

**Training of public institutions for
improved communication with Roma
community
Guidebook**

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Welcome

Welcome to Training of public institutions for improved communication with Roma community

Who is the Guide for? This Guide is written for trainers, associates of **DREAM ROAD Project** partners, who will deliver Competence Development Training for representatives of local **public institutions and organizations.**

What is the purpose of the Guide? With the help of this Guide, you will support participants in addressing selected critical issues concerning the Roma community and encourage them to develop an innovative idea to address the matter in question. Besides that, you will equip public institutions and relevant stakeholders who work directly with Roma with approaches, methods and tools that ensure improved trust and communication with Roma community.

In overall, the training will provide support, skills and know-how to relevant actors on approaching Roma communities, establishing dialogue and contribute to their empowerment. The training should result in increased capacities of local communities to implement social inclusion activities, and improve interaction with Roma communities.

Who are your participants? The training participants will be representatives of local public institutions with mandates in the field of employment, education, health, social protection, child protection, housing (if existing), which perform direct work with Roma community, representatives of Roma community who are members or employees in the local or regional government and bodies but also and local/regional NGOs; SME-s etc. Please do ensure that representatives of Roma community take active participation in the training-Roma CSO-s, Roma professionals...and that they are represented in their diversity.

What size of a group should you bring together? Ideally, the size of groups should be kept around 15. The maximum recommended size is 25, and minimum 10.

Who should be part of your team?

In order to take participants through a meaningful process, it is important to first assemble a team of supportive associates.

- Trainers can plan to work in a team of two, sharing roles as depending on session (Lead trainer and co-trainer), although the training can be delivered by one person if the resources.
- Secure the support of a DREAM ROAD Project partner in your country, in order to ensure all necessary logistic support and inputs in terms of data and information needed for your preparation and training delivery.

About DREAM ROAD Project

Exclusionary dynamics of social inequality and poverty are mirrored in every aspect of daily life of Europe's 10-12 million Roma people. In recent years, hope of progress has been shattered by hardened political discourse with particularly harsh impact on Roma, living in overwhelmingly poor conditions on the margins of society and facing extreme levels of social exclusion. Shameful persecution at national levels, underpinned with vows to root out and expel Roma, has shifted the conversation from the need to improve a situation the minority has been condemned to, to questioning their right to inhabit areas they have made their home.

DREAM ROAD seeks to empower members of Roma communities to become agents of change. Participatory development of novel interventions to enhance digital, information and functional literacy of Roma people and establishment of broad alliances in their implementation are key results of the projects. Transferrable pilot implementations root in the development of computer-supported collaborative learning labs as catalysts of knowledge, hands-on learning and digital access, where members of overlooked and often failed communities can obtain skills and know-how to function as informed users and equal members of society. Meaningful cooperation of Roma communities, public authorities and local communities is key in achieving success in implementation of such community ecosystems.

DREAM ROAD builds capacities of public bodies to better cope with Roma issues through innovation and dialogue, providing community representatives with the know-how to achieve lasting impact. The long-term objective is to create enduring and meaningful, transparent and interactive processes stimulating mutual responsiveness of all societal actors. Transnational framework will allow for implementation of transferrable solutions, tested in locally specific environments, which will serve as guidelines in future policymaking.

Project duration: 01/07/2020-31/12/2022

DREAM ROAD Project Partners

While it is not mandatory to list all the project partners, it is good for trainers to know who they are. You can present the number of the partners (29 in total) and list the countries from which partners are.

However, it is important to present the project partners from your country, briefly describe their role in the project and thus additionally build their credibility in front of the group of participants.

This part of the presentation can be delivered by project partner representative, or by the trainer, depending on your agreement.

	Name of the partner	Type	Country
1	Research and Educational Centre Mansion Rakican	Lead partner	Slovenia
2	Institute of Social Innovations	ERDF partner	Czech Republic
3	Zala County Regional Development Agency Nonprofit Limited Liability Company	ERDF partner	Hungary
4	Nevo Parudimos Association	ERDF partner	Romania
5	Amalipe Center for Interethnic Dialogue and Tolerance	ERDF partner	Bulgaria
6	Roma Adult Education Organisation Burgenland	ERDF partner	Austria
7	Institute for Cultural Relations Policy	ERDF partner	Hungary
8	Centre of Social and Psychological Sciences Slovak Academy of Sciences	ERDF partner	Slovakia
9	Harghita County Council	ERDF partner	Romania
10	Municipality of Murska Sobota	ERDF partner	Slovenia
11	Covasna County Employment Agency	ERDF partner	Romania
12	Roma Inclusion Office	IPA partner	Serbia
13	Know How Centre	IPA partner	Serbia
14	Representation in the Republic of Moldova of the Foundation Terre des hommes Lausanne – Switzerland	ENI-MD partner	Moldova
15	NGO Youth Space	ENI-UA partner	Ukraine
16	Ministry of Labour, Family, Social Affairs and Equal Opportunities	Associated partner	Slovenia
17	Roma academic club	Associated partner	Slovenia
18	Zala County Roma Nationality Government	Associated partner	Hungary

19	Berliste town	Associated partner	Romania
20	Caras Severin Scholastic Inspectorate	Associated partner	Romania
21	Kreativ Research association – center for media study and social research	Associated partner	Romania
22	Oravita town	Associated partner	Romania
23	Eftimie Murgu University from Resita	Associated partner	Romania
24	Professional High School of Agriculture St. George the Victorious	Associated partner	Bulgaria
25	Centre for community organising eastern Moravia	Associated partner	Czech Republic
26	Foundation Novi Sad 2021 - European Capital of Culture	Associated partner	Serbia
27	Zala County Self-Government	Associated partner	Hungary
28	City of Košice	Associated partner	Slovakia
29	Ecce Homo Sternberk	Associated partner	Czech Republic

Training agenda

As the selected thematic issues vary from region to region, individual PPs are invited to make modifications based on their respective needs.

Day 1	
10.00-10.30	Welcome and Introduction: <ul style="list-style-type: none"> • Opening of the training • Introduction of trainers and participants

	<ul style="list-style-type: none"> • Presentation of training objectives and content
10.30-10.40	General information on DREAM ROAD project, its objectives, activities, outputs
10.40-11.45	Introduction to general EU and national framework on inclusive policies Introduction to interculturality and intercultural communication
11.45-12.00	Break
12.00-13.00	Exchange of experiences of participating institutions on social inclusion activities, discussion
13.00-13.45	Discussion on critical sectoral issues concerning the Roma community in the territories of participating institutions
13.45-14.00	Summary and closure of day 1
Day 2	
10.00-10.15	Welcome and opening the day 2 Announcement of sessions for day 2
10.15-11.45	Developing innovative ideas to improve communication and trust between public institutions and Roma community-part 1: general discussion
11.45-12.00	Break
12.00-13.00	Developing innovative ideas to improve communication and trust between public institutions and Roma community-part 2: what can be changed in institutional culture, practices and policies of each participating institution
13.00-13.45	Summarising of approaches, methods and tools that may improve communication and trust between public institutions and Roma community Achieving consensus on the first next feasible key steps
13.45-14.00	Training summary Training evaluation Training closure

Training design

The training design is a tool used by trainers in order to know where we are in any moment of the training. This design is prepared for face-to face training. However, you can adapt it for online use.

The Overall Training Objective:

Providing support, skills and know-how to relevant actors on approaching Roma communities, establishing dialogue and contribute to their empowerment.

The Specific Training Objectives:

1. Addressing selected critical issues concerning the Roma community and encouraged to develop an innovative idea to address the matter in question.
2. Equipping public institutions and relevant stakeholders who work directly with Roma with approaches, methods and tools that ensure improved trust and communication with Roma community

Expected training result:

Increased capacities of local communities to implement social inclusion activities and improve interaction with Roma communities

DAY 1

Time	Title of session	Key learning points	Methods	Material and AV equipment	Lead trainer
09.30-10.00 (30')	Registration of participants and welcome coffee	Participants arrive, register into the list of participants form and take their seats	/	List of participants Coffee tea	
10.00-10.30 (30')	Session 0 Welcome and introduction	<ul style="list-style-type: none"> • Opening of the training • Introduction of trainers and participants 	Individual presentations, group discussion	Training agenda Power point presentation	

		<ul style="list-style-type: none"> Participants present their expectations from the training 			
		Presentation of training objectives and content		Training agenda	
10.30-10.40 (10')		Participants introduced to DREAM ROAD project, its objectives, activities, outputs	Presentation	Power point presentation Handout 1: About DREAM ROAD	
10.40-11.45 (65')	<p>Session 1</p> <p>Introduction to general EU and national framework on inclusive policies Introduction to interculturality and intercultural communication</p>	<p>Participants will</p> <ul style="list-style-type: none"> Increase their knowledge in regard to the General EU framework Remind on the national framework (laws and strategies) Increase their knowledge on intercultural approach to Roma inclusion 	<p>Trainers' presentation (45')</p> <p>Group discussion (20')</p>	<p>Power point presentation</p> <p>Handout 2: General EU framework</p> <p>Handout 3: National Framework (trainers to prepare short factsheet as the example provided in this package)</p> <p>Handout4_Interculturality and Intercultural Communication</p>	
11.45-12.00 (15')	Break				
12.00-13.00 (60')	<p>Session 2</p> <p>Exchange of experiences of participating institutions on social</p>	Participants will be introduced/increase their knowledge on 10 basic principles on Roma inclusion, and relate them to institutional practices and policies in their community	Trainers' presentation combined with discussion	<p>Power point presentation</p> <p>Handout 4: 10 Common Basic Principles on Roma Inclusion</p> <p>Flipchart, markers</p>	

	inclusion activities, discussion				
13.00-13.45 (45')	Session 3 Discussion on critical sectoral issues concerning the Roma community in the territories of participating institutions	Participants work in small groups, answering questions from Working sheet 1 The trainers close the exercise and announce that the presentations will follow tomorrow.	Work in 4-5 groups	Power point presentations Worksheet 1 Flipchart sheets Markers, sticky tape	
13.45-14.00 (15')	Summary and closure of day 1	Participants share one word as an impression from the first day Trainers close the first day by summarising key learning points	Group discussion Trainers' input/summary	Flipchart	

DAY 2

Time	Title of session	Key learning points	Methods	Material and AV equipment	Lead trainer
10.00-10.15 (15')	Welcome and opening the day 2	Trainers welcome participants Trainers remind on the agenda for day 2	Trainers' input	Agenda	
10.15-11.45 (90')	Session 4 Developing innovative ideas to improve communication and trust between public institutions and Roma	Presentation of the results of small groups work from Session 3: Presentation group 1-plenary discussion Presentation group 2-plenary discussion	Presentation and discussion	Worksheet 1 and products from the exercise Flip chart stand Flipchart paper Markers	

	community-part 1: general discussion	Etc Trainers' summary		Sticky tape	
11.45-12.00	Break				
12.00-13.00 (60')	Session 5 Developing innovative ideas to improve communication and trust between public institutions and Roma community-part 2: what can be changed in institutional culture, practices and policies of each participating institution	The participants will, in the same small groups from the session 4, work on the possible solutions, based on the questions in Worksheet 2	Work in small groups 45' Preparation for Presentations 15'	Power point presentation Worksheet 2 Flip chart stand Flipchart paper Markers Sticky tape	
13.00-13.45 (45')	Session 6 Summarising of approaches, methods and tools that may improve communication and trust between public institutions and Roma community Achieving consensus on the first next feasible key steps	Participants will present the products of their small groups work Plenary discussion-consensus on most feasible and meaningful solutions	Presentations from the small groups work - 20-25" Facilitated plenary discussion-25'	Flip chart stand Flipchart paper Markers Sticky tape	

<p>13.45-14.00 (15')</p>	<p>End of training</p>	<p>Trainer will summarise the key learning points of the training</p> <p>Participants will fill the evaluation form</p> <p>For the training closure, the trainer will choose appropriate farewell activity – message to the group or one thing that they will take away from the training</p>	<p>Trainers' input</p> <p>Individual participants' work</p> <p>Closing exercise</p>	<p>Evaluation forms</p>	
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Training scenario

The trainers are free to make modifications to the scenario and the content of exercises, depending on their local context, structure of the group and their own training style.

DAY 1

Before the training:

The trainers and training organizer should be at the location at least 30' before the arrival of participants. You should take care that the room has enough natural light and air, that the seats are comfortable enough and that each participant can see the presentation panel from his/her seat. Also, be aware on the structure of the group: will there be present participants that have mobility difficulties (in that case you should ensure that the location is accessible both from outside and inside), or participants with other sort of need for adaptation of facilities and training approach.

Arrival of participants and their registration

Time: 09.30-10.00 (30')

Needed material: List of participants, nametags

Steps:

- Registration of participants and welcome coffee/tea
- Participants arrive, register into the list of participants form and take their seats

Welcome and introduction

Time: 10.00-10.30 (30')

Needed material: agendas, flipchart paper, markers, power point presentation, presentation equipment

Steps:

- Opening of the training: After the participants are registered and took their seats, the representative of DREAM ROAD partner organization, or trainer him/herself or other agreed person, will welcome the participants
- Then the trainers will introduce themselves (if one trainer then her/himself) in order to build credibility in front of the group, by providing short information about their/his/her professional background.
- Participants will present themselves by providing information about their names, names of institutions/organizations they represent and positions they take within their institutions/organizations. Along with these basic info, they will be asked to present their expectation from the training.

- The trainer will remind participants to take the agendas and present the training objectives by using power point presentation, present the agenda and content of the training. The trainer or organizer will also give them logistical information (when the breaks are, where the toilets are, where the break room is and other relevant information)
- If you find relevant, you can make the group work agreement- jointly list the rules you will respect during the training; in that case the trainer writes down these rules and places the flipchart paper with rules on visible spot in the room.

About DREAM ROAD Project

Time: 10.30-10.40 (10')

Needed material: Handout 1: About DREAM ROAD, power point presentation, presentation equipment (not mandatory, however to have power point, you can provide introduction just orally, without presentation)

Steps:

- The trainer or organizer/representative of the DREAM ROAD partner organization gives short presentation about the DREAM ROAD project: its background, objectives, activities, outputs.
- Answer to possible questions about the project if they come from the group.

Session 1: Introduction to general EU and national framework on inclusive policies

Time: 10.40-11.45 (65')

Needed material: Handout 2: General EU framework, Handout 3: National Framework *(trainers to prepare short factsheet as the example provided in this package)*, power point presentation and presentation equipment

In this session the participants will be introduced or increase their knowledge on General EU framework, interculturality and intercultural communication.

Steps:

- Trainer firstly will start with the question to the group: "Of which EU regulations are you aware when it comes to the Roma inclusion?"
- After the group answers the trainer will summarise and the give the presentation on main EU policies in regard to Roma inclusion (Handout 2)
- The same question will be asked for the national framework, but also ask them about local regulations and summarise their answer.
- Then the trainer gives the presentation about main national laws and strategies relevant to the position of Roma (handout 3)

- After that, the trainer will give a short presentation on Interculturality and intercultural communication

At the end of session, without going into too deep discussion, ask the participants and initiate a discussion in order to raise awareness of professionals on their own stumbling blocks in communication and providing services to marginalized communities, Roma in particular. You may ask following questions:

1. How do we assess the level of cultural competence of professionals who work in our institutions?
2. Which of the barriers in intercultural communication we see as main stumbling blocks in communication and providing services to marginalised communities, and Roma in particular?
3. Are these related to ethnicity, or more to their socio-economic, educational status or other?

Summarise the discussion by returning to the first quote and emphasising a need to take an integrated approach in improving living conditions of Roma: *Marginalisation is too often given an ethnic dimension as marginalized neighbourhoods are often inhabited by Roma. Ethnicity is then explained as a cause of the problem; it is said that the Roma have a different culture, that they are different and, in extreme cases, that they are inadaptable. However, if we explain marginalisation as an ethnic issue, we de facto lose the ability to solve it, because marginalisation is, first of all, a social issue, which cannot be solved **until its causes are identified and addressed.***

Break 11.45-12.00 (15')

Session 2: Exchange of experiences of participating institutions on social inclusion activities, discussion

Time: 12.00-13.00 (60')

Needed material: power point presentation based on Handout5: The 10 Common Basic Principles on Roma Inclusion, presentation equipment, Flipchart, markers

In this session, participants will be introduced/increase their knowledge on participative policy development, and share their knowledge and experience in regard to participation in general

Steps:

- The trainer presents the first slide of the power point presentation and stops
- Then, the trainer will explain the content of the exercise. It is important to follow these steps because if the trainer firstly divides people into the groups and then gives the

instruction, there is a risk that participants won't listen carefully. The consequence of that can be that you waste the time on additional explanations to each group separately. Therefore, first give the instruction and then split them into pairs.

- Instruction: the trainers then divide the participants into pairs. The trainers distribute the handout 5 to participants (all participants get the same handout with 10 principles but each pair should know which principle is "their").
- Each pair is to read their principle (pair No1-Principle 1, pair No2-Principle 2 etc.) If there are less participants (for 10 participants you will need a group of at least 20 people, you as a trainer can read one or two remaining principles, depending on the size of the group)
- After reading principle 1 by the first pair, the trainer asks the whole group the questions that should be visible on power point slide:

How do you understand this principle?

How do you assess the context in your municipality when it comes to this principle: do local policies and programs/projects of institutions in your municipality take into account this principle?

Please remember and provide the concrete examples

- The trainer should write down the key words from the discussion, relating to each principle
- After 55', the trainer summarizes the session by giving general overview of group's findings on situation in their municipality.
- **For better preparation, it is important that trainers read the resource for this session:** European Commission, Directorate-General for Employment, Social Affairs and Inclusion, *The 10 common basic principles on Roma inclusion : vademecum*, Publications Office, 2010 <https://data.europa.eu/doi/10.2767/22771>

Session 3 Discussion on critical sectoral issues concerning the Roma community in the territories of participating institutions

Time: 13.00-13.45 (45')

Needed material: Worksheet 1, Flipchart, markers, sticky tape

In this session, the participants will have the opportunity to analyse different modalities of participation. They are gradually listed from 1 to 6.

Steps:

- First, the trainer will explain the content of the exercise.
- The instruction should be visible on the power point slide
- The trainer divides the participants into 4 groups, depending on the sector they are mostly familiar with/involved in: education, housing, employment, health. The trainer can add **social protection** as group No 5, if there are participants who can analyze this area
- Each small group will be given one Worksheet 1 in order to analyze it.
- Each small group will answer the same questions related to the modality they were given on the worksheet

Worksheet 1, Exercise:

- 1. List the problems/issues that Roma community face in your municipality you can remember or you are aware of; be precise and concrete.**
- 2. Discuss and rank them based on arguments; what are the most critical issues/the key problems the Roma face in your municipality**
- 3. Give the analysis of first 3 on the rank list:**
 - a) what are the causes of these problems in your municipality, as seen by your group?
 - b) How these causes are related specifically to the capacities and resources of the sectoral institutions and their employed professionals. Please, refer particularly to what do institutions/professionals lack in order to improve the dialogue and communication with Roma community?

Time for work: 45'

- The trainer/s are available to support the group work
- The group works on their tasks and the end of the exercise they will prepare their flipchart papers for tomorrow presentations
- The trainer will explain that they have time to think by tomorrow about the content of the exercise and prepare for presentations and discussion

Summary and closure of day 1

Time: 13.45-14.00 (15')

- The trainer asks the participants to share one word as an impression from the first day
- The trainer closes the first day by summarising key learning points

DAY 2

Welcome and opening the day 2

Time: 10.00-10.15 (15')

Needed material: agenda, list of participants (if the participants are required to register each day separately)

Steps:

- Trainers welcome participants
- Trainers remind on the agenda for day 2

Session 4: Developing innovative ideas to improve communication and trust between public institutions and Roma community-part 1: general discussion

Time: 10.15-11.45 (90')

Needed material: Worksheet 3, Flipchart, markers

- The trainer asks the representatives of the small groups to give presentations. After each presentation, there will be a discussion. They can present by reading answers from the flipchart sheet, or just orally present what they discussed within their group-it is up to the trainer to adjust the approach to the participants, but it is important that the group product is visible on the flip chart stand or on the walls.
- The representative of the group 1 presents, and takes back his/her seat. Then the trainer specifically refers to the last column and starts plenary discussion: what resources and capacities do institutions and professionals lack in order to implement effective dialogue and communication with Roma community.



The trainer writes down the key answers, bearing in mind that the participants maybe will not have enough knowledge or ideas on what to answer. Therefore the trainer should stimulate discussion and ask the group to think of what resources and capacities do institutions and professionals lack in order to implement effective dialogue and communication with Roma community: lack of specific professional expertise, lack of specific material resources, lack of approaches and tools to implement outreach activities, lack of professionals in certain sectors or institutions, lack of participation of Roma in designing and conducting of the institutional policies and practices, lack of cooperation with Roma civil society organizations, lack of funds in general. The discussion could initiate the issue of stereotypes, prejudices, institutional discrimination etc. therefore the trainers need to be equipped by facilitation skills in order to keep focused and constructive discussion.

- The representatives of group 2 presents and takes back his/her seat, and the trainers start plenary discussion the same way as for the products of the group 1, and so on, until all the groups complete their presentations.
- At the end, the trainer summarises: The point of this exercise is to map what are the key point on which the local public institutions should work in order to improve their communication with Roma community.

Break 11.45- 12.00 (15')

Session 5: Developing innovative ideas to improve communication and trust between public institutions and Roma community-part 2: what can be changed in institutional culture, practices and policies of each participating institution

Time: 12.00-13.00 (60')

Needed material:, Worksheet 2, Flipchart stand, flipchart sheets, markers, sticky tape

Steps

- The trainer will explain the content of the exercise and ask the participants to split into the same groups as they were in session 4
- The instruction should be visible on the power point slide, too:

Worksheet 2/Exercise

In small groups, please think and write down what can be changed in institutional culture, practices and policies of each participating institution. Remind on the contents of the sessions relating culturally competent practice, 10 basic common principles on Roma inclusion, and the products of your previous exercise with Worksheet 1:

Think of which innovative approaches can be used in terms of:

- Outreach to Roma Community
- Institutional culture in terms of communication tools, attitudes, skills and knowledge of employees
- Participation of Roma in designing and conducting the institutional practices, services and projects
- Cooperation with CSOs, cooperation with other institutions
- Etc

Prepare for the next session, to give 5' presentation

Time for work: 45' + 15' for preparation of the presentation

- The participants work for 60' in their groups by using flipchart sheets to answer the questions and prepare presentations
- The trainer/s are available to support the group work

Session 6: Summarising of approaches, methods and tools that may improve communication and trust between public institutions and Roma community. Achieving consensus on the first next feasible key steps

Time: 13.00-13.45 (45')

Needed material: flipchart stand, sticky tape, worksheet 2

Steps:

1. The trainer asks the groups to present their products-each group 5' presentation
2. After that, in plenary, discuss and achieve consensus on most feasible and meaningful solutions for approaches, methods and tools that may improve communication and trust between public institutions and Roma community
3. Write down the results of the consensus on the flipchart and ask the participants what they think what would be the first next steps in bringing of these ideas into the life. If possible, make an agreement for the next meeting, for example.

End of training

Time: 13.45-14.00 (15')

Needed material: Evaluation forms

- Trainer will summarise the key learning points of the training
- Participants will fill the evaluation form
- For the training closure, the trainer will choose appropriate farewell activity – message to the group or one thing that they will take away from the training

GOOD LUCK WITH YOUR TRAINING!

