraine, United Kingdom, in Europe and wider, Africa / Cameroon, Maroc, Senegal, Asia / China, Japan, South America / Bolivia, Guineea, USA

A6. List the main topic/s of the European project/s in which you were involved:

All Different All Equal Campaign, Artistic Expression, Citizenship, Contact Making, Culture Diversity, Cultural Projects, Democracy, Diversity, Education, Europe House, European Awareness, Exchanges of Experiences, Forum Theatre, Human Rights, Intercultural Learning, Leader Training, Participation, Pedagogy, Project Management, School Projects, Social Inclusion, Student Exchange, Theatre, Trafficking, United Network, Violence, Women Rights, Youth Exchange

B. Working Practice in Transnational European Projects

B1. Think about the interaction with your partners in other European countries. Did you experience situations when cultural differences posed a challenge to your cooperation? Please describe in detail such situations (no need to mention names but you can mention countries; feel free to add additional sheets if needed).

- Food and the habits with it
- Germans like a lot of documentation, it makes communication harder
- In a project with Ukraine, on the theme of artistic and theatre activities, we found a youth organisation completely not able to be a good partner because of the "passive" attitude in the project, respecting deadlines and contribute to the group work; it can happens, maybe is not a cultural problem!
- Promising to manage the visa issue for participants at least one month before the project and in reality starting doing it about two – three days before the arrival day, what of course cause not getting visas and losing the participants from this country
- Question of attitudes / responsibilities – e.g. not sending e-mails, forgotting about answering
- Question of timing – meeting fixed at e.g. started sometimes at 10:20 – 10:40, which is a losing of the time and not respecting each other
- Religion
- Sexual issues sometimes also rise misunderstandings as it was for instance with partners from France and Hungary during one youth exchange of the youngsters (should be provided with condoms or not…)
- Sometimes Italians are late on appointment and applications
- Turkish are late with information, they promise to do but they don't, for ex. After summer school they did not send slides
- Usually we understand "time limit" differently in co-operation with countries like France, Germany, Italy
- Visa problems when partners from programme countries don't know how to deal with invitations, documents, their embassies in different countries as it was with us co-operating with one organisation from Hungary

B2. Intercultural communication challenges can appear in the various phases of a European project. Based on your experience, please list such challenging situations and describe the way in which you and/or the other team members reacted to that situation, as well as the best reaction you think you and/or the others should have had. In case you think your reaction was OK, explain why.

Intercultural communication issue	**The way you and/or the others reacted**	**Why was the reaction OK? or What alternative reaction would have been better?**
Preparation of the project application		
Communication	Sending a lot of mails	Put internet
Consult the previous projects and the documentation provided by the experts	Communicate in English all the concepts, so we have in the group the mother tongue as a supervisor	It is important to look to the other experiences
Difficulties when you don't know partners face to face or they are not much experienced		
Easy to apply or prepare documents but the time too short	OK	Easy to fill applications
Exchange between youngsters	They questioned for or against the project	They facilitated the function and the exchange between the two sides because there was a direct representation
Time	Awake all nights	Get information earlier

Timing of the e-meetings about the content of the application	We've trying to underline the importance of starting in time and not moving away during it	It was OK and worked quite well
Organisation and management of project meetings		
There is often a problem with the way of leave (during day / evening)	We're trying to meet during the lunch break, which was the best for all	It worked well
Transportation	Personal efforts	OK
Verbal communication sometimes isn't enough	We try to overcome with theatre activities and non verbal communication	The reaction during the youth exchange was perfect to involve all the participants
Youth Council	Pilot group, which managed the project	Fixed group engaged for the project realisation
Communication among partners outside of the meetings		
Encounter for diverse manifestation (ecology and culture)	They appreciated another vision over the discussed subject	It facilitated the competencies development
Not reacted on e-mails	Contacting partners in other way and convincing them about the right communication	Working most of the time
Sometimes	Avoid someone	Religion, poverty
We communicate in English		
Financial management and reporting		
Fundraising	It was difficult to find finances for international project	Take more info of the future investments of the others
Not sending originals of the documents and tickets	Trying to write "touchy" e-mails underlining the importance of it	It's working partly but I don't know better reaction
Sending cheques	Very nasty work	Could be better
The problem is not only in terms of communication but also understanding the different system of management in each country	We create a group of responsibles for administration inside the network	
Too many documents and copies	OK	The organisers need evidence
Evaluation, dissemination of the project and exploitation of results		
New exchange for study	They proposed immediately other towns	Begin with another town in other European country, because it's more simply
Not filling the evaluation forms	Before handing them to participants we're trying to be honest and convincing about the importance	Working quite well
Other moments of project management		
Creation of manifestation with exhibition opened to public, so that the project can be discovered by the others		Manifestation test
I have proposed and prepared a project (Youth in Action) for a Training Course for young people which will take place this summer in Belgium	We had no particular problems both inside the staff than with the partners	I think because partners are already part of our network
Unexpected elements	Group became a team and solve it OK	Everybody could have some problems

C. Tools for European Project Management with Focus on Intercultural Issues

C1. What do you think are the main intercultural competencies needed in European projects?

- Arrange sport teams, integration, intercultural co-operation, participation
- Communication, cultural awareness, empathy, languages, openness
- Disponibility to dialogue, intercultural communications
- It enriches and gives the chance to anyone not to feel excluded from the Unity Chart
- Knowing bit more about the country then usually
- To be able to hear and communicate in a very simply way, respect of the other, flexibility, curiosity on the other culture
- Understanding the cultures of project participants

C2. What do you think are main intercultural requirements for a good co-operation within transnational European projects?

- Be creative, co-operative
- Being clear and precise during the communication, flexible, honest, open
- Co-decided objectives in the projects, respect a minimum of knowledge of the other culture, networking and build the contact familiar with the colleagues
- Dinners in local projects
- Diversity, participation, integration
- Have participants from all countries, to promote future connections
- It's important to have specific objectives and to be trustful for the organisers
- Language skills, open minded, tolerance
- Share national traditions and compare
- To know others' countries main working practice, for example if you can be late for one day, how you can welcome those who arrive to your country

C3. How has European cultural diversity benefited your project?

- By discovering new other culture you can re-discover and give more value to your own one
- Enriching
- I like culture, so everything I do is connected with culture
- Modern experience and different type of thinking
- New experience, new contacts helped to develop future communication; the project was much modern, just more procedures
- Open-minded, to share experiences
- The report of this exchange allowed other towns to design this type of exchange
- We have organised a very interesting artistic activity showing the beauty of our different backgrounds
- With exchanging experiences, learning each other cultures, develop the awareness about similarities and differences, developing skills

C4. Did you follow any training on intercultural communication? Do you think such training would be useful for co-ordinators and team-members of European projects? Any suggestions for its structure, content, method, etc.?

- I followed the training of the Council of Europe in 1998 – 1999; this course has changed my life – I think each youth worker should follow an international training, European Youth Centre Strasbourg is perfect! (non-formal education as a method)
- I haven't already followed any international communication training but it's in my plans
- It is very interesting
- Such training would be very useful
- The follow-up training is very useful for good analysis of the needs
- Those trainings are useful because our association attends lots of international projects or the members have to represent the association in other countries
- Training Course selected with care in intercultural teams, Long Term Training Course Trainers for Trainers on interculturalism, Training Course on interculturality, artistic and creative methods
- Yes I did and also I think it would be useful

C5. Do/did you use any intercultural project management tool which you find/ found really useful in the various project tasks (project planning, management, team-building, organisation of meetings, evaluation, financial management, reporting, communication, etc.)? If YES, please describe. If NO, please think about what could be useful and make some suggestions.

- I'm using games related with intercultural communication and intercultural learning
- Social survey
- Team-building is really important; members of other organisations helped us to prepare to meet their members in our country
- T-kit of the Council of Europe
- Tours to different regions, countries
- United Nations materials
- Video presentations

Comments

Do you have any additional comments or suggestions?

- The campaign I hope will continue during 2007 and more, until 2008, to have the best visibility
- Thank you

Programme

Wednesday 25.04.07

17:00 Arrival and registration of participants
Schengen Castle

19:30 Official opening of the symposium and welcome dinner
Youthhostel, Remerschen

- Welcome by organizers of Symposium
  Mr Georges METZ, director SNJ

- Address
  Mr Eddy BALDEWIJNS, deputy general secretary of Benelux

- Statement by a young person coming from Cabo Verde living in Luxembourg
  Ms Romina MARQUES

- Address
  Ms Isabelle WEYKMANS, Minister of Youth, German speaking community, Belgium

- Abstract of the musical FUSION, a project realized with young people in the context of "Luxembourg and Greater Region, Capital of Culture 2007"

Thursday 26.04.07

President of the day: Mr Georges Metz (Luxembourg)

09:00 Opening and introduction
Relais Europe-Direct Schengen

- Address
  Ms Marie-Josée JACOBS, Minister of Family and Integration (L)

- Address
  Mr. Ralf-René WEINGÄRTNER, Director of "Youth and Sport" department, Council of Europe

- The European Union's efforts in the area of "youth participation"
  Mr Pierre MAIRESSE, Director for Youth and Sport and Relation with the Citizen, Directorate General for Education and Culture

10:00 Presentation
Relais Europe-Direct Schengen

- "Definition and types of youth participation"
  Prof. Dr. Helmut WILLEMS, youth researcher, University of Luxembourg

- Presentation of day program by organizers and practical information

10:30 Break
Schengen Castle

11:00 Workshops
Schengen Castle:

Home Markus, room "Remerschen": Workshop 1
Home Markus, room "Sierck": Workshop 2
Home Markus, room "Perl": Workshop 3
Home Kannerland, room 1: Workshop 4
Home Kannerland, room 2: Workshop 5
Chapel: Workshop 6

12:30 Lunch
Schengen Castle :Room: Victor Hugo I+II

14:00 3 statements: experiences and examples of best practice
Relais Europe-Direct

- "Toolbox" - Methods for recruitment of diversity in a youth movement
  Joint project of 3 scout associations from Belgium, Sweden, UK
  Ms Åsa M. OLSSON, Sweden
- "European charter – a model for local success"
  Mr Georgi NAYDENOV, International Initiatives for Cooperation, Bulgaria
- "Participation on local level"
  Mr Abdelali MASTOUR, Forum citoyenneté, Casablanca

15:00 Presentations
Relais Europe-Direct

- "Youth participation : a chance for democracy on local and regional level ".
  Ms Véronique MOREIRA, Conseillère régionale de Rhône-Alpes et membre de la Commission de la Culture et de l'Education du Congrès des Pouvoirs Locaux et Régionaux du Conseil de l'Europe".

- Guide "How to implement the revised European Charter on the Participation of Young People in Local and Regional Life"
  Ms Zaneta GOZDZIK-ORMEL, Author of the manual
  Mr Didi BAENZINGER, Consultant on participation issues

- Results from the first series of workshops

16:00 Break and reimbursement checks

16:30 Workshops
Schengen Castle

18:30 End of workshops

19:00 Visit of "Caves de Wellenstein"

20.00 Dinner at "Caves de Remerschen"

Friday 27.04.07 (Presidency: Netherlands)

President of the day: Mr Jan van der Burg (Netherlands)

09:00 Addresses
Relais Europe-Direct

d) How can diversity be promoted in work with young people?
Dr Rob De WITTE, Program Manager Youth & Safety, Forum, the Dutch Institution on Multicultural Development

e) Interim review of the "All Different – All Equal" European campaign
Mr Michael RAPHAEL, campaign manager

f) Presentation of "2007, European Year of Equal Opportunities" and "2008, European Year of intercultural dialogue"
Ms Sylvie VLANDAS, Mr Artur PAYER, European Commission

10:30 Break
Schengen Castle

11:00 Workshops
Schengen Castle

12:30 Lunch
Schengen Castle : Victor Hugo I+II

14:00 3 statements: experiences and examples of best practice
Relais Europe-Direct

g) Project "www.realcitizen.info"
3 museums from Germany, Finland, Luxembourg
Mr Jari HARJU, Finland
h) Project "Teens open space"
Ms Karin STANDLER, Vienna, Austria
i) Projekt "Zukunftsmarathon"
Mr Armand MEYS, Belgium

15:00 Launching of the Portfolio
Relais Europe-Direct

Mr Mark TAYLOR, Mr Claude BODEVING, Mr André-Jacques DODIN

15:30 Break

16:00 Workshops
Schengen Castle

18:30 End of workshops

19:00 Boat trip with dinner

Saturday 28.04.07 (Presidency: Belgium)

President of the day: Ms Lieve Caluwaerts (Belgium)

10:00 Conclusions of the symposium
Relais Europe-Direct

j) Presentation of the results of the working groups

k) Conclusion
Mr. Ralf-René WEINGÄRTNER, Director of "Youth and Sport" department, Council of Europe

l) Film of the symposium

m) Evaluation

12:30 Lunch
Schengen Castle : Victor Hugo I+II

13:45 Departure for Luxembourg-city

14.30 Visit of the exposition "Attention Tsiganes! Histoire d'un malentendu" at the Museum of the city of Luxembourg

19:00 Official closure of Symposium an farewell dinner

Free time: Spring festival in Luxembourg-Grund

23.30 Return by buses to Schengen

Sunday 29.04.07

Departure of participants