

Talk with me

Volunteer language mentors
for refugees



Manual for a Multiplier Event



Concept of the multiplier event

Goal of the multiplier event

The goal of the multiplying event should be clear and well-articulated including:

- Why there is a need for such a project?
- The aim is to inspire and motivate other organisations and volunteers to replicate the “Talk with me” project.

Target audiences

NGOs, municipalities, public institutions, funders, sponsors, informal groups, volunteers, media, representatives of national agencies or other organisations working with refugees. Around 20 participants would be a good number.

Message

The project is easy to implement and effective!

Agenda for the event

Duration

2 to 2.5 hours

Content

- 1) Brief overview of the “Talk with me” project, the idea behind it and the project partners. It is best to include pictures (about 15-20) and colorful papers in different shapes in the presentation. This part is supposed to take about 10 minutes.
- 2) Presentation of the different project products. The aim is to let the participants test the products through games, exercises, group work, discussions, etc. They should not just be informed about them but get a feeling for them.

Presentation of the national surveys about the refugee situation

Point out that the number of refugees varies in different places and at different times. Refer to recent statistics and news. The main message is that the “Talk with me” programme has worked successfully in all three countries, no matter of the differences of the local circumstances.

Presentation of the curriculum for language mentors

Select an appropriate and interesting exercise from the curriculum and let the participants try it out. Afterwards, briefly explain what else they can find in the curriculum and why these particular exercises and methods are included.

Example: the “One Step Forward” exercise

Make all participants stand in a line with closed eyes. Then ask them questions or give statements that can be answered with “yes” or “no”. Those who would answer “yes” to the question or agree with the statement should make one step forward. Possible questions/statements could be: “I love mathematics”, “I have lived or worked abroad”, “I have got a pet”...

At the end of the exercise, the participants open their eyes and see that they are standing in different parts of the room. Thus, the conclusion of the exercise is: we are all different; we have different experiences and different interests. The exercise can also help to raise awareness of the refugees’ situation if you ask questions referring to their experiences and living conditions. Be aware that some refugees might not like to talk about their situation and if you are going to ask questions about that, you should make sure that they are okay with this before.

Presentation of the project manual

The project manual explains the seven steps that are necessary to plan and implement the project. The facilitator can present these steps by actually stepping forward in the room for each step of the manual as he or she explains the respective chapters of the manual. Be short and clear about each step.

Presentation of the manuals for an information session for young refugees and for an intercultural training for young refugees

Ask the participants to share their personal stories about misunderstandings or confusions that occurred when they were meeting or working with foreigners in the country. Examples might include misunderstandings caused by language, gestures, etc. The aim of these manuals and the project as a whole is to prevent such misunderstandings between refugees and volunteers/locals.

Presentation of the toolbox

Divide the participants into small groups and place them around 4-5 separate tables. On each table there should be different material. For example, one table with free advertising material from different supermarkets, another table with city maps and public transport timetables, etc. The task is that every group has to prepare a 1-hour language session in 10 minutes. After the exercise, show them the toolbox and explain how it can help volunteers to prepare the 10 meetings with their refugee mentees. Explain that other organisations can both develop their own material or use suggestions from the toolbox.

Involvement of volunteers and refugees

It is a good idea to invite some of your volunteers and refugees to come to the event and give them the floor to share some of their experiences. We recommend a free discussion based on story sharing followed by a round of questions and answers directed to the volunteers that can satisfy the curiosities of the participants.

Time for questions

Let the participants ask questions or share comments if they feel that something needs to be clarified.

Evaluation

At the end of the event, invite everyone to express with one word how they feel about the event. You can write these words on a flipchart. After that, hand out the evaluation form and ask them to fill it in.

Resources needed

A suitable room, chairs, the intellectual outputs to be presented, appropriate material to present the toolbox in the 4-5 stations, snacks, stationary, 1-2 facilitators of the multiplier event and a camera.

NOTE:

Apart from the project products you need to have an agenda for the event, a list of participants and an evaluation form (see below).



QUESTIONNAIRE

We would like to evaluate the content and effectiveness of our multiplier event held in(city, date) as a part of the "Talk with me" project. Please take a moment to answer the questions below and return the form to us at the end of the meeting.

1) How did you find out about this event?

- volunteer centres (I visited a volunteer centre)
- friends, relatives
- active volunteers
- webpages about volunteering
- facebook
- state/municipality offices
- newspapers, magazines
- television
- radio
- leaflets, promotional material
- I received an invitation
- other, please specify:

2) How would you rate the overall organisation of this event?

- poor
- fair
- good
- very good

3) Due to this event, were you able to improve your awareness of the need for integration in the reception country?

- yes, very much
- yes, somewhat
- neutral
- no

4) How would you rate the relevance and usefulness of the intellectual outputs produced for the project?

- very useful
- useful
- neutral, some of them are useful, some not
- not very useful
- not useful at all



QUESTIONNAIRE

5) Would you use the intellectual outputs in your future projects?

- yes
- maybe/I don't know
- no

6) Do you have any suggestions or additional recommendations about how to encourage volunteering in this field?

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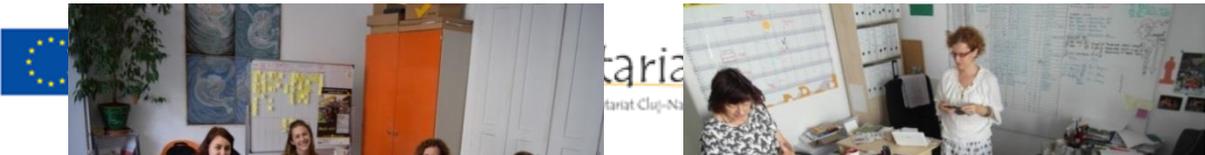
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7) Are you:

- A volunteer?
- A representative of an NGO/public institution working directly or indirectly with refugees?
- A person interested in volunteering?
- Other, please specify:.....

Thank you for filling in this questionnaire!



Presentation Project Results “Talk with me” (2015-3-DE04-KA205-013137)

Date: _____ in _____

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Name, given name	Contact details	phone	Email	Signature

