

REPORT
of *LEARNING BRIDGES*
MULTIPLIERS' TRAINING

**MORELIA
MEXICO**
8TH-16TH
FEBRUARY, 2013



**STEPS FOR EURO-LATIN AMERICAN
COOPERATION AND QUALITY
IN VOLUNTARY SERVICE
LEARNING BRIDGES PROJECT**



With the support of the European Commission
through the Youth in Action Program





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1	Yannick Deniau	Solidarités Jeunesses
2	Xenia Koutentaki	C.i.A
3	Manuela Portesi	YAP-Italia
4	Birgit Pilve	EstYES
5	Eloina Zamora Zamudio	VIMEX
6	Francesco Bonini	Concordia-UK
7	Elisenda Sevilla	COCAT
8	María Auxiliadora Sánchez Rivera	CEDRU
9	Lorena Huaripoma	Peru Sonqoykipi
10	Alexander Marino Pérez Espejo	Brigada de Voluntarios Bolivarianos del Perú
11	Sandrine Marcotte	JAVVA
12	Florencia Cadorini	Fundación SES/Subir al Sur
13	Claire Mercier	Concordia
14	Benjamín Delgado	Vive México
15	Hilda Gómez Villa	Vive México
16	María de la Luz Barajas González	Vive México
17	Oscar Alejandro Mosqueda Morales	Vive México
18	Socorro Cabrera	Vive México
19	Tania Chocce Tello	Peru Sonqoykipi
20	Betsy Olivares Cordoba	ACI Costa Rica
21	Erika Chávez	FEVI
22	Patricia Chávez	Red Tinku
23	Carmen Mueses	Fundación Proyecto Chiriboga
24	Evelin Garduño	VIMEX
25	Vidal Flores	VIMEX



Facilitators

Chrysafo Arvaniti (Alliance)
Jelena Ristic Beronja (Alliance)
Alberto García García (Vice Mexico)



Day 1 (9th February)

As first step it was a first round of presentation of the participants. Each one presents themselves. After that it was set up a dynamic for getting to know better each other. The dynamic was called "flavors that represents you". So the participants had to write 3 flavors they think that represent them better. After they had to share their flavors with others and try to make a menu with the flavors they like then most.

After were explained the **practical matters of the seminar**, lodging, facilities, also was explained the rules of the seminar and the reimbursements of the travel expenses. The program was explained in detail. The first day should be dedicated to understand International volunteering.

As part of the **getting to know each other** it was placed the "human bingo". The idea was to find the person in the group that responds to the questions. The first that end first scream bingo! They should put the name of the person that respond to each question.

A second dynamic was set up: "Stand up if this refers to you", Alberto made some questions and people stand up when the answer was affirmative. The questions were orientated to personal things so people could identify with the statements (*Have you ever been to an international seminar? Have you ever been to a workcamp before? Have you ever lived in another country? Are you a volunteer/staff in your organization? Have you ever been a leader of an international activity? Have you participated in the Kick-off meeting? Are you familiar of the outcomes of the Kick-off meeting?*).

Another game to get to know each other was placed. The dynamic is called "Speed dating" and it consisted in making two circles and after each question the outer circle moves one step left, while the inner stay as they are, thus creating one big clock mechanism. In short time (for each question they have 1 minute to talk about) a person meets half of the entire group by moving every time to talk to a different person from the opposite circle. The questions were meant to further deepen getting to know each other, so this time they were a bit more personal and more suitable for a one-on-one conversation. Questions: *Your 1st voluntary experience; your role in your organization / LB project; Why did you apply for this training?; Describe a person who influenced you the most when it comes to volunteering; Have you ever influenced someone to start volunteering? If yes, describe who and how; Say something very interesting and unique about your organization; Describe a difficult moment in your voluntary experience; What is the most untrue stereotype about your country?*

As second part of the activities for the morning, a three-part excersize was organized with the scope of talking about:

- **background** of the project,
- **expectations, fears and possible contributions** of the participants,
- **most important volunteering experiences** of the participants.

Each group (3) spent 30 minutes talking to one of the trainer (3 trainers coordinated these 3 groups) and then rotated to the second and then the third.

There were very different levels of experience, some people focused in local level and some of them



more in the international level. People had different points of view, but they discovered many forms of volunteering and got to know each other even better, finding other participants with similar experiences as themselves.

The second group discussed about expectations, fears and contributions: the main expectation in general was to reach concrete results.

The third one talked about the timeline of the project in order to understand it and adapt it to the needs of the group.

The afternoon was dedicated to **understanding what (international) volunteering means.**

In the first part the participants were asked to think about **forms and types of volunteering**. The snowball method was used. They had the task to think on their own for 5 minutes, then they formed groups of 4 for another 15 minutes, and then groups of 8 for another 15 minutes. The presentation and discussion in plenary followed:

The first team (Francesco, Alexander, Lorena, Manuela and Tania):

They identify different types of volunteering. Short term (workcamps, workshops, awareness campaigns, orientation sessions); medium term volunteering, and long term volunteering. They are organized by public and by private institutions. Some volunteering projects are funded and some are not. How volunteering is perceived: just to help, as tool to develop things and share knowledge or to travel. Volunteer to help in emergencies or natural disasters. And the volunteer program of UN.

The second team (Xenia, Eloina, Claire, Flor, Patricia and Erika):

Different words: Local, national and International; Short term and long term; organized and non-organized. Different topics: social, cultural, ecological, preservation of heritage, etc. Volunteering has the goal of non-formal education. Funded and non-funded and not paid.

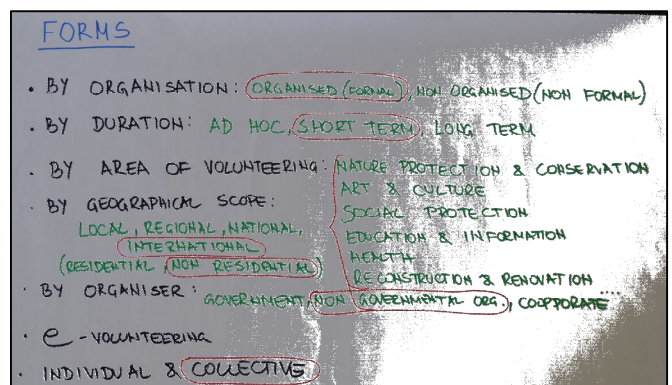
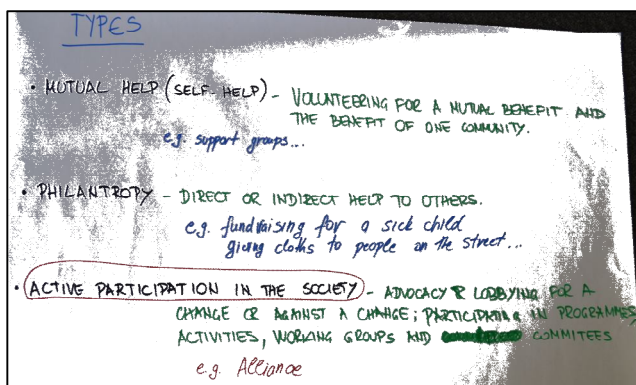
The third team (Sandrine, Yanik, Luz, Birgit and Socorro):

Two kinds of volunteering: local and international. Local level: events organized in the short term. Administration board, long term in the local level, groups of volunteers to organize events. International: workcamp well structured, they should to follow instructions; medium term (EVS), LTV, the volunteer can have more initiative; they can develop their own project. Funded or not funded; supported or not supported.

The fourth team (Betsy, Evelin, Óscar, Carmen, Hilada and Maria Auxiliadora):

Types of volunteering: national and international. It can be individual or collective. Kinds according to: age (young people or adults), duration (Short term, medium and long term), Topic (social, ecological, cultural, for exchanging knowledge, about information, inclusive). Procedures: corporative, paid or not paid. They can be agreements, Institutional or personal. You can be a tourist volunteer or you can be a real volunteer.

The final part of the exercise was a theoretical input by the facilitators on types and forms and explanations where does Alliance stand among them:



Jelena explained another kind of volunteering that was not mentioned: self-volunteering or mutual



support. We should especially appreciate that forms of mutual support and self-help, also fall under the definition of volunteerism and deserve to be studied and recognized as such. It is when people with shared needs, problems or interests join forces to address them. In the process, members of the group benefit. Examples are youth-led youth clubs, women's associations and natural resources user groups. In many cultures, entire communities engage in collective endeavours such as planting or harvesting, building flood defences, collecting firewood for communal use or organizing weddings or funerals.

The three criteria of free will, non-pecuniary motivation, and benefit to others can be applied to any action to assess whether it is volunteerism.

The Alliance is manly basing its understanding of volunteerism as active participation in organised/formal way through NGOs on local, national, regional and international level.

After a break the final part of this season focussed on the **principles of volunteering**. The discussion was carried out in the same teams. So the results were as following:

Team 1

Volunteering as a whole, Solidarity
 Cooperation, Help
 Good will, Self-Initiative
 Reciprocity, Commitment
 Identification with the object-cause, Respect

Team 2

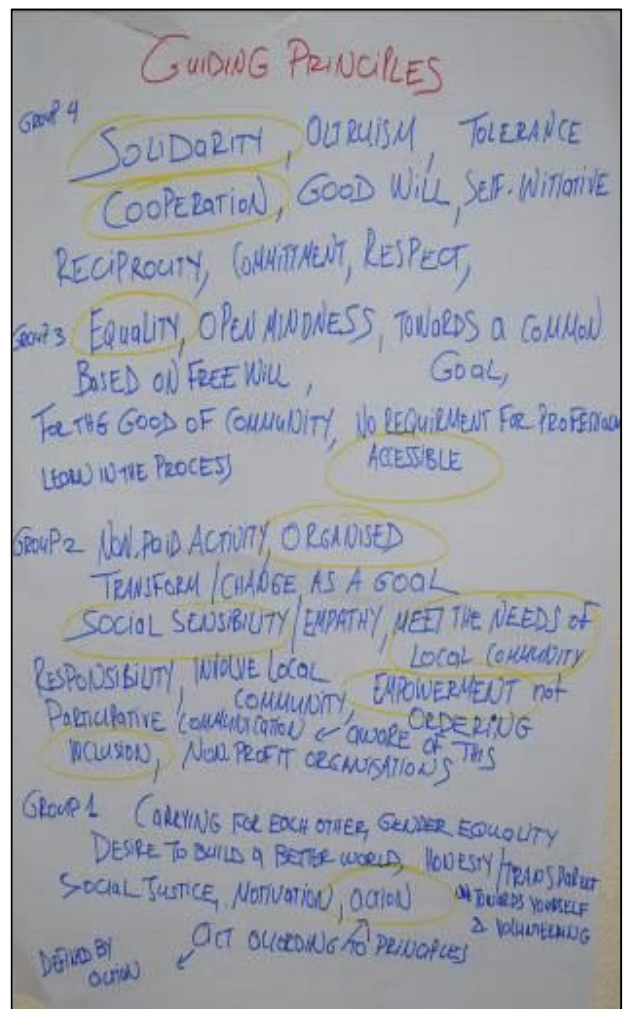
None paid activity, Organized
 Change situations
 It must promote social sensibility – sensitive to the social needs (empathy)
 Responsibility, Involute the local community.
 Respect, Empowerment the young
 Good communication – Transparency
 Non profit, Adaptation

Team 3

Honesty, Quality
 Open mind, Share common goals
 Not professional – open to everybody
 Learning by doing

Team 4

Inclusion, Gender equality
 Humanitarian, Sensible
 Social justice
 Proactive
 Against prejudices
 Altruism
 Honesty – transparency



Each group presented their disucssion and a plenary discussion followed. The trainers gave input on what are the guiding volunteering principles of the Alliance the following day.

Day 2 (10th February)



The day started with an energizer. After it was made a summary of the previous day, about forms of volunteering and the final input of the trainers was given **about the guiding volunteering principles for the Alliance** by presenting the Alliance Representation Plan.

At Alliance, we have an absolute conviction that volunteering can change lives for the better – and even change the world. Here are our guiding principles, as set down by a recent group of volunteers. Co-operation and exchange work better for everyone:

- Supporting communities with voluntary work
- Real cultural understanding comes from volunteering with and in different cultures
- The experience brings lasting friendships that crosses all kinds of borders
- Volunteering should be open to all
- The challenges of volunteering will help you develop as a person
- Living as a group of volunteers strengthens bonds and grows you personally
- Volunteering enables education and intercultural learning between different cultures

Next session was called “**I agree – I disagree**” and it was organised in a way that after each statement participants could find their place in the room based on whether they strongly agreed (one corner of the room) or strongly disagreed (the other corner) or they were anywhere in between. Once they found their place, trainers asked some contrasting opinions from the group and supported the discussion. One could change one’s place if one was convinced by others in their opinion.

These were the statements:

- Volunteering doesn’t cost.
- Volunteering is only for young people.
- People who served a prison sentence should not be allowed to volunteer.
- Volunteering should be defined by a law of volunteering.
- Voluntourism is the same as International Voluntary Service.

After each discussion the trainers presented the Alliance point of view on the statements as well as a historical overview of youth volunteering, basics of voluntary management, volunteering legislative in different countries and environment for the new trend in IVS – voluntourism.

Different realities and challenges surfaced which made a valuable comparison not only in the countries of 2 continents, but also among organisations that are regionally very close.

The following session invited participants for the work in groups on 4 different case studies. They were asked to discuss about the following **challenging trends in volunteering** and how their organisations face them:

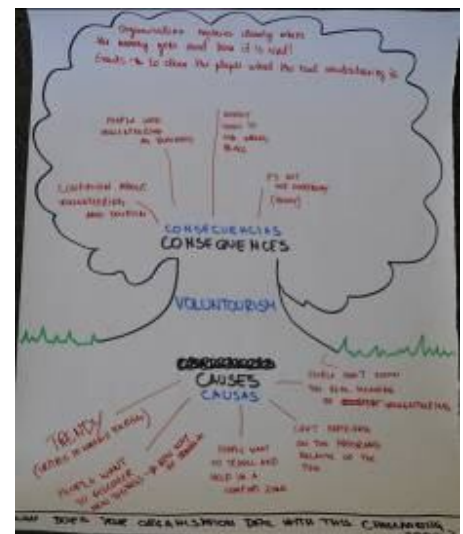
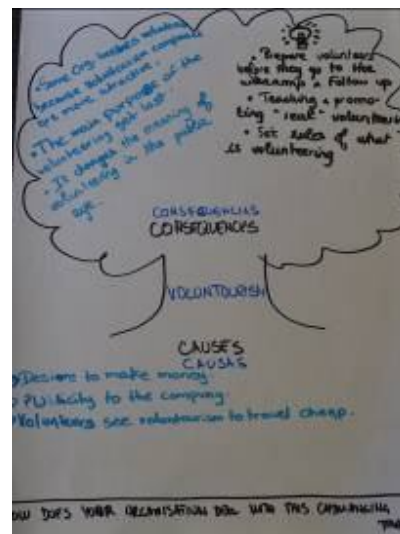
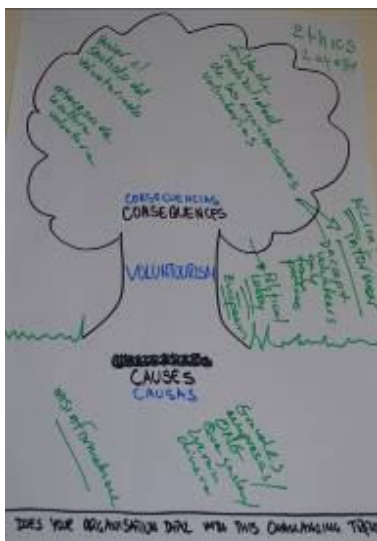
1. [Volunteerism vs. International Voluntary Service](#),
2. [State Intervention and Substitution of Labor – where is the limit between what a volunteer could/should do and what is supposed to be a paid position?](#)
3. [Incompatibility between existing funds and real needs of organizations – Do we plan projects to fit existing funds or we lobby for our ideas?](#)
4. [Volunteer participation in big sponsored events](#)

- [Volunteerism vs. International Voluntary Service](#) (Francesco, Carmen, Patricia, Xenia, Maria Auxiliadora, Socorro)

Francesco put the example of a lot of for-profit companies in the UK that make voluntourism offers for profit. They are becoming more influential as they have enough finances for high level commercials and distribution of promotional material. It all started by big tourist agencies seeing that youth tourism is expanding and also that all generations would like to feel useful during their vacations. So, they offer volunteer placement during vacation, usually in development countries. As these arrangements cost a lot to volunteers, the projects are chosen based on the preference of the voluntourists and not based on the need in a local community.

<http://goseasia.about.com/od/cambodia/a/Orphanages-In-Cambodia-Voluntourism.htm>
<http://www.voluntourism.org/>
<http://www.handsupholidays.com/>

The Alliance starts with the local community needs and builds an international voluntary project. This is how we understand International Voluntary service. Voluntourism, even though it runs on the right motivation from voluntourists – to be useful and help, it almost always start from the needs of the target group of tourist agencies – voluntourists, and builds up to find the right project to fit them, while it should be other way around.



Carmen said that Chiriboga has strong positions in this matter; they don't accept volunteers that are not from organizations out of the Networks. They choose the volunteers, and they don't make it for profit.

All volunteers exchanged withing the Alliance members are always being sent by one of the member or partner organizations. It assures a proper preparation of volunteers and their follow up.

Yannik pointed out that maybe this kind of volunteering don't take volunteers from nonprofit organizations as the people going to this kind of projects are not necessarily interested in NGO. So there's no competition.

In the IVS there is no competition. Organization network for sharing recourses, building quality standards and assuring the safety, personal and local development.

Evelin said that it's important to remind that volunteering is not against tourism, but to find the positive scope of tourism while volunteering.

Carmen said that ethic and loyalty is very important within organizations, because some companies or organizations copy our work, but we have the plus that we know the origin of voluntary service and history.

What's the cause this phenomenon? Betsy said that there's a lack of information about what's volunteering and what is not, even by NGOs.

Xenia said that young people forget what is the meaning of volunteering, because of a lack of good promotion, as many companies know how to sell the "product" that we were doing before.

Chrysafo said that in crisis' time we have to make all possible for being more visible.

⇒ Causes and consequences:

- Lack of information to volunteers about difference between voluntourism and IVS and about

who we are.

Consequences: IVS loses credibility; in the long term the meaning of IVS how we see it for almost 100 years will be lost.

- Volontourism agencies have better promotion mechanisms and more money for it than IVS NGOs.

Consequences: bad reputation to IVS.

- Volunteering became a strong concept, enough to be noticed by market "sharks", big tourist agencies, who recognize as valuable the same target group – conscious travelers.

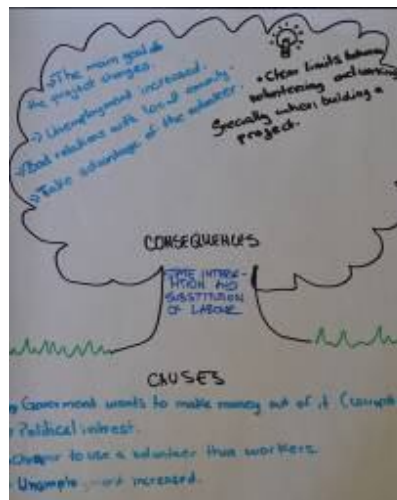
Consequences: more people would be interested in voluntourism projects as they have a better way of attracting them and placing their "product" while IVS NGOs see IVS as a learning opportunity while giving back to the community, hence a "process".

- Young people are not anymore loyal to one organization and they hardly ever recognize themselves as members of only one organization. That makes it less possible to be involved in their development on a long term level.
- We (IVS NGOs) also let our work to be commercialized.

⇒ Actions to face this:

- give our organisations and activities more visibility, give clear informations about the differences between our IVS organizations and voluntarism.
- Political lobbying at all levels especially internationally.
- Accepting volunteers from partners and being loyal to them.
- A specific proposal is to have short common text on what makes our IVS organisations different from the voluntourism structures

- [State Intervention and Substitution of Labor – where is the limit between what a volunteer could/should do and what is supposed to be a paid position?](#) (Yannik, Patricia, Erika,)



Causes: state can find in volunteers a cheap labor force. Erika said that we have to be aware that some politicians can condition the help according to their own needs.

Patricia pointed out that it's advisable to make alliances with the local governments, or state institutions, it could be strategic.

Chrysafo said that in Europe they had negative experiences in the intervention of the state and the state replace paid work with volunteers (for example in Greece it was launched a call for searching volunteers to do the work of post delivers, without a contract, social security or any benefits).

There are currently two major political discussions in western European countries about voluntary work. On the one hand there is a discussion about the role of volunteers in the provision of social welfare, which is normally provided by governments. Secondly, there is the delicate relation between voluntary work and the labor market.

With the abolition of compulsory military service, a lot of countries (such as France, UK and Belgium) were confronted with the challenge of compensating for the past contribution of big numbers of "conscientious objectors" to the social welfare system. Central to this discussion is the question of setting up governmental community service programmes for young people – voluntary or even compulsory – to deal with the human resource shortfall in the social welfare system.

Voluntary service programmes contribute to the functioning of the social welfare system, even though not intended as such by the organisers. If you added up all the volunteer contributions and translated this time into economic value you would end up with an enormous figure. Governments largely depend on the volunteer contributions to their social welfare system. Political discussions show that there is limited willingness to finance all the human resources needed for the social welfare system. That is why governments realise they need "active citizens" who give time, energy and resources to the community at large.

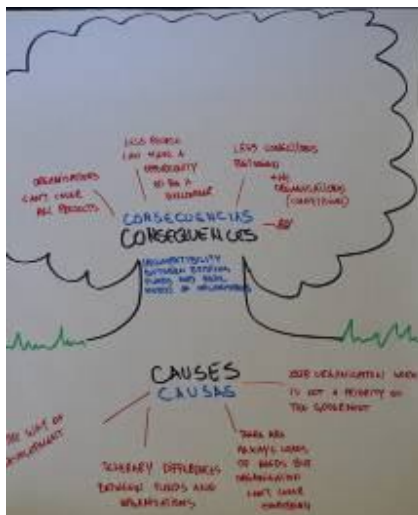
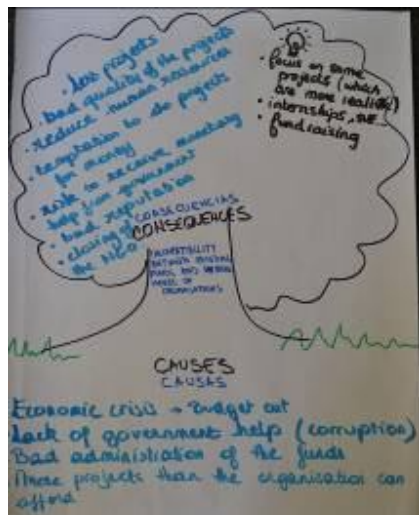
The United Kingdom Great Britain is a good example of this as the government in the "Thatcher era" exploited the tradition of volunteering and dramatically downsized the social welfare system. Nowadays the enormous contribution of volunteer programmes and organisations, as well as the educational value for the volunteers themselves, is well acknowledged by the government. In 2000 they even launched a big national voluntary community service called Millenium Volunteers. In other countries similar governmental community service programmes are being developed, even through trade unions argue that voluntary work replaces paid jobs.

Indeed, there is often strong competition between schemes supporting the integration of young people in the labour market on the one side, and voluntary service programmes on the other. voluntary service programmes often lack recognition and face the difficulty that in hardly any country do "volunteers" exist in legal terms – you either work or you are in education. As a consequence the status of volunteers is very shaky (for example for taxes or for social security). Different organizations and countries are pushing for legislation concerning the status of volunteers.

Extract from T-Kit 5 "International Voluntary Service" published by Council of Europe & European Commission, July 2002

⇒ Actions to face this:

- Share experiences and good practices on fundraising.
- React when notice misuse of volunteers
- Discuss on the network level about the topic and share experiences, get a wider perspective



- **Incompatibility** between existing funds and real needs of organizations (Flor, Evelin, Tania, Lorena, Manuela,)

⇒ Causes and consequences:

- No fundraising trainings in Latin America, no-skills nor enabling environment to cooperate on an equal level with governments.
- In LA countries not many funds and those there are have a limited capacity and

- are directed only to very specific types of projects.
- In Europe, the funds are central and there are many organizations applying.
- This makes organizations not to have sustainable programmes, but only projects.
- For the past one century that IVs exists as an organized structure, volunteers' contribution to their sending organization make the programme sustainable in part. But, recently many organizations depend too much on their contribution, instead of being able to use it as a complementary funding. This bring to the need of raizing the volunteer contribution, and this brings to exclusion of many who would otherwise volunteer.

⇒ Actions to face this:

- Explore social enterprises
- Networking brings a stronger voice then that of only one - we cannot let to change our identity in search of funds
- Include volunteer contribution only as a last resort.

- Volunteer participation in big sponsored events (Erika, Claire, Sandrine, Hilda and Luz)

Big events such as Olympic games, World cups, etc.



Causes: the organizers of such events find the way to get this help in a very cheap way. People are attracted to "volunteer" in these events as they are very appealing and have a good image. People can see themselves recognized socially. It improves their CV.

Consequences: big companies earn money and the meaning of "volunteering" changes and in some cases is corrupted.

⇒ Actions to face this:

Try to provide more information in order to affirm the meaning of volunteering. We should explain to people what voluntary work means in order to avoid the misunderstandings and wrong perceptions.

Day 3 (11th February)

Study visit to the Technological University of Morelia, where Vive Mexico has implemented different projects, and the participants can see the work done.

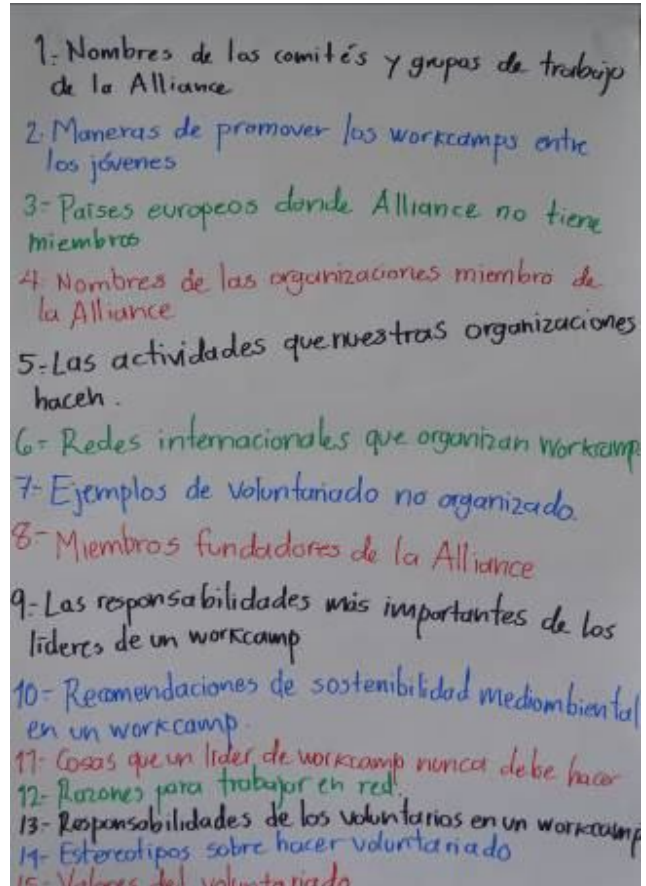
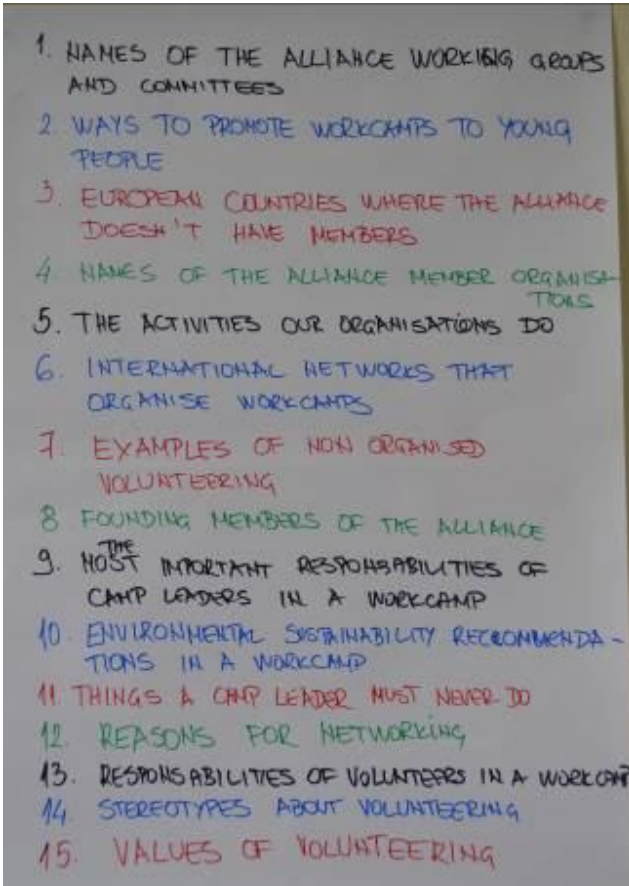
The rest of the day was dedicated to the **Intercultural Competence development** in international workcamps. The group first did a **simulation activity about a workcamp experience**. They were given some roles in a given situation, in this case an international workcamp in Morelia in which they had to organize a visibility event for the media, local people and authorities.

After the simulation, a dynamic was set up in order to find a **recipe for a workcamp that would have the greatest impact in terms of intercultural understanding both to participants as well as to the local community**. They had to find the ingredients to "cook" a good intercultural understanding in a workcamp. Some participants were divided in the "kitchen team" groups that had to prepare the recipe (when and how to put the idea – the "ingredient", while others were the "village council" that had to decide to award a prize after having found the indicators of success (indicators must respond to what extent the intercultural learning aspect has been addressed systematically

within the project).

The rules:

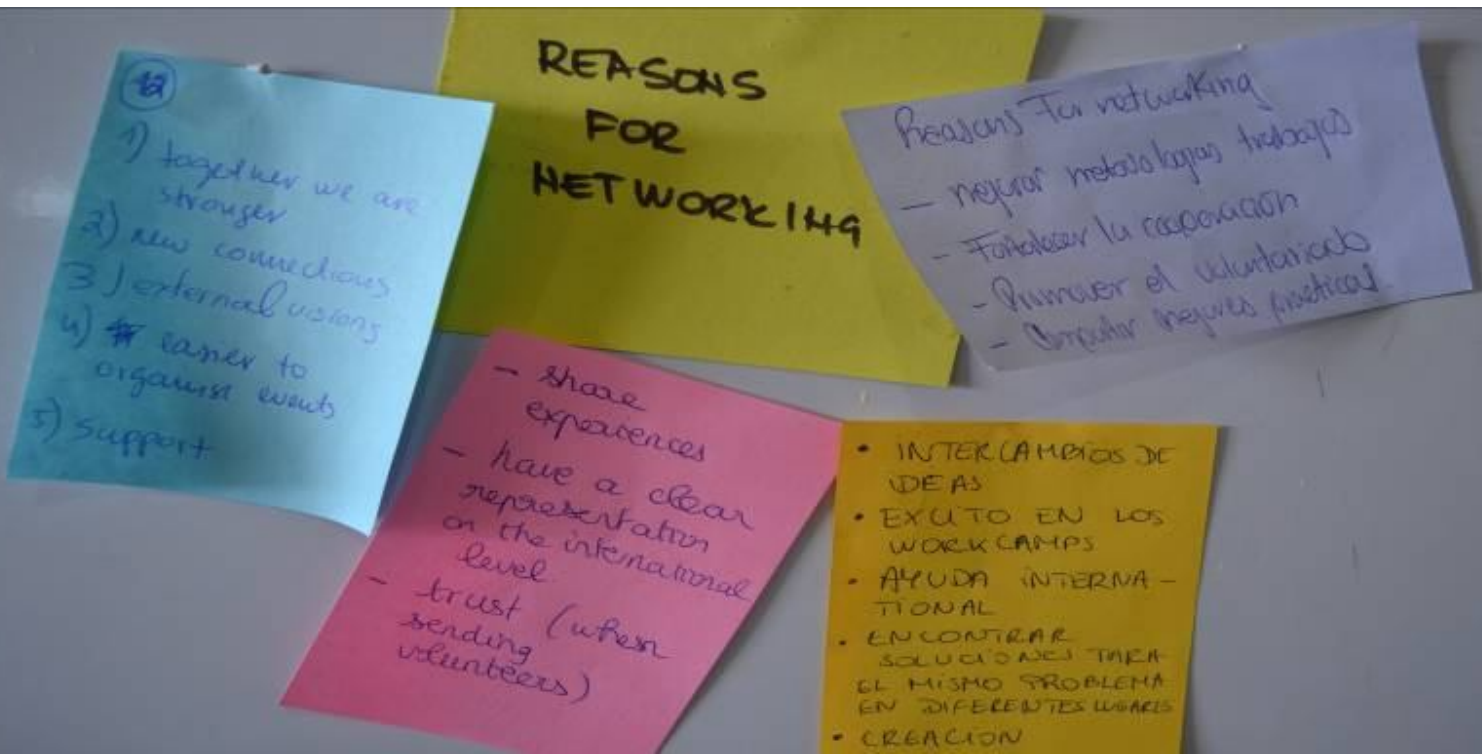
- The task is to create a recipe for a workcamp that would trigger the greatest impact to local community and to volunteers.
- When you have a good idea, or the "ingredient", you present it to the facilitators that are working at the market of ideas. If they approve it to be a good idea, you can use it if you gain 5 points.
- Points can be gained by answering to questions you can find on the board. 1 point = 1 answer.
- you can first decide on your table about the elements and then go to buy them, or buy them



one by one. Have in mind that you cannot buy the same idea (ingredient) if another group has already bought it.

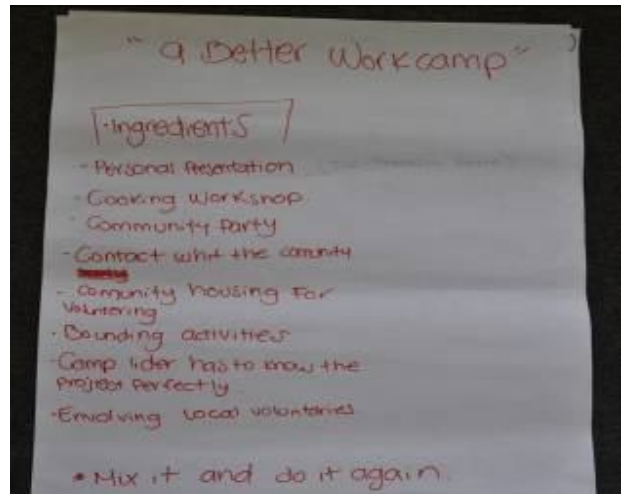
Here are some of the answers = points:



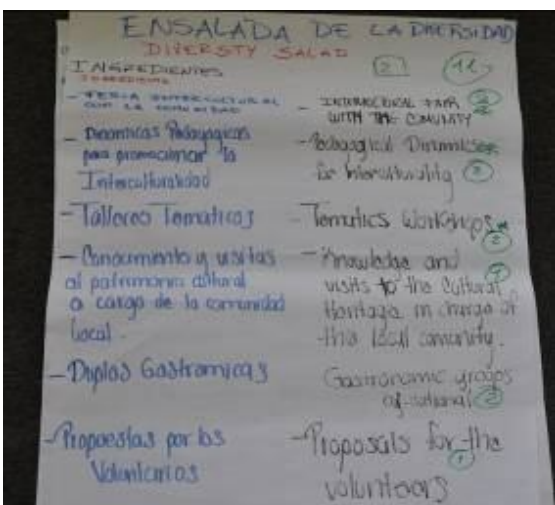


Team 1 (Sandrine, Erika, Manuela, Hilda, Lory):

- Personal presentation
- To share your culture (food), to have a party in the community to show your country
- The volunteers should be lodged in families so they can be in contact with them
- Create links within the volunteers.
- The workcamp leader should know well the project.
- To have local volunteers, so they can help to show the local culture.



Team 2 (Luz, Flor, Patricia, Oscar):

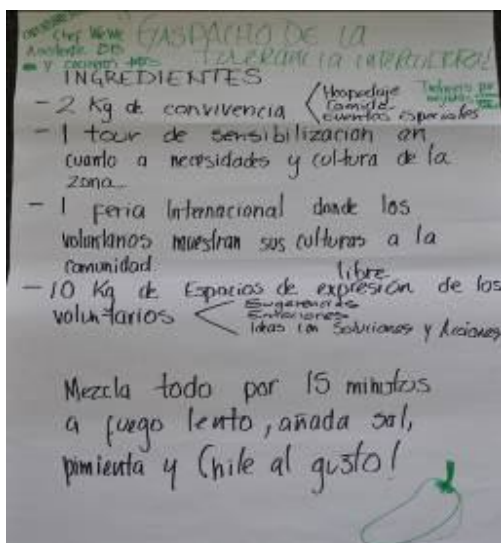


- Intercultural fair with the community and the volunteers (so the community knows what volunteers are doing there)
- Dynamics for intercultural learning (make activities to get to know each other, to learn about different cultures, traditions, etc.).
- Thematic Workshops (what happen in each country, how we solve different conflicts, i.e. using games and movies)
- Visits to the cultural Heritage sites and get contact with the local people.
- Gastronomic groups, the volunteers cook by pairs and each one cooks something of their own countries creating an international menu.
- Promote the initiative of the volunteers.
- And the secret ingredient: love!

Team 3 (Yanik, Tania, Birgit, Eloina)

The Space camp.

- To prepare before the workcamp the program and try to include in it the participation to local events
- To have a first day of official opening with the local authorities and medias
- To propose people of the community, if there's someone in the community, if they would like to invite some of the volunteers to dinner.
- To ask if someone in the community would like to share some knowledge about something (playing guitar, dancing, etc.) with the volunteers.
- To organize a day of international meal, so every volunteer can share their own food.
- To invite the local population to work hand by hand with the volunteers



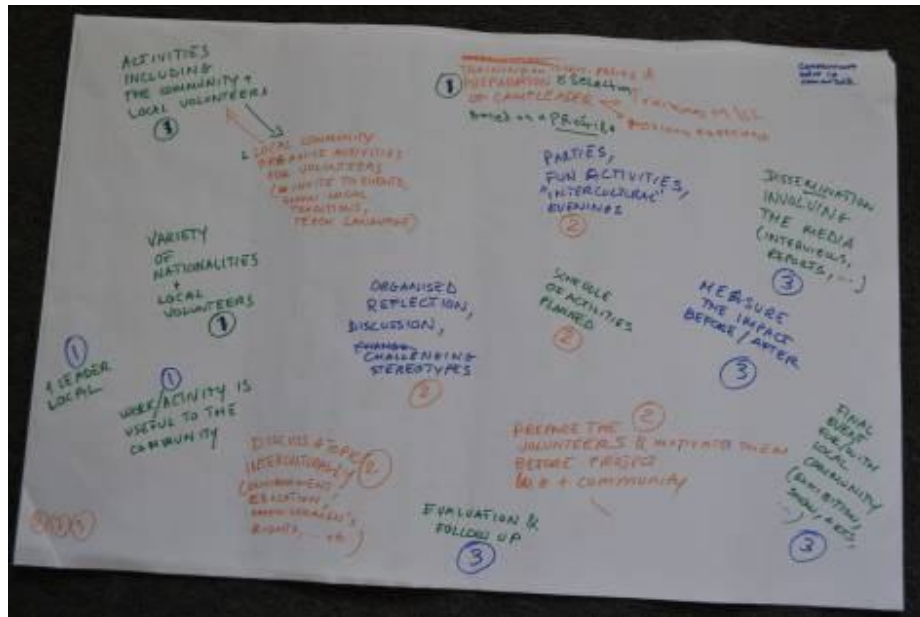
Team 4 (Kokis, Evelin, Auxiliadora, Alexander, Claire)

Gazpacho of intercultural tolerance includes:

- Living together (accommodation and food shared)
- Special events (intercultural night, etc) without forgetting the improvement of the local community
- A tour of awareness about the culture of the area (what are the needs of the community and the culture and history).
- An international fair in which the volunteers will expose their food, traditions, dances, music etc.
- Have a spaces of free expression so they can express their emotions, actions, solutions to improve the work camp

To take the decision on the winner, the Villange Council considered three different levels, from the one with basic elements (number 1) that should be present in each workcamp (i.e. having a local workcamp leader, having contact with the local community, etc.), to the one (number 2) that pays more attention to the preparation of the workcamp (i.e leader prepared, preparation of the local community), til the one (number 3) whose content provides added value to the project (i.e. dissemination activites, involving media, initial and final evaluation to measure the impact, have a final big event etc).

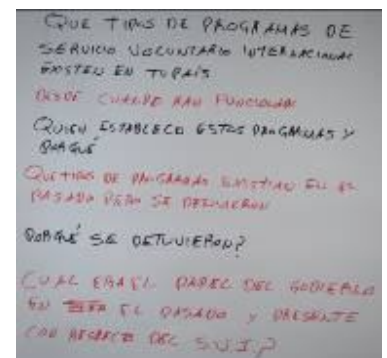
The proposal chosen by the Village country as the best one was the one of the team 3.



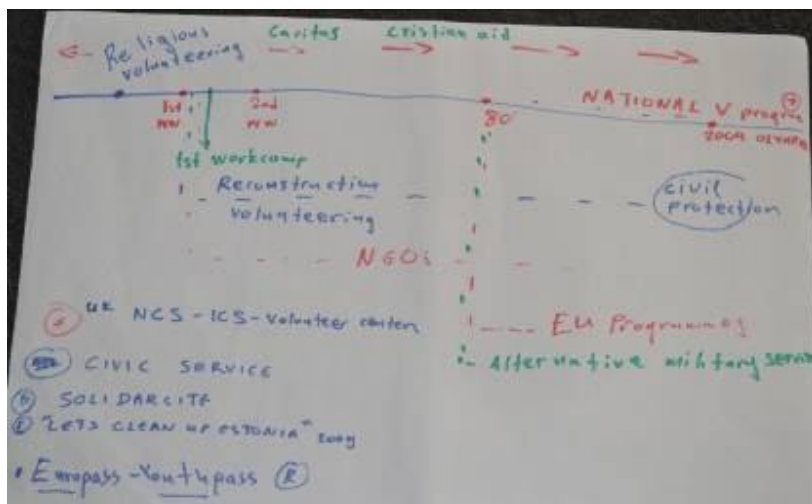
Day 4th (12th February)

The day started with a dynamic in order to know the **history of International Voluntary Service in participants' countries**. For that they were asked to respond to these questions:

- What kind of voluntary service programmes for young people exist in your country?
- Since when have they been running?
- Who set up these programmes and why?
- What kind of programmes existed in the past but stopped?
- Why did they stop?
- What was the role of the government in former times and now in respect to IVS



Team 1 (European Partners)



Civic Service, Solidarites, NCS, Let's clean up Estonia.

After the Second World War, a very strong movement was born in many European countries, the main goal was the reconstruction. After it begins a movement of civil protection.

They believe that they are a really strong voluntary service movement, related mainly with religion than the government. They receive funds of government (Caritas, Christian Aid), but they are transforming. Connection

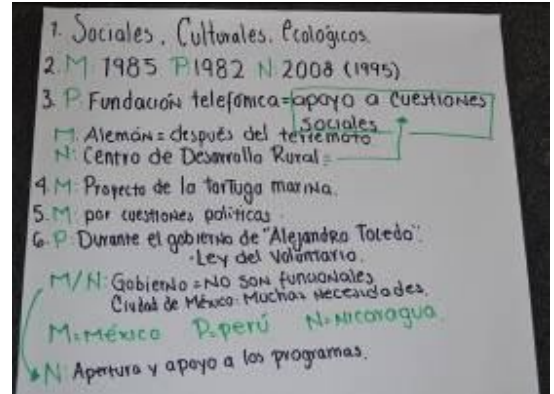


between ONG and government is on the legal recognition level. Nowadays receive funds from European Union.

Team 2 (Mexico, Peru and Nicaragua)

What kind of voluntary projects for youth exists in your country? Protection of endangered species

Since when they have been working? Since 1982 in Peru and from 1985 in Mexico after the big Earthquake in Mexico City. From 1995, Nicaragua, after the Sandinist revolution. CEDRU was the first organization. In 1997, Vive Mexico starts intercultural projects with a Student's group of the local university. In Peru, it works the "fundacion Telefonica", but it mid-80's after an Earthquake it started some ONG's to work in volunteering projects. After, in 2005, Sonqoykipi was born.



What kind of programs existed before but stopped? The projects to preserve the marine turtles, they stopped because of political reasons.

What was the role of the government in former times and now respect to the IVS?

There's no a culture of volunteering in these countries, so it's not supported by the state. In some cases there's some recognition /support, but not financial support. In Peru, there's a law of volunteering during the government of Alejandro Toledo, to regulate the work done by the ONG'S.

Team 3 (Argentina, Bolivia, Ecuador)

What kind of voluntary projects for youth exists in your country?

Programs in protected areas, system of national volunteering, communal work, International volunteering. Solidarity schools

Since when they have been working?

Since ancient times, after the conquest, the church organizes activities to benefit the poor people. After the independence, high society was organized to organize benefit activities (Collecting clothes, food, etc.). In the XX Century the civil society have a strong role, to cover the necessities that the government doesn't cover. In 80 and 90 civil society recover its active role.

The programmes stopped with the dictatorships.

From 80's and 90's the state has been involved in promoting voluntary activities through different programs.

After there was a presentation of the **history of voluntary service worldwide** as well as a brief presentation of the **Latin-American voluntary service history**. A presentation of the **history of the Alliance** was made.



Day 5th (13th February)

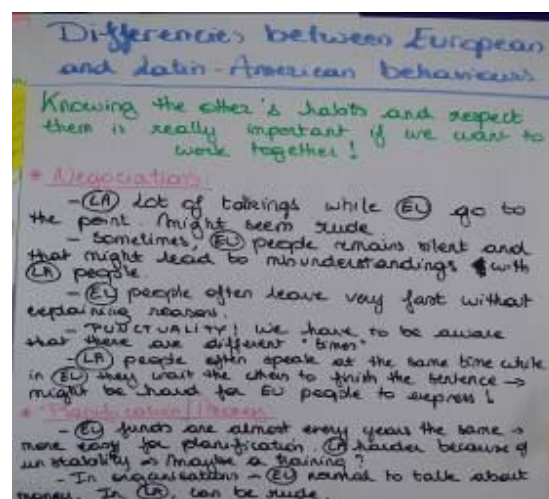
Through the **Open Space Technology**, several issues were identified and discussed during the day. The idea was that the group uses the 2 to last day to explore any uncovered topic so far, focus on what they think was important and provide the trainers with issues that concern them and concrete topics and tasks to be elaborated on the last day. What was raised are the following topics:



1. Recognizing cultural differences between LA and EU, in order to establish a good cooperation.
2. Preparation and follow up of volunteers and projects – how to improve the quality of IVS in the frame of LA-EU cooperation?
3. Philantropy and mutual help in IVS – will it disappear or get stronger?
4. Social media and promotion for better visibility of IVS – sharing experiences and knowledge
5. Concrete ways of cooperation among IVS organisations in a changing world and youth generation – How to adapt IVS to a new historical moment and new trends in youth volunteering

1. Recognizing cultural differences between LA and EU, in order to establish a good cooperation.

- Some behaviors of Europeans are seen as rude in Latina America, such as being too direct in the common life.
- Sometimes EU people remain silent and that might lead to misunderstanding with LA people.
- EU people often leave very fast without explaining the reason.
- PUNCTUALITY: we must be aware that there are different "times".
- LA people often speak at same time and it could be hard for EU people to express themselves.
- EU funds are yearly distributed, which makes it easier to plan. In LA there is more instability. A training would help?
- In EU it is normal to talk about money, while in LA it can be considered rude.



2. Preparation and follow up of volunteers and projects – how to improve the quality of IVS?

- Some organizations prepare volunteers, and some don't. The reason why organizations don't prepare volunteers is because they send many volunteers or they don't have resources.
- Why preparation is important: to learn to respect the other cultures; what it means to be a volunteer; what it's expected from volunteers.
- Ways to prepare volunteers: mentors; former volunteers that have participated in projects in the same country can share their experiences.
- Strategies used by some organizations: C.i.A. asks the leaders to prepare a letter for the volunteers, that is sent to them before their departure for the camp, so the leader can be in touch with the volunteers even before the project starts.
- Strategies and tips about follow-up of volunteers and projects: to establish a code of conduct during the camp; regulation about drug use and conflict crisis; leaders have daily meetings to give feedback to each other and update each other about how the project is going and what is needed; identify volunteers that could act as multipliers and be involved in the life of the organisation.
- Concordia UK prepares agreements before the project starts, in order for the volunteers to commit



themselves in advance.

- Chiriboga organizes 3 evaluations each month when hosting LTV.

3. *Philantropy and mutual help in IVS – will it disappear or get stronger?*

Following the Alliance's principles, the team agreed on 5 aspects that are very important:

- Cooperation
- Solidarity
- Personal growth of the volunteers

Conclusions and recommendations:

Solidarity is an important aspect of LA culture and should be maintained in IVS too.

When we talk about civil participation there are some basic aspects, such as adding value.

4. *Social media and promotion for better visibility of IVS – sharing experiences and knowledge*

We identify 4 point the most important.

Social Networks are a very powerful tool and they have an important impact.

It's lacking in the organizations information about using social Networks, to manage them in a professional way.

Everywhere it can be see also a treat.

It a very direct way to reach young people, so in this way we can inspire young people, and create curiosity about work camps and to inform them.

There are a lot of social Networks, but most of people in more in Facebook, but there are other different Networks. (Twitter), but some people don't know how it Works. It could be useful to create more interaction, but it's important that it should be in a professional way. But we have to keep the balance, and don't lose the personal contact.

Probably within the buddy system, we can include a professional in social media could help the organization in the Management of the social Networks. To guarantee the good contact with the organization.

5. *Concrete ways of cooperation among IVS organisations in a changing world and youth generation – How to adapt IVS to a new historical moment and new trends in youth volunteering*

How to cooperate in a concrete way between the organizations

A good cooperation could be virtual chats to talk about a theme to share good practices.

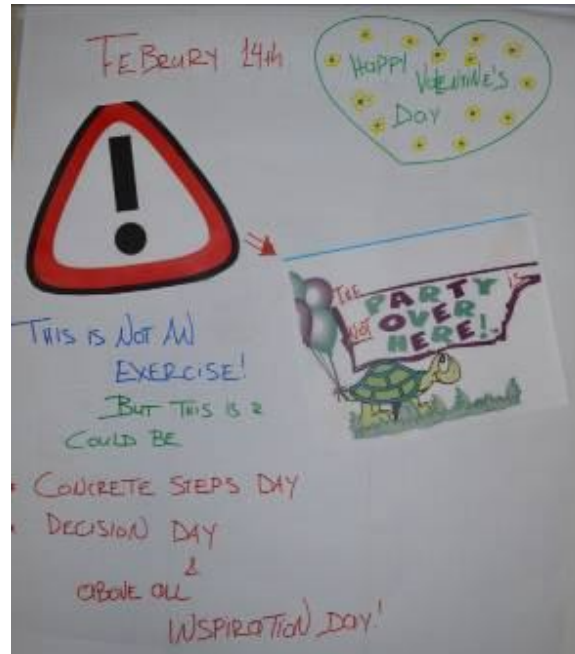
To share our worries about sending people of the rest of the World, for example the ACI have a way to include national volunteers in International projects, it's important to share these Systems.

Other organizations have a solidarity fund (SJ) so it allows sending or hosting volunteers with low income. Other organization has a solidarity funds for active members.

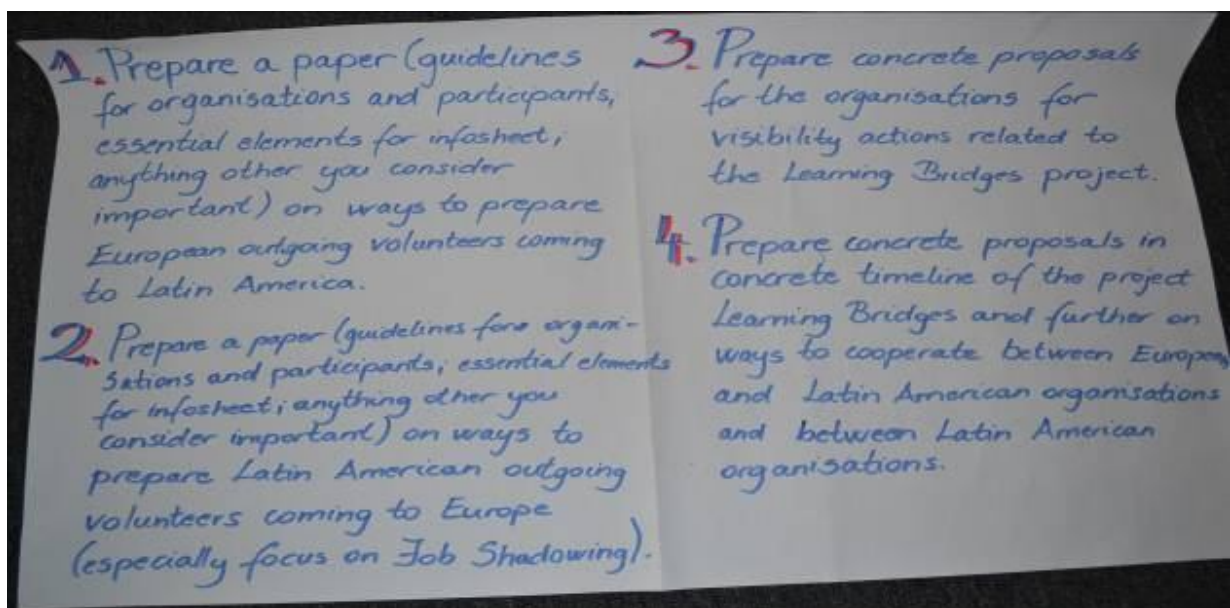
Other way to include volunteers in programs could be to include them in local projects, so the volunteer could have a least have an approach to the volunteering.

We have planned to organize a project in December, in a way that the volunteer shouldn't pay any fee.

Day 6 (14th February)



The day began with the presentation of local outreach exercise: the previous day in the afternoon, participants had a free afternoon but they had 3 tasks to do, the results of which were presented the morning of the day 6. The tasks were: to find at least 3 persons to talk to and explain what are we doing in Morelia; have a photo with the locals; buy the most interesting thing for 10 pesos. This exercise is designed to provide space and time for a mental break from the workshops but still to trigger cultural encounters with the locals and improve teambuilding among the group. After the Open Space technology, the important issues/tasks that surfaced helped setting the day as follows:



TEAM 1 and 2 PREPARATION OF VOLUNTEERS – EU to LA and LA to EU

1. What is a voluntary in LA-EU
2. Values Principles of volunteering
3. What is a workcamp

COUNTRY

- Historical context of LA-EU countries
- Political situation
- Organization
- Values, mission of the send-host Organization
- Info Of local organization
- History of the project

INTERCULTURAL LEARNING

- What is accepted Dos-don'ts
- Challenging stereotypes LA-EU
- Cultural Shock

PRACTICAL INFO

- Visa, insurance
- Food Drinks climate
- Travel info
- Fees explanation
- Group composition-countries
- Emergency numbers
- Free time
- Language

RIGHTS AND RESPONSABILITIES

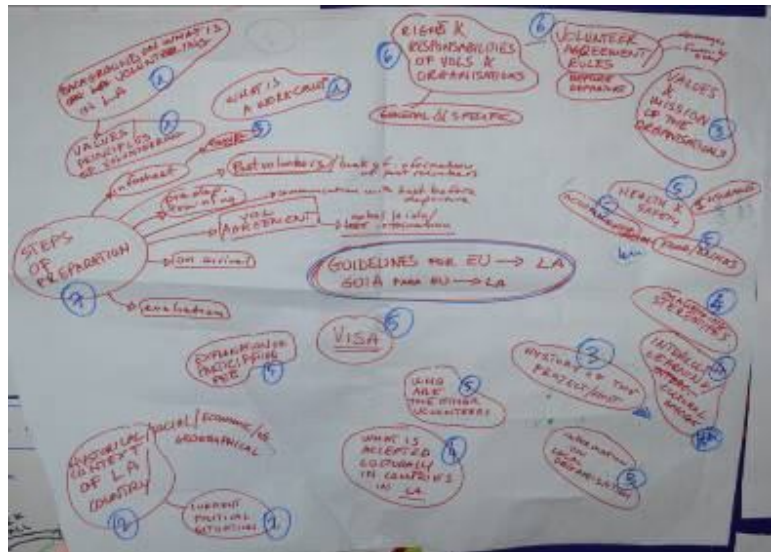
- Volunteers and organizations
- Rules-regulations
- Volunteer agreement
- Before departure

STEPS OF PREPARATION

- Info sheet
- Past Volunteers
- Pre-dep training
- Communication with host org before departure
- Volunteer agreement
- Arrival training
- Evaluation

DOCUMENTS

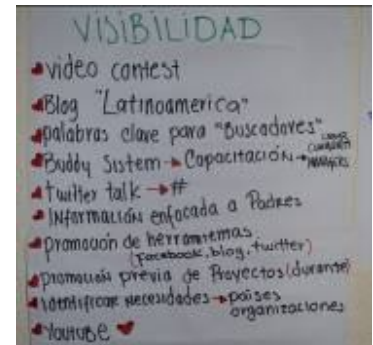
- General- specific info sheet
- Training templates
- Pre departures - on arrival



TEAM 3 Prepare concrete proposals for the organizations for visibility actions related to the Learning

Bridges project

- Video contest
- Blog "Latinoamérica"
- Buddy system makes community managers, capacitation
- Twitter talk
- Information for parents
- Promotion of Facebook/Twitter tools
- Promotion before the project
- Identify needs, organizations and countries
- Youtube



TEAM 4 **Concrete proposals in concrete timeline of the project learning Bridges and further on ways to cooperate between European and Latin American organizations and between Latin American organizations.**

Volunteers can seek funds for themselves as in Costa Rica, you can search our websites put a pig and that volunteers donate funds or something to get the fees can send something to the solidarity fund.

Develop a Project

Develop a youth workcamp, late December; the organizing committee would meet every month by Skype

20 volunteers, 15 from Latin America and 5 from Europe,

The first step of cooperation will be upload projects to My Drive o Google Drive to encourage projects and upload them in our pages

The last dynamic of this day was "the World Chili Coffee" where the participants shared and contributed further with ideas to the following concrete tasks within the frame of learning bridges project:

- 1. Ideas for the content of the Job Shadowing events (further points in Learning bridges projects)**
- 2. Elements of the report of the Job shadowing events**
- 3. Ideas for local projects (further points in Learning bridges projects)**



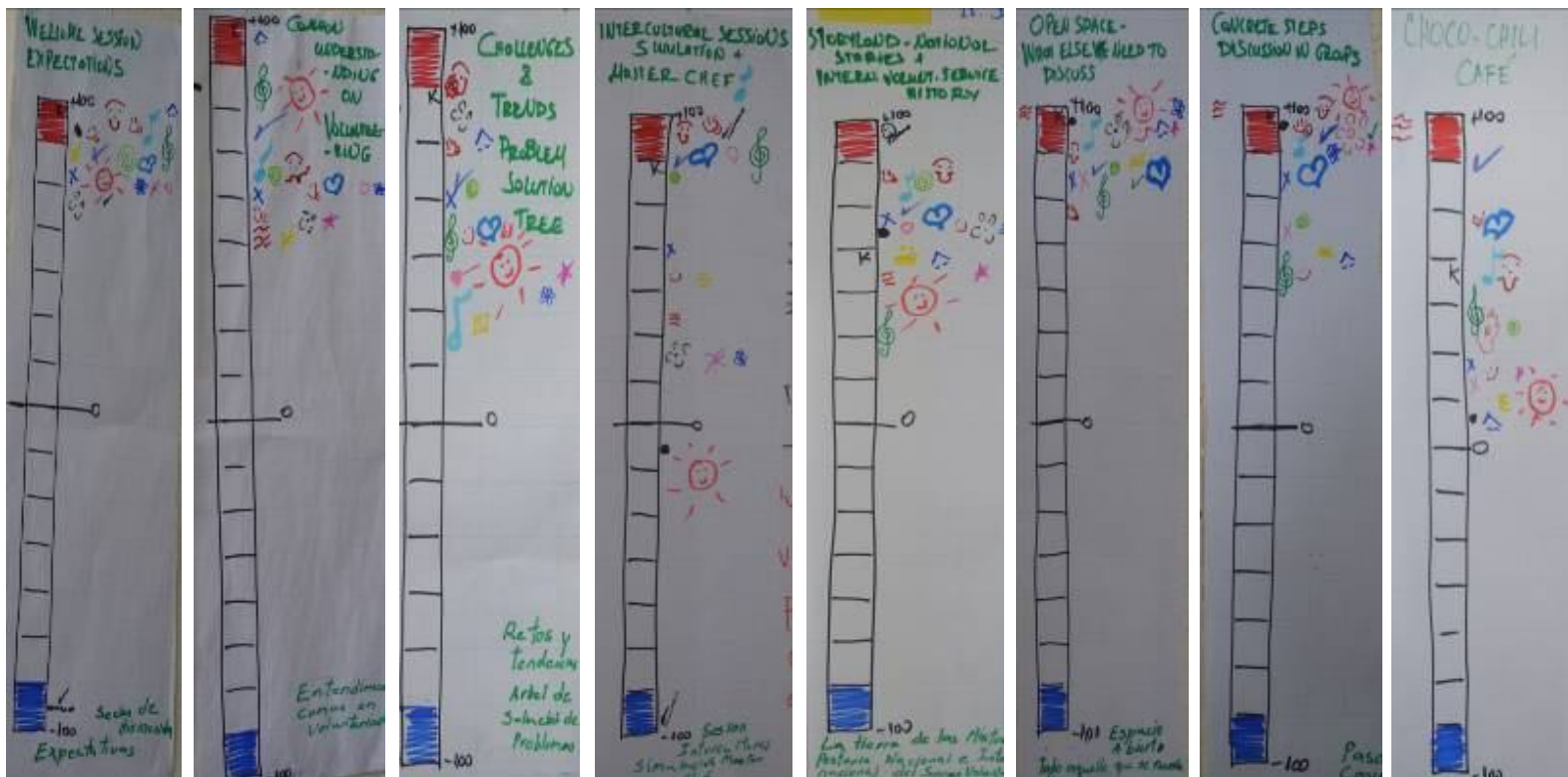
The session was organized using the world Café method, meaning that all participants had space and time to give feedback to all 3 subjects. The guidelines that came out as the result of this session are going to be used for the further points of the Learning Bridges project.

Day 7 (15th of February)

The whole morning session of the last day was reserved for the evaluation and reflection about the process of the training.

Visual, oral and written evaluation was prepared.

The Group was asked to have a look around the plenary room to see all what WAS DONE DURING THE PAST 6 DAYS. After each day a thermometer was placed so everybody could put a sign to show how he/she felt that day.



After having a moment to think on their own, the participants gathered in the circle to share one by one their impressions and final words.

Finally everybody was given a written evaluation to fill in during the afternoon.

The Alliance and Vive Mexico representatives thanked the group for their participation and willingness to collaborate in the dynamics and event activities.