

Re-Source

Communication tools to enhance cross-
sectoral cooperation and networking

Training Course

Hollókő, Hungary

05/08/2014 – 12/08/2014



Fiatalok
Lendületben
Program

We are glad to invite you to our international training course named ReSource, organised by Creative Space Training Centre financed by the Youth in Action Program. The training course will take place in Hollókő, Hungary 5-12 of August 2014. In this letter you will find all the information what you have to know in order to participate in the program. We gladly answer all your questions and are looking forward to see you in Hungary!

Who is this course for?

This course is for young people who play a key role in their communities: e.g. youth workers, educators, trainers, mentors, coaches, members and leaders of project teams, organisations, communities, who work with groups and teams of diverse backgrounds: e.g. cultures, social groups, geographical backgrounds, generations, organisational cultures.

Themes:

- Communication tools and techniques useful in NGOs and youth work
- Team work with the use of communication skills, styles & tools
- Cross-sectoral communication to enhance networking and recognition

What is the purpose of the training?

- To improve your performance in communication and create flow in cooperation.
- To improve communication skills and key competences in order to improve the quality of direct, group-based and individual youth work and local-level networking in a multicultural and cross-sectoral context.
- To give space, provide information and encouragement to actions and project ideas to be realised in the Erasmus+ Programme.

What skills I can improve here?

- listening
- observation
- body language and the use of physical space

- identifying and stepping over thoughts and emotions
- creating and maintaining the connection in communication
- practicing different communication styles
- choosing your words
- forming your message and getting it through

What is our training approach?

Shortly: instead of talking on the WHAT, we focus on the WHO and practise the HOW

In other words: we switch focus from general knowledge to personal skills and attitude.

In detail:

Everyone has their unique way of thinking and expressing themselves. We will start with exploring the elements of your style. You can explore your personal and cultural patterns – sets of elements of which your thinking and behaviour is composed. By exploration you can understand better how you function in human interaction. You also develop your observation, listening and your sense for these elements and you can identify better how other people function in relation to you. This is the level of knowing – and we believe, this is available for all.

From here we want to go further: to the level of DOING. We will practice these elements as techniques, to understand how they work and to acquire them as skills, this way widening your personal resources. With more elaborate skills you will be more effective in your communication – this brings a new quality into the groups, teams, communities where you are active, creates a better flow and increases performance.

By training we mean constant action and practicing in an accumulative cycle of learning – like sportspeople do: exercising, reflecting upon and evaluating the outcome, adding new techniques to the ones we already have and practicing, practicing, practicing. We will do these according to the principles of non-formal learning, like learning by doing and active experimenting. Techniques and best practices from NLP, team coaching and group dynamics, synergy trainings, and over 15 years of experience of the trainers and the support staff.

What will you do for 8 days?

You will participate in a variety of processes: workshops and games from theatre&dance, art and outdoor, simulations and structured exercises, all focused on cooperation. Some of them you may find playful and funny while others can be deep and serious. Some of them involves physical movement, others thinking and talking. Some may take place outdoors, some might involve direct, live contact with the local community.

You will practice techniques in couples, trios, and small groups which will be re-mixed each time. The trainer and the assisting team will present the techniques to be practiced, explain theories and show videos to provide a background to the techniques. They will guide the processes, facilitate the reflection and debriefing sessions.

What you experience and learn here depends highly on the level of your active participation as a member of the group. We will start from the basic elements of communication (e.g. using your voice) and lead towards the more complicated situations: e.g. presentation skills, non verbal communication, use of gestures.

DAY 1-2

After the introduction of the program we will work on individual and non verbal communication. We will work mainly individually and in couples, trios and small groups. You will learn about what communication is in your daily life with personal specific examples and case studies, and also experience and define different ways of getting and receiving information. We will work with our senses, voice and body with lot practise from the basis. On the third day you will have the chance to practise all this knowledge in a different context with new people.

DAY 3-4

Days 3-4 will be mainly about group exercises and verbal communication. You will practise how to communicate in a big group, how to lead or being led by others. You will work with different communication and working styles and sense of humour, how to be concrete in communication and expression, how to ask questions in order to get the information what you need. In these three days we will go outside more times.

DAY 5-6-7

In these days you will put in context everything you will have learned so far in the training. You will make a presentation about your NGO using all the skills you learnt and practising new presentation skills, and you will all challenge yourself with locals by specific assignments about communication. We will invite experts from the business and government sectors to consult and coach the presentations.

DAY 8

On the last day we will evaluate the program and prepare for going home, plan how you can implement the knowledge in youth work in your home country.

Time schedule

8:00 – 9:00 Breakfast

9:30 – 12:45 Program

13:00 – 14:00 Lunch

14:30 – 17:45 Program

18:00 – 19:00 Dinner

19:30 – 22:00 Program

What results can you have?

As a result of this course you may become skilled to:

- communicate more effectively with individuals in groups, in a variety of situations
- recognise your own style of communication and thinking
- adapt to the communication, thinking and humour styles different from yours
- practice inclusion on the daily level
- create a flow in cooperation
- improve your performance as a team member or leader
- enjoy interaction
- have the impact you want to have
- perceive diversity as opportunity

How does it connect to your activity at home?

Non-formal education, youth work and civic activity has different levels of recognition in different parts of Europe. In most countries, especially in Central-Eastern Europe and the Balkans, great initiatives have emerged in the past decade, constantly facing a few challenges common to all of them:

- multicultural project teams
- generation gaps
- social exclusion
- recognition of youth work, non-formal learning, civic activity and volunteering
- networking with organisations who have priorities and procedures different from yours (e.g. mayors' office, other NGOs, schools, grant program agencies)
- low cross-sectoral cooperation

Analysing needs and experiences we came to the conclusion that in situations like the ones above, mostly the goals and wanted results are clear, however, the start is unclear or skipped.

From here we asked the question: how to create a clear start? As intervention point, from which change can be catalysed, we chose communication skills and the behaviour of the person, you, who wants have an impact.

In the course we will not discuss these issues on the general level, neither we offer solutions or models to handle them. There are plenty of courses and materials available to do so. We encourage you to bring your specific examples and case studies into the course, as a tool, to be used in order to work with yourself.

By improving your own skills of communication you may become

- more effective in handling the challenges your organisation or community is facing
- able to inspire and support other people in doing so.

What is the language of the training course?

The working language of the course will be English, in a simple, easy-to-understand style.

Who will guide the training?

The program will be guided by Krisztina Győry, youth worker, personal development trainer and coach, with 16 years of experience in trainings and 22 years in multicultural projects. She will be assisted by an international team of volunteers. The program will get professional support from Egyesek Youth Association which is active on the international youth field for 16 years.

DATE

Arrival days	4th August until 16:00 Budapest
Start of the program	5th August 9:30 Hollókő
End of the program	12th August 22:00 Hollókő
Departure day	13th August until 9:00

Arrivals and departures:

We are asking you to arrive on the date given above, to BUDAPEST!

We organise a common bus for you from Budapest to Hollókő, and the way back from Hollókő to Budapest.

From the bus station in Budapest you need at least one hour to get to the airport. Do NOT book your ticket earlier (if you are confirmed)

You are not allowed to leave the 8 days long program earlier or come later, or to miss parts of the program.

A trip to Budapest or other touristic venues of Hungary is NOT part of the program. If you would like to visit these places, arrange your travel in a way that you come 1-2 days earlier than the program start or you leave later. If you arrive 1-2 days earlier or leave later, please arrange your own accommodation for the extra time and be aware that the Youth in Action grant does not support it.

Venue

The TC will be in Hollókő, in the countryside of Hungary, 100km from Budapest.

The village is situated in the north of Hungary and it is part of the UNESCO World Heritage. During the program you will see the surroundings: the Cserhát Hills and the villages of the Palóc culture (www.holloko.hu).

The accommodation and the program will be in the youth training center Creative Space (www.kreativ-ter.hu). There are bedrooms for 4-6 people with its own shower

and toilette each. We have wireless internet, with limited access. There is NO washing machine.

The house and the garden is rented as a whole for the time of the TC, in order to have it as a home for you and to have the full privacy of the group. Light housework will be done by the group as well – a daily cleaning, keeping the house tidy, and the cleaning of your own rooms.

Only bedsheets and pillows with cover are provided. Please bring your own towels and sleeping bags.

- 1 blanket with cover + 1 towel can be rented: 10€/person

Creative Space has a limited number of blankets, not enough for a whole group. If you need one, let us know in advance in your application form, we will inform you whether we can provide you one or not.

COSTS

Egyesek covers the following costs:

- accommodation
- food
- the costs of the program
- 70% of the travel costs of foreign participants, according to the conditions described in the attachment.
- visa costs according to the conditions described in the attachment.

Participants cover the following costs:

- The rest (30%) of your travel costs from your living place to the program venue.
- Your own insurance

Participants' contribution:

- 80€ /participant

To be paid in cash in € on arrival.

- We organised a common bus for you from Budapest to Hollókő (on 4th August) and after the end of the training from Hollókő to Budapest (on 13th August) it has a cost. It is 2000 HUF and it has to be paid on arrival in HUF. It is slightly cheaper and more comfortable than public transport.

The procedure and the conditions of the reimbursement is described below in the attachment nr.1. Please read it carefully and if you have questions, contact us in advance.

REIMBURSEMENT

In the grant we will receive a certain amount of money for this purpose, which we are not allowed to exceed. These amounts are based on the costs our partner organizations told us when we wrote the application. Amounts given are for return tickets between your place of living and Hollókő.

We reimburse public transport tickets and taxi costs from Budapest or from cities where you change transportation only if they fit into your limit and you bring the invoices of them.

Country	No. of participants from these countries (all together)	100% of travel costs /person	70% of travel costs /person
Hungary/Kreatív Tér	4	0 €	0 €
Romania/Synergy Romania Association	4	200 €	140 €
Armenia/Armenian Progressive Youth	4	500 €	350 €
Croatia/Syncro	2	150 €	105 €
Georgia/Helping Hand	5	500 €	350 €
Lithuania/COFA	3	450 €	315 €
Italy/Vedi Napoli	2	250€	175€
Jordan/Jordan Youth Innovation Forum	5	500€	350€
Greece/YMCA Thessaloniki	3	400€	280€

What to bring:

In case you were confirmed and you are coming to the exchange, there are certain things to bring. There are certain clothes we ask you to bring with you for your physical safety, personal hygiene of yourself and the other members of the group.

- Casual warm and sport clothes for outdoor and indoor activities
- Backpack or smaller bag
- Raincoat
- Waterproof outdoor shoes
- Sleeping bag

- Towels
- Your own medicines

Documents

- passport or other official ID
- all original invoices and tickets
- insurance or your E111 card
- Hungarians: TB card
- **bank account data**

APPLYING – SELECTION – CONFIRMATION

Deadline: 1st June 2014

You can find the application form in the following link:

<https://www.surveymonkey.com/s/8K6RCMF>

If you have any other questions, contact us the following email address:

resource.kt2014@gmail.com

Selection will be done and confirmation will be sent by **10th June 2014**.

The ones not selected in the first round will be on the waiting list and as soon as there is an empty place we will contact them.

We will take care that the age, gender and intercultural diversity of the group is ensured.

Do not buy your tickets till you get the confirmation letter!

If you are selected for the training you will receive a confirmation letter. When you have received this letter you can start arranging your travel. In the letter you will also receive the travel information and a list of things you need to bring with you.

After you received the confirmation letter you must arrange your travel. Your registration is final when you arranged your travel and send us your arrival and departure times for the training.

Take care that you arrive before the start and leave after the end of the program. Arrival or departure after or before the program times of the training is not accepted. The training is a whole, including its start and closing.

Attachment 1. / CONDITIONS OF REIMBURSEMENT

By the Hungarian bookkeeping law and the funding rules of the grant program we must keep certain administrative procedures. We are asking for your support and cooperation in keeping these rules.

Please make sure that you read and understand the conditions and the procedure.

Conditions of reimbursement:

*Only if you participate in **the whole program** can you get the reimbursement.*

*Save your **original** tickets and receipts, invoices and all related documents, because you can only get reimbursement for costs of which you can prove the amounts with original tickets and receipts. Only the amount written on the ticket will be reimbursed – that is, if you want your return ticket to be reimbursed, you have to give it to us. We cannot reimburse anything that you buy after the training.*

ALL the following ORIGINAL documents will be needed:

- all your tickets and boarding passes
- invoices of buying your tickets described below
- passport or ID

Official document from the bank or travel agency stating the exchange rate from your currency to Euro and/or HUF of the day you buy your ticket.

What is an invoice?

This is a document, signed and stamped by the seller.

The invoice of flight ticket must contain your **name, the starting and finishing place and the date of the journey and the price of the ticket**. Whatever official is your paper, if these data are not on it, you **can not** get it reimbursed!!! Use your name from your passport, no nicknames!

For all the other tickets that you buy in Hungary you need a special invoice, called ÁFÁS SZÁMLA, you need to ask for it when you pay. It needs to be for the following address as buyer:

Kreatív Tér Közhasznú Non-profit Kft.

1171 Budapest

Perec utca 20.

Hungary

E-tickets:

An e-ticket is NOT an invoice! If necessary, call the airline/train company/etc., explain them the situation and ask them to give you a receipt/invoice with the data given above. If you buy tickets online, take care that you tick the box indicating that you want an invoice, and you fill in the address of Egyesek where the invoice has to be sent by the airline company.

A simple receipt printed by the cassa, only containing date and amount is NOT an invoice, amounts proved by such receipts WILL NOT be reimbursed.

Reimbursement will be done after the training, by bank transfer. We do not reimburse any costs on spot.

The exact procedure is described below. The exchange rate we will be the rate of the day we receive the grant.

Reimbursement limits per country

In the grant we will receive a certain amount of money for this purpose, which we are not allowed to exceed. These amounts are based on the costs our partner organizations told us when we wrote the application.

Amounts given are for return tickets between your place of living and Hollókő.

We reimburse public transport tickets and shuttle bus costs from Budapest or from cities where you change transportation only if they fit into your limit and you bring the invoices of them for both way (retour tickets).

Countries/limits

Country	No. of participants from these countries (all together)	100% of travel costs /person	70% of travel costs /person
Hungary/Kreatív Tér	4	0 €	0 €
Romania/Synergy Romania Association	4	200 €	140 €
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Croatia/Syncro	2	150 €	105 €
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Italy/Vedi Napoli	2	250€	175€

Jordan/Jordan Youth Innovation Forum	5	500€	350€
Greece/YMCA Thessaloniki	3	400€	280€

Reimbursement procedure:

1. The amount of the reimbursement will be calculated as follows:
We take the 70% of your travel costs between your hometown and Hollókő, only those costs of which you have the tickets and invoices. From this we will calculate your reimbursement with the €/HUF exchange rate of the day we receive the grant.

In case your costs exceed the limits given below, the maximum amount you can get is calculated from the 70% of your allowed limit. Limits are given above. Based on the invoices you give us, we will exchange your costs into euros and from euros to HUF.

In case you want that we exchange your currency directly to HUF, you need to bring an official document, signed and stamped original from the bank or the travel agency, showing the official exchange rate from your currency to HUF of the day when you bought your ticket/visa/insurance.

2. **You will check the calculation and sign a document** stating that you checked and you accept the amount, you give the bank account number where it will be transferred and that you agree that the bank costs are covered from the amount of the reimbursement, and that you will send us back the original tickets, documents and invoices within 1 week from your arrival home, by registered post.
3. You will **leave with us all the original documents** that you don't need for your journey home. During the training we will make copies of your documents, so that you can still use your ticket for the way home.
4. You **send us back all the original documents** within 1 week from your arrival home by registered post.

*As soon as we receive all original documents from your country and the grant arrives from the funder, we send you your reimbursement by bank transfer. We will **do 1 bank transfer/country**, either to your sending organization or to the account of one participant from that country. Bank cost is approx 10€ /transfer from our bank, you need to check yourself if it costs anything from your bank or not. Bank cost will be taken from the amount by the bank. We have no separate funds to cover them, so this bank cost is yours.*

For the bank transfers we need these data from each country:

bank account number, IBAN number, account owner name, bank name and address, SWIFT/BIC code.



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