



# INTERCULTURAL CITIZENSHIP TEST

## FACILITATORS' GUIDE

INTERCULTURAL CITIES – COUNCIL OF EUROPE



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

## ICC Intercultural Citizenship Test – Facilitators' Guide

The aim of the Intercultural Citizenship Test (ICC Intercultural Citizenship Test) is to inform the population about the intercultural principles, to understand their perception of diversity as an advantage, as well as their willingness to act interculturally. The Intercultural Citizenship Test is intended as both an educational and a political tool for individuals, professionals and politicians to raise awareness of the need to define (urban) citizenship from a pluralistic and inclusive starting point. Unlike national citizenship tests intended for foreign residents, the ICC Intercultural Citizenship Test gives any member of the local community an opportunity to self-assess their skills and readiness to take action in the diverse society where they reside.

The ICC Intercultural Citizenship Test intends to support the debate on active citizenship as a factor in integration, pointing at the citizens' role in creating an open, inclusive local community, welcoming and empowering society as a whole.

According to the intercultural integration approach advocated by the [Council of Europe](#), active citizenship can be one way to ensure real access to rights for non-nationals and effective justice in everyday life. It can also act as the basis of a new collective solidarity. To cut across ethnic, religious, linguistic, social and economic divides, active intercultural citizenship needs to foster a common set of values, a shared sense of belonging to the city, and a pluralist local identity.

The ICC Intercultural Citizenship Test can also be used as an element of the overall local intercultural strategies, and thus function as a complement to the [ICC Index](#), as it will allow to survey the perceptions of the residents and measure the impact of the city's intercultural efforts, including by breaking down the results into specific geographical areas within the city.



**"Intercultural dialogue is understood as an open and respectful exchange of views between individuals, groups with different ethnic, cultural, religious and linguistic backgrounds and heritage on the basis of mutual understanding and respect"**

White Paper on Intercultural dialogue – Council of Europe

Intercultural Cities (ICC) is a Council of Europe capacity-building programme supporting local authorities to design and implement inclusive integration policies. The programme focuses on enabling communities, organisations and businesses to manage the diversity of people ensuring the equal value of all identities and cohesion. At the level of local policies, intercultural integration is a comprehensive approach driven by committed leadership across political divides and administrative silos. The programme proposes a set of analytical and practical tools to help local stakeholders through the various stages of the process. Intercultural integration policies imply a strategic engagement to develop institutional capacity ensuring equal rights and opportunities for all, promoting positive intercultural mixing and interaction, and encouraging participation and power-sharing and throughout the public space. The model helps public authorities to achieve inclusion, equality and prosperity by unlocking the potential of diverse societies.

## How to use this Guide

This Guide has been designed as a practical tool to facilitate the use of the ICC Intercultural Citizenship Test in working groups. The ICC Intercultural Citizenship Test can be used to discuss diversity, coexistence and the intercultural perspective.

The Guide is not intended to be a rigid and all-embracing instrument, but rather a dynamic tool to promote dialogue, critical thinking and interaction between participants in the working groups.

The ICC Intercultural Citizenship Test can be used individually or in a group. This Guide aims to assist facilitators to present the Intercultural Citizenship Test to groups of students/professionals/local officials, and facilitate a rich debate among participants, providing an opportunity to learn and share experiences as well as to discuss ideas, beliefs and behaviours.

The ICC Intercultural Citizenship Test can be presented directly (reading the questions), via a slideshow or through more dynamic presentations, supported by for example interactive online tools. The use of the different instruments should be adapted to each session as well as to the need for data collection.

The Guide presents a full set of questions related to knowledge, behaviours and beliefs and is divided in three sections: diversity; participation, democracy, interaction; and equality. However, facilitators can decide whether they use the whole set of questions or just some of them.

The role of the facilitator is crucial to guarantee background information and explanations to the questions, as well as to ensure respectful behaviour from all participants. Each section includes suggestions on how to promote a discussion after each question.

## Content of the Guide

The Guide mirrors the questions of ICC Intercultural Citizenship Test split into three areas: knowledge, feelings and behaviours, and each section follows the same format:

- Short description of the aim of each question. The intercultural aim can be read aloud by the facilitator to help participants to contextualize the question.
- Ideas and topics related to the intercultural principles connected to the question. All questions are interrelated. The questions can be used in different contexts, with different selections of questions, in a different order, etc. Additionally, some of the key ideas are highlighted to facilitate a discussion from different perspectives. Similarly, the list of topics is not exhaustive and should be used as a suggestion to facilitate discussion. Relevant topics are included in several questions.
- Proposals of topics that can be used to break the ice for discussions.
- Links to extra reading.

The Intercultural Citizenship Test contains 18 questions (see matrix below). For a short test version (nine questions), it is advised to select at least one question from each field: behaviour, feelings and knowledge<sup>1</sup>.

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<sup>1</sup> As questions can be read individually, some sections have similar or repeated information.

### The questions

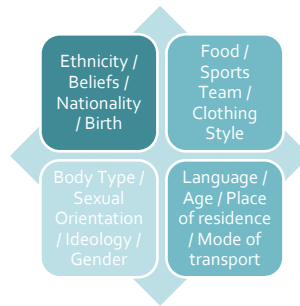
### Matrix

	Knowledge/Understanding	Feeling	Behaviour
<b>Diversity</b>	<p>Which of the following can be a source of a person's identity?</p> <p>Do you know of a migrant who has made a significant contribution to the prosperity of your city, region, or country?</p>	<p>I would be disturbed if the members of a new family moving in next door [...]</p> <p>I enjoy meeting people with a different background (migrant background, but also coming from a different region, or with a different socio-economic background).</p>	<p>I try to make sure newcomers, regardless of where they come from, feel welcome in my neighbourhood /city</p> <p>I have friends of different ethnic/cultural/religious backgrounds</p>
<b>Participation Democracy Interaction</b>	<p>Can everyone vote in local elections in your city?</p> <p>Is the city council diverse enough? Do you know of X members of your city council that represent different backgrounds (ethnic, religious, linguistic, gender, sexual orientation, age)</p>	<p>I feel it is beneficial for people with different backgrounds to participate in local decision-making.</p> <p>People who do not share my ethnic/religious/linguistic background, gender or sexual orientation cannot represent me faithfully in the political sphere.</p>	<p>When creating a project group (at work, school, in my local club...), I actively try to include people from different cultural/ethnic/religious backgrounds in it.</p> <p>A new neighbour/classmate/colleague does not speak my language. I make a serious effort to communicate with him/her.</p>
<b>Equality</b>	<p>Can migrants irregularly residing in the city be treated in the public hospital?</p> <p>Can the children of migrants irregularly residing in the city attend public school?</p>	<p>I empathise when someone from a different background (gender, culture, ethnicity, religion, age) feels that they are treated unequally.</p> <p>I am afraid of the possibility of a different culture changing the local identity.</p>	<p>I intervene if someone is treated unfairly in the public space for having a different skin colour, religion, sexual orientation, or appearance.</p> <p>I actively support equal participation of people with different backgrounds in several social occasions (e.g. decision-making processes, public debates/events).</p>

## DIVERSITY

[Knowledge, understanding]

### 1. Which of the following can be a source of a person's identity?



### Intercultural Goal

The main goal of the question is to understand that ethnic background or nationality is just one possible source of identity. The exercise aims at informing participants about life in diverse societies and introduces the diversity framework related to interculturalism.

### Intercultural principles and topics for discussion

Equality and recognition of diversity are two main principles of interculturality. This means that in a social context with cultural diversity, the same rights, duties and opportunities for all should be promoted to guarantee social cohesion. All persons have different backgrounds with regard to for example education, physical characteristics, life experiences, work and family ties, and it should hence be acknowledged that the identity should be understood both through the individual (self-identity) and through the group (collective identity). Offering an egalitarian environment allowing each individual to recognise their own identities is necessary in order to develop intercultural initiatives and to recognise the diversity advantage.

Some of the issues that may arise in the debate relate to how people understand identities:

- Diversity: The sources of diversity in our societies are multiple. Awareness about different realities and how the legal framework, policies and behaviours impact them. Understanding differences, diversities and inequalities as different concepts. Does being part of a 'minority' group affect the perception of identities?
- Respect and tolerance: Do some identities deserve more respect than others? Or should we promote a respectful context for all identities? How do we behave with regard to our own identities and the identities of others?
- Intersectionality: Understanding diversity and sources of identities implies cross-cutting issues and reflecting about levels of discrimination.
- Discrimination: Do identities generate discrimination? Which ones? Why?

### Proposals to break the ice

Ask participants to identify three key words which define themselves, and a brief explanation why they chose these three. Acknowledging different identities and self-perceptions is useful to identify different sources of identity and the group's/individual participant's perceptions of respect, tolerance and discrimination.

[Knowledge, understanding]

## 2. Do you know of a migrant who has made a significant contribution to the prosperity of your city, region, or country?

### Intercultural Goal

This question aims to recognize the contribution to each municipality/region or country of persons born abroad. It aims to emphasize the importance of migration throughout history, and also introduce the concept of ‘diversity advantage’.

### Intercultural principles and topics for discussion

Acknowledging migrants’ contributions to our cities, regions or countries aims to emphasize the importance of mobility in human history, along with breaking the negative narratives about migration which arise in some countries. Migration is a constant in human history and can be seen as a source of change and innovation. Recognising that contribution is a good introduction to the diversity advantage, understanding that all social phenomena, when well-managed, can contribute to and enrich our societies. From science to food, to cultural contributions and economic welfare, our history is full of movements that have contributed to reshaping our realities, including new and inspirational ideas, instruments and resources. It is important to recognise the contribution of migrants in our societies, while also addressing challenges in working/living in diverse societies. Interculturalism is not about denying conflict, but rather to manage it better.

Questions to be discussed to emphasize the contribution of migrants in our societies, as well as the meaning of diversity advantage include:

- Migration as a constant in human history. Revision of historical contributions (European refugees and Hollywood; Hi-Tech moguls; etc.). Negative impacts of human mobility could be also pointed out as examples in which principles of equality, diversity recognition and positive interaction have been absent (i.e. colonialism).
- Diversity advantage at the workplace, community or schools. How has the historical contribution of persons from different backgrounds improved societies? Diverse groups could provide different results depending on how we deal with them:
  - These groups are more creative
  - These groups are slower to take decisions
  - These groups are better problem solvers

### Proposals to break the ice

It could be interesting to open a discussion about the contributions of the migrant population to our societies. Another interesting debate is about who we refer to as a migrant and how we recognise their contribution (in terms of learning, public recognition, etc.).

It could also be interesting to ask participants to point out a ‘foreign’ contribution that has impacted their life for the better, playing with daily questions such as food, music, art, urban influences, words, etc.

### More information:

- [Intercultural Cities Key Definitions](#)
- StoryCities: [Video Stories from Intercultural Cities](#)
- UNHCR Materials: [UNHCR Stories](#) and [UNHCR Special Features](#)

[Feeling]

### 3. I would be disturbed if the members of a new family moving in next door:

#### Intercultural Goal

This question aims to open a discussion about how we feel about diversity in our proximity, emphasizing the different sources of diversity and the risks of discrimination towards persons perceived as different.

Strongly disagree	Speak a language I don't understand	Strongly agree
	Have a (different) religion	
	Are extreme football fans	
	Are refugees	
	Are a same-sex couple	
	Are Roma	

#### Intercultural principles and topics for discussion

Recognition of diversity is one of the main principles of interculturality. Although legal frameworks can be well defined to guarantee equality and recognition of diversity, individual feelings and understanding are important when promoting the intercultural approach. How we deal with diversity at individual and community level makes a difference. Hence, confronting fears, stereotypes and prejudice from the right angle means looking beyond social constructions, allowing us to find shared goals or interests through positive interaction. This helps individuals recognize that what we have in common easily trumps our differences.

Some considerations that can be discussed:

- Diversity: The sources of diversity in our societies are more than one. Awareness about different realities and how legal frameworks, policies and behaviours impact them.
- Individual behaviour: How do we behave with regard to our own identities and others' identities (tolerance, indifference, respect, etc.)? How do social constructions affect us?
- Discrimination: Do identities generate discrimination? If yes, which ones? Why?
- Ethnic minorities: Knowledge about minorities in our country. Knowledge about the difficulties faced.
- Stereotypes and prejudices: How to tackle them? How to confront fears and misunderstandings.

#### Proposals to break the ice

To start the discussion, the facilitator can ask if anyone has had an experience related to the question (being the neighbour or the new family in a neighbourhood). From there, it could be interesting to identify which groups are identified in society (ethnic minorities, migrants, elderly), how they are identified (positive or negative perceptions, stereotypes) and by whom (media, political parties, etc.), to discuss the risk of generalizations and the opportunities to find common goals beyond differences in the community.

More information:

- [What is Interculturalism About? – Video Tutorial](#)
- [Anti-rumours Handbook: A Standardised Methodology for Cities](#)
- Alternative Narratives: [Checklist](#)

[Feeling]

#### 4. I enjoy meeting people with a different background (migrant / socioeconomic / nationality / gender / sexual orientation / etc.)

##### Intercultural Goal

This question aims to explore how we behave individually with regard to diversity and expressions of it.



##### Intercultural principles and topics for discussion

Obviously, there are differences between persons' personalities, with people tending to adopt a more proactive and open attitude than others to what is different and unknown. Although openness is a personality trait, there are social and political implications in how people are open to the need of others.

From the intercultural perspective, everyone can enrich themselves from meeting new and different people, but the intercultural approach is not about forcing anyone to enjoy diversity. It aims to promote and facilitate positive interaction among people from different backgrounds and profiles by creating opportunities for people to meet, share and know each other. By doing that, common goals are stressed, prejudices could be reduced, and the advantage of diversity could be better recognised.

Part of the intercultural goals includes promoting knowledge and critical thinking, curiosity and empathy, as well as defining spaces and dynamics that facilitate encounters or simply reducing the barriers (such as prejudices, segregation, etc.).

Topics for discussion could include:

- Living together vs 'fragmenting' society in different groups. Importance of what we share beyond our differences.
- Behaviour: How we deal with diversity on a daily basis. Do we act or interact differently with people from different backgrounds? How can we, if needed, surpass acting differently?

##### Proposals to break the ice

Try to talk about openness and behaviour with people from different backgrounds according to personal experiences. Discuss about how to meet, how to share thoughts and ideas and how to identify common interests beyond differences.

More information:

- Video Stories: [Diversity Advantage in Business](#)
- [Participatory Process to Map Shared Cultural Heritage](#)

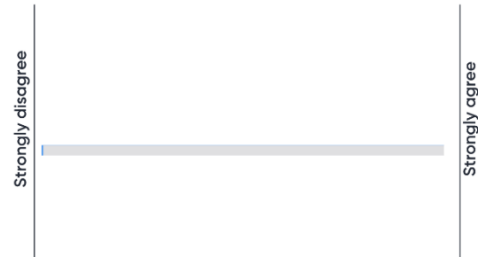


[Behaviour]

### 5. I try to make sure newcomers, regardless of where they come from, feel welcome in my neighbourhood/city

#### Intercultural Goal

This question aims to open up the concept of welcoming newcomers and the role of the individual in this process. Building cohesive and intercultural societies is a matter of public policies, but also leans on individual behaviours which can speed up and facilitate the incorporation of newcomers into their new communities.



#### Intercultural principles and topics for discussion

Welcome policies are crucial instruments to facilitate inclusion of newcomers into communities. Beyond the public development of tools, instruments and actions, positive interaction is also a core concept and one of the key principles of interculturality. How people behave with newcomers in their community (this could be individuals from a different background in terms of cultural experience, socio-economic realities, educational situation, ethnic profile, etc.), is important in terms of inclusion and social cohesion.

Some topics that could be discussed to understand what welcoming means and how individuals can play a role in it:

- Welcoming: What does it mean? Welcome policies (promoted by administrations), the role of civil society (NGOs, entities, trade unions, churches, etc.) and individuals.
- Individual and social actions: What could be done in the classrooms/workplace/administration/neighbourhoods to facilitate welcoming? What are the limitations (fears, misunderstandings, political views, etc.)? Where can we improve?
- Cross-cutting issues: welcoming is not just a question of a part of society, but a challenge for society as a whole.

#### Proposals to break the ice

To open the debate, it could be interesting to assign the participants into groups with different roles and to allow them to discuss how to best promote welcoming actions in different scenarios (neighbourhoods, workplaces, schools, etc.). The discussions could be focused on identifying challenges, limitations and to share good practices (experiences) of welcoming policies or actions.

#### More information:

- Refugee Policies for the Intercultural City: [Policy Brief](#) and [Video Tutorial](#)
- [Arrival of Refugees in Your City: To-Do List](#)

[Behaviour]

### 6. I have friends of different ethnic/cultural/religious backgrounds

#### Intercultural Goal

The aim of the question is to reflect on the level of interaction between persons of different sociocultural profiles. Interculturality is promoted when diverse relationships exist, and it is important to critically analyse the reasons that facilitate or hinder these relationships.

#### Intercultural principles and topics for discussion

Positive interaction is one of the three core pillars of interculturalism. Positive interaction refers to frequent and normalised friendly relations between persons of different origins and cultures in a social context with cultural diversity. If these diverse relationships do not exist, there is a high level of segregation reflecting a need to promote policies and strategies to reduce the division.

Some of the issues that can arise in the debate relate to identifying barriers which may hinder these relationships:

- The role of prejudice and stereotypes in human relationships.
- The levels and factors behind segregation in the city's neighbourhoods, or in schools.
- Social inequalities also influence opportunities for interaction. A potential reflection could be whether there is representation of individuals from diverse backgrounds in all areas of society (economic, social, cultural, sports, associations etc.)

On the other hand, it is also relevant to reflect on the factors that facilitate these relationships, as well as to assess whether they are related to the barriers described above or if there are other factors which participants highlight as favouring these relationships.

#### Proposals to break the ice

To energize the debate, we can start by simply asking for reasons which may explain the non-existence or existence of diverse relationships. From the answers we can highlight the main barriers that have been identified and also the factors which facilitate breaking them down.

It may also be interesting to ask for concrete proposals and actions which could be promoted to facilitate these relationships.

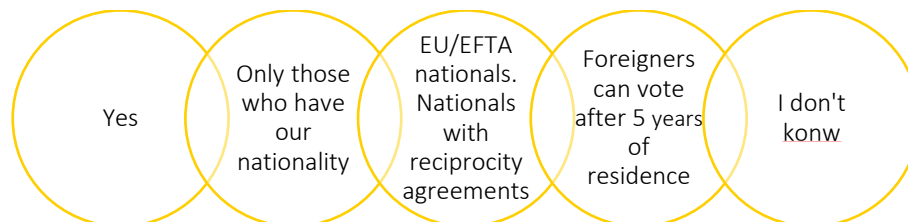
#### More information:

- [Living Together in Inclusive Democracies: How Can the Intercultural Approach Promote Participation in Diverse Societies?](#)
- [Policy Study on Managing Gentrification](#)
- [We can! Taking Action Against Hate Speech Through Counter and Alternative Narratives](#)
- [Compass: A Manual for Human Rights Education for Young People](#)

### PARTICIPATION, DEMOCRACY, INTERACTION

[Knowledge, understanding]

#### 7. Can everyone vote in local elections in your city?



#### Intercultural Goal

This question aims to highlight equality of rights and political participation of the migrant population. Political participation is important as a means for equality as well as dialogue and interaction. In this sense, elections are a way of diversifying political decision-making bodies.

#### Intercultural principles and topics for discussion

Equality is crucial when talking about interculturality. Understanding equality of rights means to discuss access and full enjoyment of rights and freedoms for everyone, irrespective of their gender, origin, sexual orientation, age, etc. From economic to social and cultural rights, the path to access to rights for migrants seems to stop when at political rights, which mostly are granted only to nationals. Political participation is an essential element in democratic societies: nonetheless, in some countries, not all residents can vote even at local level, which generates a so-called democratic gap.

Questions that could be discussed include:

- The right to vote is crucial in democratic societies. Which are the costs of excluding parts of the citizenry from the political life? Discrimination. Xenophobic attitudes.
- Representation, discrimination and acknowledging diversity in our societies, especially with regard to the right to vote for non-nationals.
- Civic participation: While voting is not granted, there are other ways to reinforce the voice of the migrant population in the political life of the city. Which are the experiences or ideas participants can think of?

#### Proposals to break the ice

A first round of discussion should focus on the group's knowledge of the political system and existing democratic gaps resulting in exclusion of part of population. Here, historical examples such as the right to vote for women or minorities can be used. It could be interesting to open a discussion about the democratic gap in municipalities when a proportion of the population do not have the right to participate in the political life. Secondly, it could be interesting to reflect how to improve civil participation of migrants and ethnic minorities (if discriminated).

More information:

- [Convention on the Participation of Foreigners in Public Life at Local Level](#)
- [Migrant Representation and Participation Bodies in the Intercultural City: Key Considerations and Principles](#)

[Knowledge, understanding]

**8. Is the city council diverse enough? Do you know of members of your city council that represent different backgrounds (ethnic, religious, linguistic, gender, sexual orientation, age, etc.)?**

### Intercultural Goal

This question aims to emphasize the importance of diversity recognition within the public spheres. Respecting diversity should be accompanied by acknowledgement of this reality in public administration and social entities.

### Intercultural principles and topics for discussion

The recognition and visibility of diversity is a key principle of interculturality. Public actors should reflect the diversity of societies, and represent all groups and interests present in the community. In that sense, public actors should be understood as representative institutions (city councils, for instance), but also as public administration, media, social organizations, neighbourhood associations, etc. Trying to understand if political, social and economic institutions have changed along with the demographic developments of society is essential to understand if all concerns, problems or realities are being tackled in the public scenario.

At the same time, there is a risk in thinking visible social diversity automatically means political representation. Interculturalism doesn't promote a fragmented society in which each 'group' has a political representation of 'their' interests, but a cross-cutting understanding of rights beyond differences and diverse backgrounds. It is crucial to distinguish between the recognition and visibility of different backgrounds (for instance, LGBTBI, ethnic minorities such as Roma, etc.) and the need for all public representatives to ensure equality of rights, duties and opportunities as a cross-cutting aim. Here, Intersectionality becomes an essential element.

In discussing the diverse composition of the city council, other questions could address:

- Are the public institutions representative enough of society in its diversity?
- Common goals: Reminding participants the importance of common goals beyond differences between people. Understanding the process of acknowledging diversity without looking for a fragmentation of the society or 'reduced group' representation.
- Public policies: importance of the public authorities as a way to normalise and make diversity visible. The role of politicians and political discourses.
- Provision of information /Access to information: Equal access for everyone?

### Proposals to break the ice

To promote a discussion about the representativeness of public administrations, it could be interesting to raise why visibility is important, and to identify ways to improve a better acknowledgement of diversity in public spheres and in political institutions, taking the local context as a starting point.

More information:

- [Compilation of ECRI General Policy Recommendations](#)
- [Migrant Representation and Participation Bodies in the Intercultural City: Key Considerations and Principles](#)

[Feeling]

## 9. I feel it is beneficial for people with different backgrounds to participate in local decision-making.

### Intercultural Goal

The aim of this question is to discuss the relevance of involving persons with different profiles and cultural backgrounds in the decision-making processes at the local level in order to foster intercultural integration.



### Intercultural principles and topics for discussion

The question falls under a central principle of the intercultural approach - to promote the equality of rights, duties and social opportunities. As some residents cannot participate in elections, local governments can promote different channels and opportunities to facilitate the participation of all residents.

Contributing to the decision-making is a very important way of engaging in the local community development and to generate a sense of belonging. This promotes intercultural integration, an active citizenship and a more inclusive society.

Aspects which can be discussed are:

- The opportunity at the local level to promote values and practices that strengthen and deepen democracy.
- Address the concept of the diversity advantage. Participation will not only benefit persons from diverse backgrounds and profiles, but the community as a whole thanks to the contributions of the varied experiences, visions and perspectives of the residents.
- In this sense, the principle of recognition and visibility of diversity could be discussed as well, as implementation will guarantee a real representation of the diverse society, legitimating the decisions made.

### Proposals to break the ice

To begin to energize the discussion, participants could be asked why and how individuals from diverse backgrounds can benefit from participating in the decision-making process. Depending on the answers, it is also important to discuss the various factors that may currently hinder such participation and how they might be overcome.

More information:

- [Migrant Representation and Participation Bodies in the Intercultural City: Key Considerations and Principles](#)
- [Living Together in Inclusive Democracies: How Can the Intercultural Approach Promote Participation in Diverse Societies?](#)

[Feeling]

**10. People who do not share my ethnic/religious/linguistic background, gender or sexual orientation cannot represent me faithfully in the political sphere.**

### Intercultural Goal

The aim of this question is to encourage a debate on the link between a pluralist identity and political representation. Political representatives from an intercultural perspective reflect the sociocultural diversity of society as this reinforces the legitimacy of the institutions, of democracy in general, and also promotes a more inclusive society. Moreover, individual identities are plural and can change, and for example our origin or sexual orientation are just some aspects of our individual identity.

### Intercultural principles and topics for discussion

A key principle of the intercultural approach is the recognition of the socio-cultural diversity. This implies that this diversity must be recognized and included in a broader "us", as well as moving towards making diversity present and visible in all areas, sectors and levels of society. The political representation of diversity is a key element in generating a more inclusive "us" and promoting a sense of belonging and common purpose. The intercultural principle of equal rights, duties and opportunities also reinforces the idea that everyone should have the right and opportunity to participate actively in the political life.

The concept of citizenship advocated by the intercultural approach is closely related to equality and to the need for spaces of influence and power to reflect the diversity of society. Aspects such as origin, sexual orientation or ethnicity do not prevent a political representative from legitimately representing the interests or concerns of a variety of citizens on a wide range of issues.

Some questions could be posed within the discussion:

- Is diversity amongst political representatives necessary to guarantee the representativeness of the institutions?
- Passive vs. active suffrage
- Legitimacy of institutions and efficacy of public policies
- How are individual identities shaped?

### Proposals to break the ice

To energize the debate, we can ask the participants which the most relevant elements of their identity are and if they believe that these elements can vary and evolve over time.

We can also ask if they know if there are persons who share some of the same identity elements within the political representatives of their city and if they find that match relevant in terms of democratic representation.

More information:

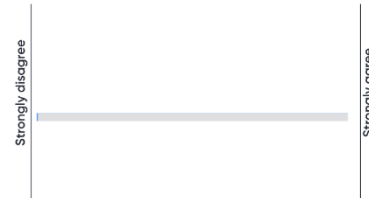
- [Participatory and Deliberative Democracy Strategies for the Intercultural City](#)
- [Recommendation CM/Rec\(2018\)4 on the Participation of Citizens in Local Public](#)
- [Council of Europe 12 Principles of Good Democratic Governance](#)

[Behaviour]

### 11. When creating a project group (at work, school, in my local club...), I actively try to include people from different cultural/ethnic/religious backgrounds

#### Intercultural Goal

This question opens a debate on the responsibility of each individual in the intercultural integration process. Apart from the public policies which can be promoted, individual behaviour also has a great influence on the promotion of interculturality and in fostering a more open and inclusive society.



#### Intercultural principles and topics for discussion

Intercultural integration requires an effort of society as a whole; it is not the exclusive responsibility of those who come from outside or who belong to certain minorities. Interculturalism is hence achieved through a two-way process.

Topics to discuss include:

- The importance of adopting a proactive attitude at a personal level to encourage inclusion and positive interaction between persons with different profiles and backgrounds.
- To establish intercultural relations, it is important to develop intercultural competences.
- To really move towards equality of rights, duties and opportunities, but also to get the diversity advantage, interculturality must be promoted in all areas of society (social, educational, cultural, sporting, employment, etc.).
- Lack of inclusion and interaction can lead to segregation, which has negative consequences and costs for society as a whole.
- The opportunities arising from socio-cultural diversity can only be obtained if there is positive interaction, context and personal attitudes that facilitate inclusion.

#### Proposals to break the ice

We can ask for examples of personal experiences and identify the complexities the participants have encountered and how they have been addressed.

We can also reflect on the factors that can make relationships difficult and define what we mean by intercultural competences.

More information:

- [LGBTI Inclusion and Equality Initiatives for the Intercultural City](#)
- [Are Cities Key Agents of Integration?](#)
- [Challenges of Interculturalism: Guidelines for a Training Module](#)
- [Urban Policies for Intercultural Centres and Community Engagement](#)

[Behaviour]

**12. A new neighbour/classmate/colleague does not speak my language. I make a serious effort to communicate with him/her.**

### Intercultural Goal

The aim of this question is for the participants to reflect on the importance of individual attitudes and especially on the efforts needed to foster communication and overcome the language barrier.



### Intercultural principles and topics for discussion

Individual attitudes are key to promoting interculturality. The intercultural principle of positive interaction between persons with different profiles is very limited when there is no common language. That is why it is important to make an effort to overcome this barrier and show interest in communicating and interacting.

The 'welcome phase' is key in facilitating intercultural integration, which is a bidirectional process that requires a shared responsibility. If we show interest and curiosity with an open and welcome mentality, we will be facilitating positive interaction and the inclusion process. That is why it is important to work on the intercultural competences, ensuring that the tools and skills needed to communicate in multicultural contexts are developed.

Questions and topics to be discussed:

- Multilingualism in intercultural societies.
- Multilingualism as a key element of the diversity advantage concept.
- Welcoming and reception of newcomers.
- Intercultural competences (in education centres, public administration, etc.)

### Proposals to break the ice

To open the debate, we can ask if the participants have found themselves in a country where they do not know the language and needed to communicate. How did they feel in this situation? What communication strategies did they follow? What attitudes have they met from the citizens of that country?

More information:

- [Challenges of Interculturalism: Guidelines for a Training Module](#)
- [Workshop on Multilingualism as a Resource for Cities](#)
- [Platform of Resources and References for Plurilingual and Intercultural Education](#)
- [Language Support for Adult Refugees](#)
- [European Charter for Regional or Minority Languages](#)



## EQUALITY

[Knowledge, understanding]

### 13. Can migrants irregularly residing in the city be treated in the public hospital?

#### Intercultural Goal

The aim of this question is to generate a debate on the right to access public health services of migrants residing irregularly in the city, as well as to assess the consequences of excluding certain individuals from access to these basic services.

#### Intercultural principles and topics for discussion

The intercultural principle of equal rights, duties and social opportunities is often questioned when it comes to migrants without a residence permit. There are many differences between countries regarding which rights and services migrants residing irregularly can access.

The principle of equality defends a right to access basic services such as health services or education for all residents. This is an approach based on human rights and the protection of the most vulnerable individuals.

Reflection on the access to this particular right could include the following topics:

- National framework of access to health care
- The benefits – for individuals and the whole society- of universal access to health services.
- The cost of preventing migrants in an irregular administrative situation from accessing health care (not only for the individuals but also for society as a whole)

#### Proposals to break the ice

To open the debate, we can explain the country's legal framework and compare it with other countries as well as share some concrete examples of individual cases. These individual cases help showcase whether the participants' opinions change when they better understand what it means, for example, not to have access to health care.

Another important topic to prepare before the session is to collect data on migrants' use of health care and to talk about "pull factors" (theory on factors which can attract migrants to a country, region or city). The current data in some countries shows that, in general, immigrants visit the doctor less and make less use of the health system than the average population. This is largely because immigrants, in general, are younger than the general population.

More information:

- [Commissioner for Human Rights' Issue paper: Realising the Right to Family Reunification of Refugees in Europe](#)
- [Commissioner for Human Rights' Issue paper: Time for Europe to get Migrant Integration Right](#)
- [Urban Citizenship and Undocumented Migration](#)
- [European Social Charter](#)
- [Health of Refugees and Migrants in Europe \(WHO\)](#)

[Knowledge, understanding]

### 14. Can the children of migrants irregularly residing in the city attend public school?

Yes

No

I don't know

#### Intercultural Goal

This question aims to open a discussion about rights, their universality and the limitations legislation can impose to these universal rights. It is also important to talk about migrant children and about the irregular situation of part of the migrant population.

#### Intercultural principles and topics for discussion

The intercultural principle of equality refers to the access and full enjoyment of rights and freedoms for all people, irrespective of their sex, origin, sexual orientation, age, etc. Migrants and minority groups gain access to rights through a long and difficult path. Furthermore, this principle is often questioned when it comes to migrants without a residence permit.

There are many differences between countries regarding the access to rights and services for the most vulnerable groups. The principle of equality defends that all residents should be able to access basic services such as health or education.

This is an approach based on human rights and the protection of vulnerable groups, especially children, as well as the international framework to protect their rights. Furthermore, access to education for children is an international obligation, but also a benefit for the host society as a whole.

While talking about the right of education for children, irrespective of their administrative situation, other questions could arise:

- Universal rights but national limitations. Which could be the costs of excluding groups of people from rights? Which are the costs of excluding individuals from education?
- Education: instrument for social promotion. Risks and challenges of excluding migrant children living in irregular situation.
- Migration policies and legislation: What are the rights entitled to migrants residing irregularly in your country and municipality?

#### Proposals to break the ice

The first question to open the discussion could focus on what the participants know about the current situation in each country/region or city. Then, an open discussion about the best ways to proceed (in terms of public policies) could follow. By splitting up in working groups, the debate could touch on the identification of limits, challenges and good practices in managing migrants residing irregularly, paying special attention to more vulnerable groups such as children.

More information:

- [Urban Citizenship and Undocumented Migration](#)
- [European Qualification Passport for Refugees](#)

[Feeling]

**15. I empathise when someone from a different background (gender, culture, ethnicity, religion, age) feels that they are being treated unequally.**

### Intercultural Goal

The aim of this question is to reflect on the level of knowledge and awareness that exists among citizens regarding discriminatory practices suffered by persons from a different social profile. From the intercultural approach, empathy is a feeling that should be reinforced ensuring that residents are sensitive to the discriminatory treatment suffered by individuals for any reason.

### Intercultural principles and topics for discussion

The intercultural principle of equality requires a strong commitment and action against discrimination by institutions and society as a whole. At the root of discrimination, you find prejudice, which exists in all societies and is not easily reduced. An important element in the fight against discrimination is raising awareness with the entire population. Individuals may feel more empathy for some discriminatory practices than others, affecting groups with which they are not as emotionally attached to or towards which they have more prejudice.

From an intercultural perspective, it is important to promote an inclusive sense of belonging, a broader “us”, and a feeling of empathy which includes persons with diverse profiles. In short, it is a question of placing emphasis on everything we share and what unites us as citizens rather than on the differences.

When reflecting on empathy and discrimination, some topics could arise:

- Recognizing diversity and promoting positive interaction are also key to fostering empathy.
- Intersectionality

### Proposals to break the ice

To open the debate, we can ask participants to share a personal situation where they have felt discriminated against for some reason. We usually find that most people can think of some situation in which they have felt unfairly treated for without a justified reason. There are differences within groups due to factors such as gender, origin, skin colour or sexual orientation.

We can also ask whether people can feel discriminated against on several grounds at once (e.g. origin and gender) and thus stress the importance of multi-discrimination. Finally, we can ask whether they have witnessed discriminatory practices, how they have felt in these situations, and whether that feeling is different depending on the reason for which people are being discriminated (e.g. gender or religion).

More information:

- [Tackling Prejudice and Engaging with Religious Minorities](#)
- [LGBTI Inclusion and Equality Initiatives for the Intercultural City](#)
- [Anti-Rumours Handbook: A Standardised Methodology for Cities](#)

[Feeling]

### 16. I am afraid of the possibility of a different culture changing the local identity.

#### Intercultural Goal

The aim of this question is to promote an open discussion about fears of cultural alienation and highlight how counterproductive could be to avoid discussing these feelings. The question seeks to reflect on local identities and to identify how to understand change while also maintaining local specificities.

#### Intercultural principles and topics for discussion

Change is not easy for everyone, and changes can be perceived as threats or challenges in some segments of society. Blaming people for being afraid is counter-productive and could generate more fear and alienation than trying to confront and manage the distress. Empathy is hence important when dealing with different opinions. Trying to understand that cultures have been changing throughout history can be a way to help people to minimise their fears.

The discussion could move towards other relevant intercultural issues:

- Recognition of diversity: there are different circumstances and different ways to approach realities on an individual/group basis.
- Positive interaction: the deconstruction of fears through dialogue and experiences, not by imposing.
- Cultural enrichment and diversity advantage
- Understanding cultures: ethnocentrism, eurocentrism

#### Proposals to break the ice

It could be interesting to open a discussion about which elements in our culture we identify as foreign. Cultural, gastronomic and scientific contributions are, among others, parts of our culture which have been transformed throughout history. Which are then the aspects we identify as 'ours' and which are 'theirs'? Which influences are welcomed in a global world and which are constructed as threats? (Father Christmas for example is a cultural import in some countries: is he perceived as a such? Is he perceived as a threat?)

Secondly, it could be interesting to examine whether fears are real or constructed, and which are the changes in the local identity that generate concern. How could empathy and respect be promoted to diminish these fears?

Finally, the discussion could lead to what 'our' culture means to the participants, and if cultures are static or fluid. If so, which are the fears that people could have? How could we deal with them in order to avoid alienation, but at the same time, fight discrimination and inequality? Can protection of specificities (such as a minority language, traditions, etc.) be done without confrontation?

More information:

- [Stop Prejudice Against Roma Campaign Video](#)
- [10 Criteria for the Creation of Effective Alternative Narratives on Diversity](#)

[Behaviour]

**17. I intervene if someone is treated unfairly in the public space for having a different skin colour, religion, sexual orientation, or appearance.**

## Intercultural Goal

The aim is to reflect on the individual responsibility and the importance of attitudes and behaviour in our daily lives to prevent and fight discrimination. While the previous question reflected on our emotions, this question focuses on our behaviour and level of commitment against discriminatory practices.



## Intercultural principles and topics for discussion

The intercultural principle of equality requires a strong commitment and action against discrimination by institutions as well as you and me on an individual. Many discriminatory practices are repeated because a majority does not consider them as negative or simply because they are not fully rejected by society. Our day-to-day behaviour has a great influence on how prejudice and discriminatory practices are consolidated or rejected. A proactive attitude to response and rejection is fundamental to reduce the impunity of these practices.

- Support to victims of discrimination: Is there a local, regional, national service? What institutions and organisations are involved? What resources are available?
- Knowledge: is information about discrimination cases available? What are the sources (Ministry Interior, third sector organisations)?
- Awareness raising and training: in education centres, public administration, Police, etc.

## Proposals to break the ice

We can start the discussion by asking about the participants' personal experiences. Have they reacted to a situation of discrimination which they have witnessed? Do they know any services or resources in their city where these practices can be reported and where support can be offered to the victims?

We can use a resource, such as a video, showing a person on public transport being insulted and abused because of their origin or skin colour, without any reaction from the bystanders. How would the participants feel if they were the victim?

A roleplay could also be carried out to see what type of reaction they consider would be most effective to intervene in discriminatory scenarios.

More information:

- [No Hate Speech Campaign Videos](#)
- [Fighting Discrimination and Hate Speech: Is Interculturalism the Solution?](#)

[Behaviour]

**18.1 actively support equal participation of people with different opinions/backgrounds in social occasions (e.g. decision-making processes and public debates/events).**

## Intercultural Goal

We know that individual attitudes and behaviours are fundamental in promoting interculturality across society. The aim of this question is to reflect on our behaviour when it comes to increasing access to equal rights and opportunities for persons with different profiles and backgrounds.



## Intercultural principles and topics for discussion

Intercultural integration requires an effort by society as a whole; it is not the exclusive responsibility of those who come from the outside or of those who belong to certain minorities. Intercultural integration is a two-way process. To move towards the principle of equality of rights, duties and opportunities, interculturality must be promoted in all areas of society (social, educational, cultural, sporting, employment, etc.). This is why it is important to adopt a proactive attitude and behaviour at a personal level in our daily life to encourage equal participation of individuals with different profiles and backgrounds.

By acting interculturally (supporting diversity in all circumstances, promoting equality and helping to prevent discrimination and/or segregation), we can work towards the recognition of diversity and the promotion of positive interaction.

Relevant topics for discussion:

- Development/improvement of intercultural competences as a means to adopt attitudes that favour equal participation of individuals with different profiles, origins and opinions.
- The need to build intercultural competences: for instance, training of key actors in areas such as education, public administration, business, media etc.
- Embracing the diversity advantage.

## Proposals to break the ice

To initiate the debate, we can ask about concrete situations the participants have experienced. We can present hypothetical situations, such as for example the case of a family of different origin where the parents do not actively participate in the meetings at the children's school. Often the rest of the families simply assume they are not interested in participating. However, when a proactive attitude is adopted and the family is invited to share their reasoning, often questions related to schedules, language problems, lack of knowledge of dynamics, etc. are found. The participants could discuss actions to overcome these difficulties and to promote participation.

More information:

- [The Representation of Roma in Major European Museum Collections](#)