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VolExpo

VolExpo Toolbox 2

**Communication and Cooperation
skills** from Volunteer management
expedition-2

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VolExpo

Tools for communication with volunteers

Adequate and working strategy for the development of volunteering of the regional organization directly related to the successfully implemented message and communication. The deployment of a wide-spread network of both regional and municipal volunteering clubs, which as elements of the new structure, allow not only to reach into the "heart" of each community and increase the number of sympathizers to the cause, but also to systematically implement such vital components of the volunteering management as the representative database and the modern communication media.

In this regard, it is particularly important after the completion of a specific program or activity with voluntary participation, the volunteer to evaluate and fill in a feedback form. The analysis of the performance of the particular volunteer and the decisions related to it provide two possibilities: detention and subsequent "promotion" or "removal" from the organization. The final decision, of course, depends on the personal plans and intentions of the volunteer. In this regard, it is especially important that after completing a program or activity with voluntary participation, the volunteer evaluates and completes a feedback form.

The questions in this form aim to encourage the volunteer to provide valuable feedback on his / her experience, satisfaction and thus to facilitate the work of the Red Cross in improving volunteering.

More info:

Bulgarian Red Cross <https://www.redcross.bg/>



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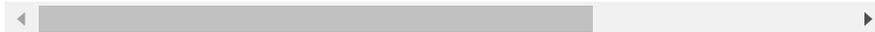
Share your opinion about the tool by 9th of December, 2020.

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).



Resources and activities

"Development and application of a volunteering policy in BRC" - Steps of the modern volunteer management, Methodical guide, Bulgarian Red Cross



Communicate with volunteers regularly

The supervisor should be both willing and able to oversee volunteers. Not everyone knows how to work with and motivate volunteer personnel. Although supervisors may apply many of the same principles whether overseeing paid or unpaid staff, they must put forth a special effort to ensure that their volunteers' needs are met.

A professional volunteer manager can support the supervisors of volunteers by eliciting feedback from the supervisors. The manager can use this information to evaluate the volunteer program periodically. The manager also can facilitate the sharing of experiences among supervisors and showcase good volunteer supervision.

Ongoing communication with volunteers is important. Supervisors need to develop positive relationships with volunteers and convey that the organization needs and values their contribution. In addition to sharing information with volunteers, supervisors should take the time to gather the volunteers' input. Supervisors can ask volunteers about what clients and community members need and want, how people view the organization, and what can be done to improve its image. By seeking input from volunteers regularly, supervisors can get information that will help the organization better use volunteers and serve the community.

Supervisors are not the only ones who need to communicate with volunteers. The volunteer manager or coordinator also should get involved. This person should ask volunteers how they feel about their work, what help they need, and whether their supervisor supports them adequately. Organizations should convey their appreciation for volunteers from the top, down.

Resources and activities



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More info:

A to Z of volunteering
Handbook, Sofia press

General information

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In VolExpo project, existing tools and methods concerning volunteering management were collected and shared for volunteer managers on virtual learning expeditions (online courses). Project's final aim was to provide a virtual toolkit for volunteer managers.

This tool/method was presented in one of the online courses in 2020. The tool/method was discovered

Volunteering from A to Z Plovdiv 2019, video

<https://www.youtube.com/watch?v=3myQB2ovgQo>

and disseminated by ASPECT-Management and Intercultural Relations, Bulgaria.

Please note in the VolExpo - project did not develop new tools or methods. Always note the original source or developer of the tool or method.

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Intercultural Communication

Training course **Intercultural communication** Handbook is set up into four blocks:

1. Preconditions for culturally-sensitive professional activity
2. Intercultural communication and culture dialogue context
3. Culture competence and diversity training
4. Professional development perspectives

Even though topics are different they are mutually interrelated and give an overview about main issues relating to intercultural communication. Prior to each block a short description is given to inform the reader what to expect in the section.

You can access the handbook [HERE](#).



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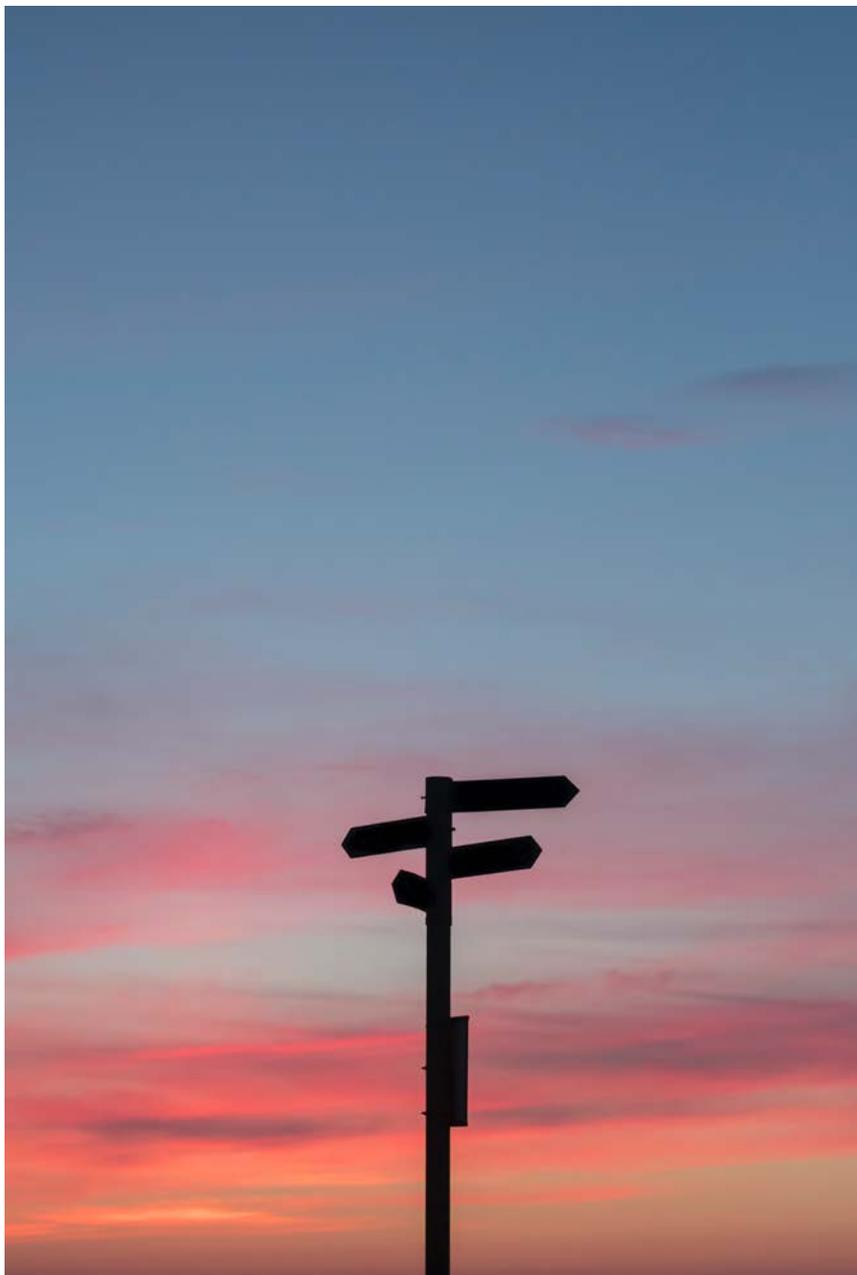
More info:

Training course
"INTERCULTURAL
COMMUNICATION"
Handbook by Society
Integration Foundation
project (*see the link on the left
block*)

General information

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This tool/method was presented in one of the online courses in 2020. The tool/method was discovered and disseminated by Foundation for Society, Latvia.

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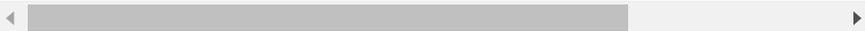
Communication

Communication is the tool of problem solution, during it participants share know-how (knowledge, opinions) with each other. Sharing know-how - that is communication - results in knowledge community. From the view of integrity the most important features of participating in a knowledge community are assertiveness, credibility, active silence and empathy. These are the abilities mostly needed during co-operative, effective communication.



Resources and activities

In Hungarian: Együttműködés-fejlesztés és kommunikáció. Résztvevői munkafüzet (page 35-65)



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More info:

In Hungarian:

https://korrupciomegelozes.kormany.hu/download/c/ae/b0000/Bajnok%20Andrea_Egyuttmukodes-fejlesztes-es-kommunikacio_tananyag.pdf

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Internal and external communication of the organisation

Since it is cooperation between people, a volunteer programme is based on effective internal communication. It is important that everyone involved is familiar with - and knows the goals and results of - the organisation, so that they can identify their place and appropriate function in the organisation.

The people involved (inside the volunteer organisation) keep in contact through **internal communication**: they know who does what, why and how, and how they can connect to the activities of others.

External communication is the indicator of the volunteer programme's assessment, acceptance and integration into the organisation, and it shapes the assessment and image of the organisation, as well as its integration into society.



Resources and activities

- In English: Practical Guide for the Establishment and Operation of Volunteer Programmes at Institutions (page 10-11)
- In Hungarian: Gyakorlati útmutató intézményi önkéntes programok létrehozásához és



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More info:

Source

In English:

https://cselekvokozossegek.hu/wp-content/uploads/csk_utmutato_intezmenyi_onkentesseg_rovidített-angol-verzió.pdf

In Hungarian:

https://cselekvokozossegek.hu/wp-content/uploads/CSK_utmutato_onkentesseg.pdf

Share your opinion about the tool by 9th of December, 2020.

működtetéséhez (page 53-64)



Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

Strategies for effective communication

Volunteers are the heart of the organization. Unfortunately, many organizations fail to communicate effectively with their volunteers for a variety of reasons. For example, they may not provide enough time and space for one-on-one interactions or they don't have any proper mechanisms in place to receive feedback. Poor communication leaves the organization at risk for increased misunderstandings, unhappy volunteers, and volunteer attrition. It might even deter some volunteers from getting involved at all!

5 Strategies For Effectively Communicating With Volunteers

1. Get To Know Your Volunteers

It's critical to get to know your volunteers, so you can start to understand who they are, what they're passionate about, and where their talents lie. When onboarding new volunteers, consider hosting an orientation session, where you can introduce them to your staff and start getting to know them.

Ask questions like, "What motivated you to volunteer?" or "Why did you choose our organization?" This will help you gauge their interests and find out what drives them, so you can figure out how they'll best fit into your nonprofit. While face-to-face interaction is preferable, you can always have volunteers answer these questions in a survey. This is particularly helpful if you work with large groups or remote volunteers.

2. Avoid Jargon And Be Specific

Unless the position you're recruiting for requires a highly skilled individual, avoid using complicated and unnecessary jargon, especially when onboarding new volunteers with little-to-no experience. This could confuse or disengage potential contributors who may not understand your lingo. Simplify whenever possible! You also want to be as specific as possible when discussing



More info:

<https://blogs.volunteermatch.org/5-strategies-for-effectively-communicating-with-volunteers>



Share your opinion about the tool by 9th of December,

their role. Spell out the volunteers' responsibilities clearly, so they know exactly what they're getting into. You'll also want to discuss any challenges they may encounter. For instance, if volunteers are fundraising door-to-door, there may be people who are rude to them. Clear, specific communication will prepare your volunteers for anything they may face.

3. Host Group Meetings And Get-Togethers

Periodically organizing group activities, such as picnics, dinners or trainings, can do wonders for volunteer engagement. In-person interaction gives volunteers and staff the chance to bond with each other and develop a sense of community and purpose. This feeling of oneness with the organization will help encourage volunteers to continue contributing.

4. Give Volunteers Opportunities To Voice Opinions

Effective communication also means giving volunteers a chance to voice their opinions or concerns, ask questions, and share suggestions. Whether a volunteer needs advice or feels displeased with how a particular activity is being managed, they should know how to contact you and should have multiple opportunities to do so. If you're hosting an in-person meeting, hold a Q&A session at the end of the event. If your volunteers are based in different cities, make sure they have your email and phone number. You can also send out surveys, have your staff check in with them one-on-one, or create a forum for volunteers on your website.

5. Use Different Methods Of Communication

Peer to peer texting, emails, phone calls, and social media, are just some of the many different platforms that you can use to communicate with your volunteers. Figure out what your needs are and then use an appropriate medium to communicate. For example, if you have urgent volunteer needs, use peer to peer texting to send out a communication blast asking if volunteers can make it. To send out invites for a fundraising dinner, use email and post on social media. To thank your volunteers personally,

2020.

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

give them a ring. If you need to have a serious discussion, a face-to-face conversation might work best. Point is, with all these tools at your disposal, you can build a community of contributors who are all connected and dedicated to your organization's mission. With these strategies should be easy to develop an effective communication plan for the volunteer engagement program.

Communication techniques and role-playing games

"Adapting to each other's communication style is a testament to respect and professionalism." - David W Merrill

The impact of verbal communication on the partner is only 7 %, the impact of para-language is 38 % and the impact of body language is 55 %! In other words, people are attentive to what is verbally transmitted information but much more attentive to the support of information, to how information is transmitted, to information about information. In addition, in case of conflict between the verbal message and the non-verbal message, people will give credence to the non-verbal!

The skills of communication are an important indicator of professional success in most areas of activity and a predictor of social success of modern people. To be competent in an occupation means to apply specialized knowledge, to use specific skills, to analyze and make decisions, to relate creatively to the tasks received, to work with others as a member of a team, to communicate effectively, to communicate adapt to the specific work environment, deal with unforeseen situations.

The training includes Communication Techniques and Skills and refers to:

- principles of teamwork, theoretical and practical information on components of interpersonal communication
- developing skills through role-playing games

Role play, as an active method in training, is likely to ensure the formation and integration of the system of communicative skills in the specific, practical activity of the individual. Role play thus becomes the ideal tool for

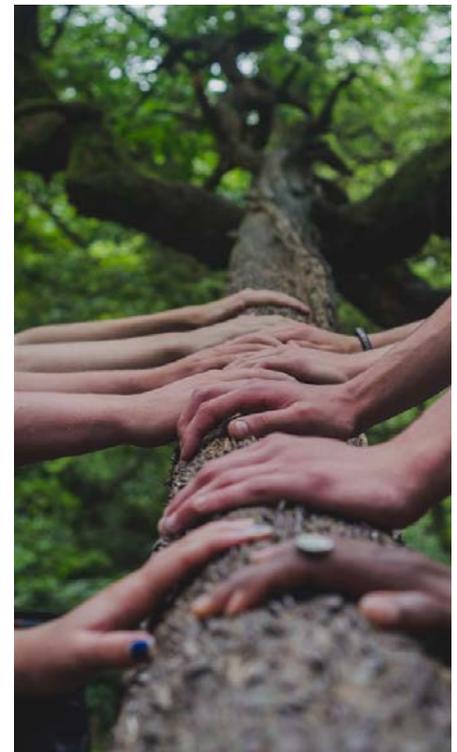


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More info:

<https://mentortraining.ro/tehnici-si-abilitati-de-comunicare/>



probing both the ability to transpose into the "skin" of another, and the ability to interpersonal relationships. It contributes to the mutual adaptation of the group members, to the improvement of its social climate, to the reintegration in communication of some disturbing feelings and behaviors; it allows activation, stimulates curiosity and especially interest in direct involvement and participation; promotes early social learning of effective individual or collective group roles, behaviors; creates a state of effervescence and relaxation in the group; contributes to the perception of some psychosocial phenomena with great importance in the concrete interrelational dynamics, such as the phenomenon of influence, adaptability, power, dependence, underappreciated until that moment; sharpens the spirit of observation; allows the members of the group who assist (observers) to project themselves in the roles played by their colleagues, to compare and thus to understand each other, so to know themselves better; sensitizes and prepares for group life; facilitates interpersonal contacts; Finally, the role play gives the possibility to create extremely vivid situations, which can hardly be obtained by another technique; along with its formative valences par excellence, it also has important therapeutic effects (corrects states of anxiety or frustration).

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Vefa Social Support Groups management and communication system

Vefa (Fidelity) Social Support Group

Civil Society In The Days Of Corona: The Multiplying Effect of Solidarity

Vefa Social Support groups is formed to meet the needs of people aged 65 and over and citizens with chronic illnesses who are restricted to go out on the streets within the scope of new types of coronavirus (Covid-19) measures. Group members consisting of public employees such as police, gendarmerie, religious commissary, teacher, guard, AFAD (Disaster and Emergency Situations Aid Units) personnel, as well as meeting the requests, deliver the boxes consisting of masks, cologne, soap and disinfection products to the homes of the citizens and deliver them by hand. When necessary, Vefa Group members brings the home shopping and daily needs of the target audience to their homes.

Posing a “very high” level of risk at global level, fight against coronavirus requires solidarity and cooperation of all segments including civilian, public, and private sector initiatives as well as social and technological ones. In this context, Vefa Social Support groups initiative has played an important role in overcoming the pandemic days with the least damage.

- Management system of Vefa Social Support Groups
- Recruitment process of Volunteer State Workers (Teachers, officers, principals, Health staff, etc.)
- Communication channels
- Social media channels management
- Demand collection system
- Service delivery to the target groups

The request with



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More info:

[Presentation in the webinar on 24th of September, 2020](#)

<https://www.haberturk.com/bir-iyilik-hareketi-olan-vefa-sosyal-destek-grubu-nedir-2688786>

General information

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- e-Application Travel Permit via VEFA Communication System Application
- e-Government channel

was created and started to be used in a record 24 hours.

- 112 Emergency Call
- 155 Police Emergency
- 156 Gendarmerie Emergency Number channels

were used effectively in an excellent coordination.

Vefa Social Support Group volunteers, who came up with emotional news from time to time, rushed to the aid of citizens over the age of 65 and extended the compassionate hand of the state to those in need in difficult times.

Resources and Activities

State resources;

- Existing office and communication channels of the state
- Existing Human Resources of the state

According to the Ministry of Interior's statement on May 23,

Vefa Social Support Groups received;

2 million 561 thousand 283 calls over 112,

858 thousand 686 calls over 155,

373 thousand 310 calls over 156,

3 million 339 thousand from other numbers between 22 March-13 May. Ministry announced that a total of 7 million 132 thousand 453 calls were made, including 174 searches. In the statement, "The needs of 6 million 649 thousand 461 elders who applied, were met by Vefa social support groups."

provide a virtual toolkit for volunteer managers.

This tool/method was presented in one of the online courses in 2020. The tool/method was discovered and disseminated by BOSEV, Turkey.

Please note in the VolExpo - project did not develop new tools or methods. Always note the original source or developer of the tool or method.

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EU project "Out of the box"

This project wants to promote among youth workers this positive and receptive attitude towards refugees that will be projected to youth in participant countries through the replication of all the learning innovative methods shared between the participating entities. The goal is to enhance youth social participation in a local level promoting a more coherent, tolerant and cohesive society facing extreme situations as the current Migrant Crisis.

Which are the priorities of our action

- Cultural exchange
- Social and cultural change of perspective into youth organisations
- Active participation of youth through a training to youth workers that will act as multipliers
- Training of youth workers through the application of the Innovative Method of Creative Solution to Social Problems (CSSP)
- Strengthen youth workers competences and methods to inculcate common values of
- integration and solidarity on youth
- Social awareness about the reality of the current Migrant Crisis

Which are the objectives

- Facilitate a cultural exchange between social workers in the field of youth from different European and arabian countries Encourage social Awareness, break down prejudices and generation of positive attitude towards the current Migrant Crisis (arrival of refugees) on youth workers by the application of a creative tool: The box
- Share an specific Innovative Methodology ©CSSP® to make use of social innovation as strategy to strengthen the capacity to generate



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More info:

[Presentation in the webinar on 24th of September, 2020](#)
<https://jovesolidos.org/en/proyectos-emprendedores/educacion-para-el-desarrollo>

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creative Local initiatives to promote social integration of refugees

- Strengthen organization capabilities to promote social involvement of young people
- Promote a No Hate Speech regarding refugees issue, by the use of ICTs

Partners

Jovesolides

ProIFALL

Bursa

FUNDACJA AUTOKREACJA

COPE

Additional material

[2. FACTOR explanation of steps](#)

[TABLE GAME](#)

This tool/method was presented in one of the online courses in 2020. The tool/method was discovered and disseminated by COPE, Italy.

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International volunteering handbook

The project “Empower Volunteering Across the Continent” aimed to improve youth workers’ competences and volunteers’ management within a network of 5 organizations from 5 different countries – Italy, Romania, Peru, Madagascar and India. The coordinator has already collaborated with project’s partner organizations in short and long term volunteering.

The project have targeted 13 youth workers of the participating organizations’ staffs and it will impact about 36 foreign volunteers in their short and long term volunteering experiences. Main project activities have been, first of all, the implementation of **3 meetings with organizations from Partner countries to carry out a field analysis on volunteering and strategies** for youth social inclusion. The results of these field analysis have contributed to define the content of the **training course (mobility of youth workers) for 13 people from the partner organizations**. The acquired competences and skills have been tested through the management of international summer workcamps and EVS projects implemented in the organizations.

All the activities have contributed to the production of a **handbook with best practices, tools and methods to develop activities for youth and to manage international volunteers**.

Additional material

[EVAC: Empower Volunteering across the Continents, handbook \(in English\)](#)



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More info:

<https://iboitalia.org/evac-empower-volunteering-across-continents/the-project/>

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Entrepreneurial skills development for social entrepreneurs: Communication skills

The tool includes following topics:

- The definition of communication
- Types and channels of communication
- The key of successful communication (including 2 videos)
- How to overcome communication barriers
- Group training task

The tool is developed as a result of project SEED
<https://seedproject.eu/en>.



Resources and activities

Handbook / training material "Development of Entrepreneurial Skills for Social Entrepreneurs", chapter 2 about communication skills from page 16 to page 28.



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More info:

http://seedproject.eu/uploaded/tiny/files/seed_o4_en.pdf

Share your opinion about the tool by 9th of December, 2020.

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

Access to the game in the form of print & play

Goals for individual participants

In addition to giving feedback on volunteers' satisfaction and commitment to volunteering, the game will clearly present what competences have been developed by them. Thanks to this, your organization will have reliable data on the benefits of volunteering. The mechanics of the game make it easier to talk about various aspects of volunteering and difficult things that are not easy to communicate to volunteers - and this is invaluable knowledge and feedback for organizations that can, thanks to this knowledge, improve their cooperation with volunteers.

Goals for the wider community

Access to the Facebook group of the program. Volunteering coordinators and coordinators participating in the project will be given a place where they will be able to exchange knowledge and experiences, both related to the project and their daily work. The aim of the group's existence is to create a nationwide community of mutually supportive people representing non-governmental organizations from various fields that use innovative, gamified tools such as our game.

Except that:

- Co-creation of a nationwide project. Selected organizations will take part in the tests of the game, thus having a direct impact on its final form. We will also promote your organization on our social media as a professional volunteer organizer. In addition, each organization will receive a report on the tool's operation in its own organization and a consolidated report of all organizations participating in the project,



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More info:

[Presentation in the webinar on 24th of September, 2020](#)

Author

The Pracownia Nauki i Przygody Foundation was established in 2010 on the initiative of friends who met mostly in scouting. When the time came to "hang up the uniforms", we launched a project aimed at promoting and developing the Experiential Education trend in Poland, that is learning through experience.

<https://naukaprzygoda.edu.pl/>
<https://www.instagram.com/pracownianaukiiprzygody/>

showing your organization against the background of others. We ourselves are curious whether the competences developed in various organizations differ significantly :)

- Changing the image of volunteering The game we offer you is an absolutely innovative tool, created with epic momentum. The scope of our program provides for the participation of 1,400 organizations that will become pioneers in the development of Polish volunteering. All events related to the game and project will be the basis for the promotion and popularization of volunteering, and thus - the development of the organization. In short - we will change the world together!

Resources and activities

The game is available after registration.

Instructions for the participant:

1. You register on the website
2. You receive a welcome e-mail and then await the recruitment result
3. If you meet the project requirements - you receive an e-mail with the token necessary to report the games
4. You follow our website and social media closely to stay up to date with all the information
5. You get the game! You unpack it and start your experience with this tool!
6. You play a game with a volunteer / volunteer
7. You report the game on this page in the "Add report" tab
8. You fill in the evaluation questionnaire at the end of the project
9. You receive a certificate and our thanks for participating in the project! :)

Learning objectives:

Facilitating on-line team collaboration, tools enabling

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Share your opinion about the tool by 9th of December, 2020.

communication skills development, on-line supervision group

Video:

Videos supporting the use of the tool. Using the game will be easy for coordinators / coordinators and volunteers / volunteers. Nevertheless, the content behind it is complex. Therefore, the manual in the game is to be a simplified variant, and its development will be discussed in a series of 3 films lasting several minutes, published, among others on Youtube.

Work tools:

Game available on the website, registration required.

There is no English version.

<https://wygrywajwolontariat.pl/>

The game is available through the FB group:

<https://www.facebook.com/WygrywajWolontariat>

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

VET Centers role in Pandemic process, its management and communication system

In these extraordinary times that we have gone through due to coronavirus pandemic, **VET Centers in Turkey** produce the products needed in the fight against pandemic and offer them to the service of healthcare professionals and the society.

VET centers that show great effort in this process of struggle, has been working with all power to send medical equipment to every corner of the country. Vocational high schools enthral Turkey with producing many materials such as masks, disposable aprons, cleaning materials, overalls, face shields, etc. Fast and easy delivery of products such as masks, visors, disposable gowns that are difficult to supply was appreciated by all segments of the society.

In addition, R&D studies have been speeded up to increase the variety of products produced in vocational education. Teachers and students across the country work with great devotion in these difficult days and are increasing their production capacities and product variety day by day. 109 VET centers and 150 Science and Art centers contributed to the production in countrywide. To the work that continued without interruption, 467 teachers and 2.121 students took part. 385 masters also shared their experiences with the students.

Summary of the main points of the tool

- Request collection system of medical institutions
- Resource Management System of VET Centers
- Recruitment process of Volunteer Teachers, and staff
- Matching channels between Health institutions and VET Centers
- Social media channels management, service announcement



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More info:

<https://www.middleeastmonitor.com/20200425-vocational-education-in-the-struggle-against-covid-19-in-turkey/>

Share your opinion about the tool by 9th of December, 2020.

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

- Request collection system
- Delivery system of VET Centers



The Annual Communications Clock

The Annual communications clock is a clock-like image or picture that can be used to plan communication activities throughout the year.

It helps to create an overall picture of your communication activities for every month during the year. With the help of the annual communications clock, you may brainstorm, plan and monitor your organisation's activities.

The annual communications clock features, for example, regular events and meetings, national and international theme days and weeks, campaigns, newsletters, social media updates, publications as well as a space for new ideas and suggestions.

The tool facilitates the planning, visibility and evaluation of communication activities.

Internal processes

For example, an action plan or annual report, the annual meeting, major funding applications, development days, team meetings, brainstorming days. These influence time management and provide a rhythm to the year for the entire organisation.

Externally visible communications actions

For example, events, campaigns, announcements, launches. Communications actions that we take

Events, theme days and seasonal communications by other actors or partners

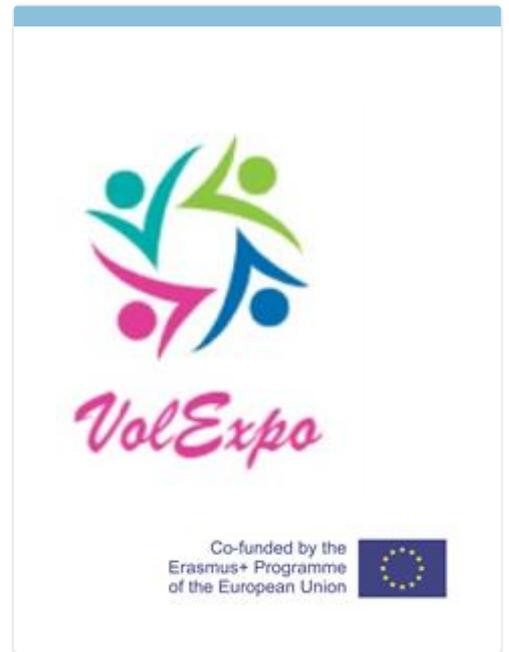
For example, holiday season, Christmas

Annual communications themes

For example, 3–4 major annual themes that are highlighted and that have a clear time frame

Regularly published communications products

For example, online magazine, newsletters, reports, publications



More info:

Author

Sivis Study Centre, Finland



Share your opinion about the tool by 9th of December, 2020.

Example: The annual communications clock of Sivis Study Centre

The annual communications clock features, for example, regular events and meetings, national and international theme days and weeks, campaigns, newsletters, social media updates, publications as well as a space for new ideas and suggestions. The tool facilitates the planning, visibility and evaluation of communication activities.

See the example of an the annual communications clock [HERE](#).

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).



Mind over media

Resources and activities

Every day the media tries to influence our perception of the world and our choices through advertising, public relations, entertainment, as well as government announcements and educational materials. Propaganda is as old as the world, but it uses new tools. The Mind Over Media educational program was created to facilitate the recognition of influence and manipulation techniques and to teach critical thinking.

In the United States, prof. Renee Hobs founded a social platform that allows you to analyse the language of propaganda in the media. This year, non-governmental organizations from Poland, Romania, Croatia, Belgium, France, and Finland are launching the platform in their own language versions. The site is very easy to use: anyone can post a video or screenshot there, describe the situation and decide which of the four manipulation techniques were used in this material (evoking strong emotions; simplifying information and ideas; responding to social needs; attacking opponents). After the administrator's approval, the content creates a virtual gallery of media propaganda, and other users of the platform can assess how socially harmful the techniques used in the materials are.

Mind Over Media Polska. School of Critical Thinking" is the Polish version of the program. In addition to the social platform, we create a corpus of educational materials that will not only help teachers and teachers work with contemporary examples of media manipulation, but also allow students to walk through the history of propaganda and the various shades of its language. The aim of the program is to support the skills of critical thinking, deepen the understanding and analysis of media messages, as well as equip media users with competences thanks to which they will be able to recognize propaganda in the media and effectively defend themselves against it.

Get to know two ready-made work scenarios / tools:



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More info:

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The project "Mind over Media in EU - Analyzing Contemporary Propaganda" is an initiative Fundacji Evens conducted in cooperation with partners: Stowarzyszeniem Komunikacji i Kultury Medialnej (Chorwacja), Centrum Edukacji Obywatelskiej (Polska), Fińskim Towarzystwem Edukacji Medialnej, MEC / Mediawijs (Belgia), Towarzystwem Mediawise (Rumunia) and organization Media Maker/Prasą Obywatelską (Francja). The Polish executor of the project is the Center for Civic Education

[Educational hexes](#)

[Fake test](#)

Goals for educators

Possibility to use ready-made work scenarios and tools supporting communication in the group, e.g. educational hexes. Some of the tools have an innovative form, e.g. a game for young people.

Goals for individual participants

Possibility to co-create a set of educational materials. Each participant of the platform can add their own example of a media message and their own analysis of its content or authenticity assessment, which enriches the media propaganda gallery.

www.mindovermedia.pl

Online Collaboration tools

- A fake test, an example of a media message and a check list to assess its authenticity
<https://media.ceo.org.pl/aktualnosci/test-na-fejk>
- Webinar with Marcin Napiórkowski: How to recognize fake news and modern myths
<https://media.ceo.org.pl/aktualnosci/webinarium-z-mitologia-wspolczesna-0>
- Virtual visual guide to media propaganda
<https://media.ceo.org.pl/aktualnosci/wizualny-przewodnik-po-medialnej-propagandzie>
- Not only fake news: an infographic showing the types of information misleading us and a scenario to help work with graphics.
<https://media.ceo.org.pl/aktualnosci/nie-tylko-fake-newsy>
- A media smartphone, or five questions that should be asked media messages to check whether they mislead us
<https://media.ceo.org.pl/aktualnosci/media-literacy-smartphone>
- Educational hexes, a tool for shaping discussions
<https://civitas.com.pl/pl/p/Heksy-edukacyjne/54>

<https://ceo.org.pl/>
<https://media.ceo.org.pl/>
<https://www.facebook.com/edukacjamedialnaceo/>



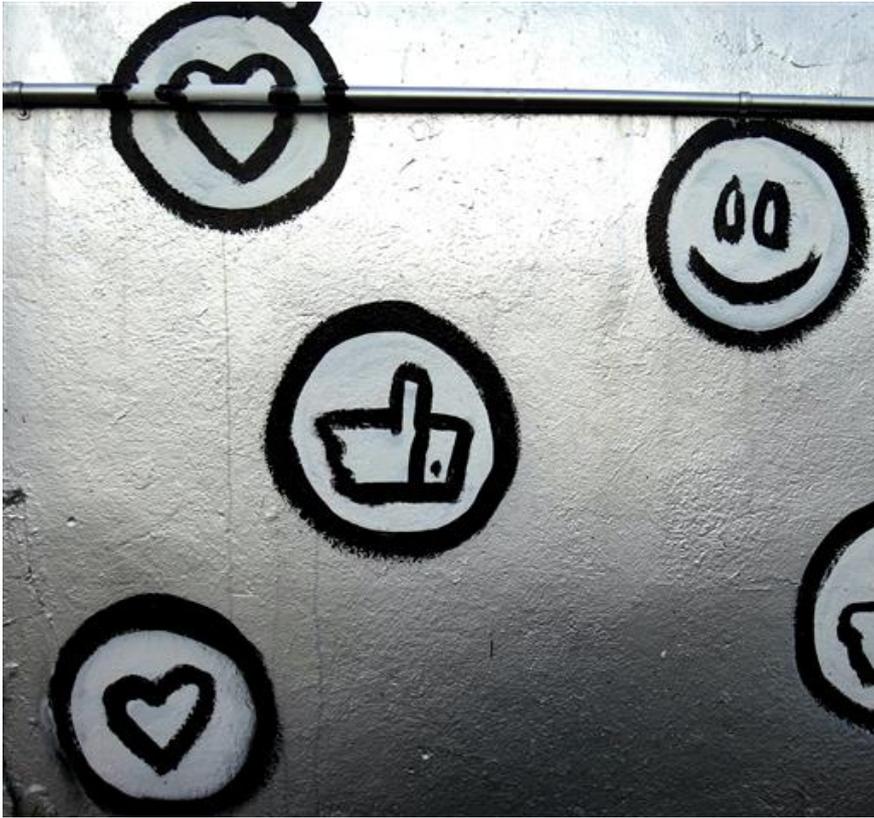
Share your opinion about the tool by 9th of December, 2020.

Please answer a couple of questions [here](#) and discuss the tool with others on the [discussion area](#).

Tips for social media

40 ideas for social media is a simple checklist which is convenient to read and look through. It serves as a support for discussions and planning actions together.

Check out the list [here!](#)



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"Communication and marketing guide for associations" made by EHYT ry (The Association for Preventive Intoxicant Work), pages 34-38.

https://www.ehyt.fi/sites/default/files/Yhdistyksen_viestint%C3%A4_ja_markkinointiops.pdf

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"Loveback" meeting



KERIGMA

Loveback meeting is a tool utilized to improve the communication between the volunteer and the manager at an intermediate level. It was created to promote a good relationship between them based on a positive interaction, mentioning the key competences that are present in the volunteer and also the aspects that should improve so

that the volunteers path inside the organization keeps improving and growing. Because this type of tool is designed with a positive perspective, it should be noticed that the conductment of the meeting should always include this two criteria: qualitative and quantitative aspects. The author explains how a meeting based on the "loveback" notion should be conducted.

The author mentions the 6 guidelines below:

1. Make the volunteer comfortable with the meeting
2. Make a brief explanation that this meeting has 2 criteria to be explored, the qualitative and quantitative aspects. It's also important to explain that the goal of this meeting is to provide insight to the volunteer about his journey by providing tools that explains at what stage the volunteer is and what it can still be improved.
3. Underline the type of behaviour the volunteer should have, the right path for the volunteer to follow and also the positive contributions.
4. What type of aspects should the volunteer improve and what is missing for him/her/they to be selected on a mission.
5. At the end of the meeting, a positive aspect that the volunteer possesses should be mentioned and also underline a key competence that is making a difference on his/her/they path in the organization
6. At last, identify the existing appraisals and assigned them to the volunteer.



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More info:

Author

Delicado, A., Ferreira, F., Fidalgo, F., Soares, I., Godinho, S., Fernandes, S. (2016). Guia de Gestão do Voluntariado - Boas Práticas da Cidade de Lisboa. Retrieved October 2, 2019 from http://www.cm-lisboa.pt/fileadmin/VIVER/Desenvolvimento_Social/voluntariado/Guia_Voluntariado_FIN_AL_NET.pdf (in Portuguese)

Share your opinion about the tool by 9th of December, 2020.

Please answer a couple of questions [here](#) and discuss

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