

## Partner Conference Asia Pacific 2015



**November 24<sup>th</sup> to 28<sup>th</sup>, 2015 Bangalore India**

### Conference Documentation



With the financial support of the



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## **Opening Words by the Program Steering Committee**

Dear members of partner organisations and attending sending organisations,

We are thrilled to once again be able to hold partner conferences this year, and in doing so to be able to better involve local partners in the further development of the weltwärts programme. Following on from the productive conferences in 2012 and 2014, the programme steering committee decided to establish this instrument for partner dialogue, partner networking and partner involvement as a permanent instrument in the weltwärts programme. We thank you for making the journey to participate in this partner conference and look forward to hearing your experiences of weltwärts and your expectations of the programme.

A lot has happened since the first partner conferences in 2012; the ideas and wishes that partners formulated were important prompts: The South-North Component is being implemented, growing up in numbers and will be evaluated in the next year. A new cross-programme quality management system was drafted; country contact persons were deployed in eighteen countries to deal with questions about visas and security; procedures were developed to improve partner participation.

Since 2013, the weltwärts programme has been under a process of further development by the newly created programme steering committee. This committee includes representatives from sending organisations, the Federal Ministry for Economic Cooperation and Development (BMZ), Engagement Global – Service for Development Initiatives and former volunteers. Members of the programme steering committee try to take part in as many partner conferences as possible to engage in a dialogue about the latest developments in the weltwärts programme. We regret that for this conference none of the members of the steering committee was able to join your conference. However, we would be glad to receive your questions and comments about your experiences and recommendations for the further development of the weltwärts programme via the facilitating organisations, the participating German Embassy as well as Ms. Tina Hofmann.

One suggestion was common to all partner conferences in 2012 – the suggestion for a stronger integration of partners in the further development of the weltwärts programme. As a result, the 2014 and 2015 partner conferences in Argentina, Bolivia, Costa Rica, India, Rwanda and South Africa have a key focus on the topic of partner involvement.

Use the conference to discuss the topics that you come across in your day-to-day work with others. Discuss the new developments in the weltwärts programme and give us your feedback on these. Create networks with other partner organisations in order to initiate new joint projects and to help to shape the future direction of the programme. Your inputs form the basis for our continued work together.

We would like to thank the partner organisations and sending organisations that have organised the conferences, for their dedication and commitment which has made the conferences possible. We wish everyone participating a successful conference full of enlightening discussions and productive workshops. We hope that you are able to take lots of ideas for your work in your organisations home with you and to give us suggestions for our continued work in the programme steering committee.

Kind regards,

The members of the weltwärts programme steering committee

## **Preface of Organizers**

Dear All,

It gives me great pleasure to present to you the Conference document of the “weltwärts Partner Conference 24<sup>th</sup> to 28<sup>th</sup> Nov 2015, Bangalore, India. I feel it was a very important and productive event. My gratitude goes firstly to the ministry for funding this event and our partner AFS Germany and all the different partners and participants who have made this great conference a grand success through their active participation. There were several important objectives behind organizing this partner conference and it is indeed wonderful to see how within a limited time frame, we not only managed to meet them but also come up with several important recommendations, suggestions for the future of the weltwärts program. Now, when I say limited time, I mean to say that there were so many different topics to discuss and 4 days was less indeed to discuss and recommend by 70 participants. However, I would like to highlight here that all the sessions during the conference were designed in such a way that the objectives could be addressed. The facilitators ensured that the methodology applied could bring out the maximum output from all the participants.

The selected venue also provided a great ambience and a lot of open space for the participants to interact and get to know each other. I would also like to draw the attention towards the Market place technique which was adopted to provide ample space for the participants to learn and understand about each other’s nature of work, areas of focus and problems and issues they face and to provide their inputs/suggestions/recommendations.

The outcome results from each group discussion, chart presentations etc., reflect how the overall program was divided into different stakeholders i.e. different aspects of the program focused on its distinct stakeholders. This was facilitated by the topics and methodologies designed to address them specifically. Though a lot of recommendations and proposals have been put forward in this conference, we understand that it might not be possible for the Program Steering Committee to incorporate all of them into the existing program structure. However, the ones that stood out and were in fact the most recommended ones are also in my opinion the ones that require attention from the committee members. For example: a better clarification or further breakdown of the program structure is required as almost all the partner organizations were of the opinion that their role is either under-represented or perhaps requires more focus within the existing structure.

With reference to further improvement and development of the program, its structure and program activities - 17 major topics/themes were narrowed down by the joint effort of all the participants and the facilitators. Each of these topics carries necessary recommendations for further development of the program. We sincerely hope that this report can become a useful source for the Program Steering Committee and that they can extract and apply these valuable inputs into further development of the program.

Finally, I would like to thank each and every one of you for your active participation, co-operation and assistance. It was only through this collaborative effort that we managed to have a successful conference.

I hope you enjoy your reading.

Rakesh S Soans  
President, FSL-India

Dear Participants of the conference,

The weltwärts Partner conference from 24<sup>th</sup> to 28<sup>th</sup> November in Bangalore, India hosted by FSL India and AFS Germany: four intensive days, full of discussions, conversations, sharing best practices, swapping ideas and learning from each other with the common goal to improve the weltwärts program.

It was a great honor for me to have met and intensively worked with 70 experienced, motivated and most dedicated partners and representatives from different countries and organizations with a very high level of experience. I was highly impressed by the constructive atmosphere, by the energy and the motivation of everyone as well as the openness towards exchange, sharing amongst each other and making the best use of the limited time we had.

I would like to once again thank all of you very much for your active participation, for your input, ideas, discussions and recommendations in those four very intensive working days. Gathering so many professional and experienced staff and volunteers in one location, we were able to get deeper into the relevant topics of the weltwärts program. Together, we gained a higher understanding of the program and at the same time, developed recommendations for the further development of the weltwärts program.

I am very happy about the productive outcome of this conference and I am proud to present to you the complete and detailed documentation of the conference. It summarizes all results, ideas, suggestions and recommendations of every discussion and every module of the conference.

It is an excellent means to keep a detailed inventory of all the topics discussed and the ideas developed. Those results are very important to all of us, especially the German sending organizations but mostly for the Federal Ministry in order to gain a better understanding on the point of view and needs of the respective Partner Hosting Organizations. The detailed documentation as well as all your recommendations will be presented to the Program Steering Committee and the Federal Ministry for the further development of the weltwärts program.

I thank again the ministry for funding this event and thus enable 70 participants from seven different countries to meet for four intensive days in Bangalore. I am proud to think that we made the utmost use of these four days, with a well-balanced methodology mix of plenary sessions, open space, group discussions, market place sessions and time for bilateral und multilateral discussions. We thus invited all participants to share their ideas and experiences, formulate their suggestions and phrase their concerns.

Thank you very much,

Kirsti Berghäuser  
Director Sending Voluntary Service, AFS Germany

## Itinerary of Partner Conference

### Tuesday 24<sup>th</sup> November

12:00 onwards	1. Arrivals 2. Registrations and Room Allotments. 3. Time for bilateral and multilateral discussions, networking, getting to know each other. 4. Construction of German Lebkuchenhaus
15:00 onwards	Preparing charts
19:00 – 19:30	Getting to know each other
19:30 - 21:30	<i>Dinner</i>

### Wednesday 25<sup>th</sup> November

07:30 – 09:00	<i>Breakfast</i>
09:30 – 11:30	Welcome 1. Lighting of the Lamp Welcome and Introduction 2. Speeches 3. Presenting Agenda 4. Expectations of participants 5. Getting to know each other 6. Working together
11:30 - 12:00	<i>Break</i>
12:00 – 13:00	News and Updates on the weltwärts program
13:00 - 14:00	<i>Lunch</i>
14:00 – 15:30	Market Place : Sharing with Posters
15:30 - 16:00	<i>Break</i>
16:00 - 17:30	Partner Perspective: weltwärts as a joint venture
17:30 - 19:00	Optional : Paint ball and Rope course/Open space.
19:30 – 21:00	<i>Welcome Dinner</i>

### Thursday 26<sup>th</sup> November

07:30 – 09:00	<i>Breakfast</i>
09:00 – 09:30	Recap
09:30 – 11:00	Quality management
11:00 - 11:30	<i>Break</i>
11:30 - 13:00	Volunteers support: Intercultural understanding and language barriers
13:00 - 14:00	<i>Lunch</i>
14:00 – 15:00	Market Place Continued...
15:00 – 15:15	<i>Break</i>
15:15 – 16:45	Volunteer support: expectation management
16:45 – 17:00	Getting ready for the Cultural Event
17:00	Departure for Cultural Evening/ City center

### **Friday 27<sup>th</sup> November**

07:30 – 09:00	<i>Breakfast</i>
09:00 – 09:30	Recap
09:30 - 11:00	South-North Component
11:00 – 11:30	<i>Break</i>
11:30 – 12:00	Presentation from Returnees: A German volunteer in India An Indian volunteer in Germany
12:00 – 13:00	Market Place - Feedback
13:00 - 14:00	<i>Lunch</i>
14:00 – 15:30	Open space: Final Recommendations
15:30 - 17:00	Final Recap
17:00– 17:30	Evaluations and winding up.
19:30 – 21:00	<i>Dinner</i>

### **Saturday 28<sup>th</sup> November**

09:00 – 17:00	Departure of participants Evaluation, documentation, wrapping-up
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## Fact Sheet

Place of the conference: Country and City	Bangalore, India
Lead Sending Organization	AFS Interkulturelle Begegnungen e.V.
Cooperative Sending Organization	---
Partner Organization involved in the planning process	FSL India
Date of the conference	24th Nov to 28th Nov 2015
Total number of participants	68 Participants
Number of participants from each country	India (41), Germany (11), Thailand (5), Philippines (3), China (3), Bangladesh (3), Malaysia (2)
Ratio Male / Female	33 Male, 34 Female
Conference language(s)	English
Main topics	<p>News and Updates on weltwärts</p> <p>Partner Perspective: weltwärts as a joint venture</p> <p>Quality Management</p> <p>Volunteers Support: Intercultural understanding and language barriers</p> <p>Volunteer Support: Expectation management</p> <p>South-North Component</p> <p>Sharing and mutual exchange</p>

## Day 1

### Tuesday, 24<sup>th</sup> of November

The first day of the conference was dedicated to arriving and getting to know each other. Most of the participants arrived around noon and in the early afternoon, the process of Registration and Room allotment was taken care of by representatives of FSL-India.



The Participants had time to get to know each other, prepare materials and charts for the “Market Place” and network with each other. The facilitators also took this opportunity and asked each participant to write down their expectations in the charts provided to them. The expectation had to be the answer to the following question – *“What do you want to find in the next 3 days and what do you want to happen in the next 3 days?”*



All the necessary materials (charts, stationery items etc.) were made available to the participants to help them prepare posters about their organizations. The focus of these posters would be to provide information about their organizations, the key focus area (the areas of work they are involved in), best practices they would like to share and challenges they wanted to highlight. Each organization was also asked to create 'one challenging question' to trigger responses and discussions from participants.



A World map was placed in for all the participants to mark the country they come from in this map. This map would show the diversity in the group of participants in this conference.



Later in the afternoon, FSL-India, AFS Germany and all the other participating members were invited to participate in or watch the construction of a "German Lebkuchenhaus". The participants seemed to enjoy this activity and everyone had fun creating the *Lebkuchenhaus*.



Members continued to arrive and the registration process continued. Among those who arrived some were busy with preparations for the Market place to be held the next day and the others spent time networking and getting to know each other.

At 7:00pm in the evening, the facilitators invited all the arrived members of the conference to the lawn outside the conference hall. All the members greeted one another through a warm-up activity organized by the facilitators.



Thereafter, a few important announcements were made by the facilitators about the coming three days of the conference. All the members were informed to be at the Conference by 09:30am the next day. The members were then requested to use this opportunity to get to know each other better, network and build partnership.

## Day 2

### Wednesday, 25<sup>th</sup> of November

The conference officially commenced on 25<sup>th</sup> November and it started with a Welcome and Lighting of the Lamp Ceremony.

**09:30am -11:30am**

#### *Welcome*

#### **1. Lighting of the Lamp Welcome and Introduction**

The facilitator officially opened the day of the conference with a warm welcome note and shortly afterward the following members - Mr. Rakesh Soans (President, FSL - India), Tina Hofmann (weltwärts Coordination Unit at Engagement Global), Mr. Wolfgang Köster (German Embassy, New Delhi), Mr. Ashok Bhat (Additional Secretary Home Ministry of Karnataka), Kirsti Berghäuser (Director Sending Voluntary Services, AFS Germany) were invited on stage and welcomed with a bouquet. They were then invited to light the lamp to mark the beginning of the ceremony and the day.



## 2. Speeches

Each of the guests was then invited one by one to the podium and share their thoughts and views. Please find below the speeches shared by each of these members in the conference:

**Mr. Rakesh S Soans**  
**President**  
**Field Services & inter-cultural Learning, India**



Tina Hofmann from weltwärts Coordination Unit at Engagement Global, Mr. Wolfgang Köster from Germany Embassy, Delhi, Mr. Ashok Bhat Additional Secretary, Home ministry, Karnataka. Our partners from Germany, distinguished guests from Bangladesh, China, Thailand, Philippines and Malaysia and Guests from other parts of India. A very good morning to all and Welcome to Bangalore on behalf of FSL India.

When we first got the call to host weltwärts Partner Conference for the Asia Pacific Region for 2015, from our Partner AFS Germany, we were very excited and we immediately, said yes to host the conference here in Bangalore. We were excited because, we have seen how these conferences, staff exchanges and trainings in the past have helped our staff who coordinated the project in the past to improve the program quality to achieve better results in all aspects of the weltwärts Program. So, to organize an Asian regional conference with all stakeholders under one roof sharing and discussing on how to improve the Weltwärts program hosted by FSL India was something we could not miss!

So the work began from June along with our Partner AFS Germany. We both planned the conference keeping in mind to provide for each participant an equal opportunity. For Sending partners from Germany, Hosting partners of Asian region, Project partners and Participant coordinators who are on the field. Each and every one of you will have the opportunity to bring in your input and also take away learning's from this Partner conference. I hope you enjoy this conference to the maximum. If there is any assistance you need please contact any of our staff with Blue badge, who are here to help you. It will be our pleasure to assist you any way possible.

So, I would like to end my speech by saying all the very best. I hope this conference will bring a lot of learning to each every one of you.

**Kirsti Berghäuser**  
**Director Sending Voluntary Service**  
**AFS Interkulturelle Begegnungen e.V., Germany**



Dear guests and participants of this partner conference, I am happy and proud to be able to welcome all of you today here in Bangalore.

I am delighted to welcome guests from Bangladesh, the Philippines, Malaysia, Thailand, China, India and Germany.

I especially welcome Mr. Bhat, Additional Secretary, Home Ministry, Karnataka, Mrs. Tina Hofmann from the weltwärts coordination unit, Germany and Mr. Wolfgang Köster, German embassy, Delhi,

My name is Kirsti Berghäuser, I work as sending director of voluntary services with AFS Germany.

Together with our partner, FSL India, AFS Germany is hosting this partner conference within the framework of the weltwärts program of the German ministry.

When I did a voluntary service with AFS Germany in Guatemala in the year 2000, I would not have imagined that 15 years later, I would have the opportunity to visit Indian projects where German volunteers are learning and working or being invited for tea and vadas by an Indian host family. I neither imagined to be part of a weltwärts conference with representatives from hosting and sending organizations from 7 different countries. And that as Sending Director AFS Germany, I can actively contribute to the further development of the concept of voluntary services and the weltwärts program. The weltwärts program has so far allowed thousands of young people to live, learn and work in other cultures all over the world. They helped thousands of children to improve their English, their social skills, to protect and care for the environment and natural resources. They worked with women, supported adults with special needs, built houses and lived the intercultural exchange. What's more, the weltwärts program permits bilateral and multilateral cooperations to be established between hosting and sending organizations, for conferences to be hosted, partners to be visited and networks to be formed all around the world.

AFS Germany started sending volunteers abroad around the year 2000. The start of the weltwärts program in 2008 was an important milestone for the AFS network. Today, we are sending more than 600 volunteers per year in over 30 countries, 350 of them within the weltwärts program. The cooperation with our partner FSL India started in 2006 with 11 volunteers coming to India. Today, FSL India is one of our strongest and most experienced partners. This year, FSL India is hosting 65 AFS volunteers from Germany, welcoming them and supporting them in their learning experience in India.

I would like to express my particular thanks to Mr. Rakesh and the whole team of FSL India for their hard and dedicated work in preparing this conference and making it all happen.

When I left Germany some days ago, Europe was in deep shock after the terrible acts of terrorism in Paris. It is therefore more important than ever, to form bridges of friendship and cooperation between the nations and to invest in cultural exchange.

I am looking forward to spending the next three days with you - three days full of discussions, sharing knowledge, sharing experiences and sharing ideas. I wish us all ample opportunity to ask good questions, compare best practices, develop ideas and of course form new contacts.

Thank you.

**Tina Hofmann**  
**weltwärts Coordination Unit at Engagement Global**

Dear members of partner organisations and attending sending organisations, dear participants of this conference,

We are delighted that you have come together from all over Asia to participate in this weltwärts partner conference to share your experiences within the weltwärts programme.

You took the bold step of embarking on the weltwärts adventure together with us. And, as the sending organisations are constantly telling us, you care for and guide the volunteers with great energy, commitment and a great sense of responsibility. Thank you for that!

Seven years after the launch of the weltwärts development volunteers service we are looking forward to hearing the lessons you have learned and your ideas and suggestions for taking the programme into the future.

Since the programme's evaluation in 2011 many of its recommendations are already being implemented. During this partner conference we will have the opportunity to take a look on the experiences made with



the implementation of the evaluation's results.

During the past few years weltwärts has become a joint operation between the Federal Ministry for Economic Cooperation and Development and civil society stakeholders. One of the programme's aims is to strengthen civil society structures in partner countries and in Germany. But where would the programme be without the civil society structure – namely you – strengthening the weltwärts programme with your hard work and commitment?

This is why we gladly follow the recommendations resulting from the evaluation in 2011 and the partner conferences in 2014 and 2015 to stronger integrate the partner organisations into the future development of the weltwärts programme and to discuss strategies of further incorporation.

Having said this, you will hopefully benefit from the upcoming discussions, talks and workshops. Please see the coming days as an opportunity to talk about the issues that concern you in your daily work with the volunteers. Get into contact with other participants in order to launch joint projects or simply share your experiences.

We would like to thank the organizers of this conference for making this gathering possible.

Last but not least, we would like to thank all of you most sincerely for your work and dedication to the weltwärts programme.

**Mr. Wolfgang Köster**  
**German Embassy, New Delhi**



Dear distinguished guests

From India, Bangladesh, China, Malaysia, the Philippines, Thailand and Germany-

It is a pleasure for me to be here in Bangalore on the weltwärts partner conference Asia Pacific region. I thank FSL- India for coordinating the event and AFS for the invitation to the German Embassy in New Delhi for participating.

I am glad to have the opportunity on this occasion to say a few words on behalf of the German Embassy in New Delhi, as well as seconded Development Advisor of the Federal Ministry for Economic Cooperation and Development in Germany.

The weltwärts development volunteer service" is aimed at young people between the age of 18 and 28 who are interested in volunteering in developing countries and accumulating international experiences for their future careers and life pathway. The programme is designed to boost civic engagement and "global learning" in partner countries of German Development Cooperation and in Germany to help create a new generation of development professionals.

That's the official description of the programme, but what does it means in reality and our daily work? I remember very well the controversial discussion in the German civil society in the limelight of the idea to create a volunteer programme for young and interested people in Germany which should offer the possibilities to work together with development professionals in developing projects in developing and emerging countries.

The questions rose about:

- Is there an adding value of the new programme for the regular development cooperation?
- Is it not too complicated and too dangerous to send young people for several months' abroad-working side on side with seconded professional development experts and well trained local staffs?
- How will the new approach been accepted by the target group, the local people in partner countries and the civil society at all?

Today we know the answers, the weltwärts programme, launch 2008 via the Federal Ministry of Economic Cooperation and Development is a great success worldwide and it is very popular by the young people in Germany and in partner countries- as well as by the development partners.

More than 26,000 young people from Germany have meanwhile joint the programme. Roughly 3,500 volunteers are sent every year to countries all over the world through the programme. The "weltwärts-programme" currently has around 180 active sending organizations and working in more than 80 countries. Moreover- we have meanwhile enlarged the programme and have created in Germany the opportunities for young people to join the South-North component via the German Bundesfreiwilligendienst scheme.

To date 400 placement opportunities could be offered, the South-North Programme is expected to grow significantly in 2016.

But that are only the figures and statistic data. More important for us should the questions what are the reasons for young people to use the programme, what are their experiences and points of views? Are they satisfied with the programme services and how we could learn from them?

When I worked as a desk officer in the BMZ in Germany, I often have taken the possibility to share ideas and expectations in the preparatory training courses of young volunteers. The most of the young people were around twenty years old and have closely finished the Gymnasium (secondary school). I asked them for their reasons and motivation to join the programme and the answers were quite simple, but brought it to the point:

- They want to take over responsibility for other people in foreign countries.
- They want to learn from different cultures and languages.
- They want to build up a global network of friends.
- They want to exchange knowledge and fostering mutual understanding.
- They want to take part for shaping a peaceful future.
- They want do something for conserving our green planet.

These answers and attitudes all quit very similar to my service as a diplomat. And indeed the weltwärts volunteers are also ambassadors of their nations and societies.

I am deeply satisfied, when I getting positive feedback from participants of the weltwärts development volunteer programme" during or after their engagement in projects. At least in context of the visit of our Chancellor Dr. Merkel in occasion of the Indo-German Government consultations 5th of October from two young volunteers integrated in a street-child project in New Delhi.

The overwhelming majority of the former volunteers got useful value experiences for their life and they are great supporters of the programme. Many of them are bonded for their lifetime to the programme and to the developing cooperation. That is in my opinion the greatest success of the weltwärts development volunteer service". It fulfills the setting goals and expectations of his founders.

But this extraordinary success based on the support and the hard work of the development partners and the colleagues of "weltwärts development volunteer service".

What are the problems or the challenges?

But also the experiences and solutions of the "weltwärtsprogramme" for partners? What are new prospectives and perceptions in the different countries of the programme?

The partner conference today- here in Bengaluru India- is intended to make the partners' perspectives visible for the purposes of programme development. The conference should be as platform to enhance

regional dialog and regional networking among partner organizations. All of you have a chance to exchange views and share best practices with the aim to improve the overall quality of the weltwärts programme.

In this sense, I would like to encourage you for strengthening the mutual networking and I wish all of us a fruitful discussion.

Thank you very much.

### **A summary of the Speech by the Additional Secretary of the Home Ministry of Karnataka**

**Mr. Ashok Bhat**  
**Additional Secretary**  
**The Home Ministry of Karnataka**



Mr. Bhat expressed how delighted he was to be a part of this conference. In order to understand more in detail about the conference and what the organisations as such are doing he went through the notes provided by FSL India and it helped him get a better picture of how we are engaged with the youth exchange and the process of placing volunteers. These youth exchange programs in his opinion helps in spreading and promotion of peace across the globe and youth programs and peace go hand in hand. Quoting Swami Vivekananda he emphasized that the Youth of today is the hope for a better future. . He congratulated the German Ministry, The Embassy and all the other organisations for working hard on such programs and bringing together people from different parts of the world together. He explained how such Intercultural Voluntary programs are different than tourism for the volunteers get a much deeper insight into a country's culture and lifestyle by participating in such programs. In the recent days the world was shocked by acts of terrorism and therefore now it is more important than ever to encourage such exchanges as they can help us bridge the gap and come closer. The message of peace that volunteers spread helps individuals, communities, the society and finally the nation and the world to grow. Reminding everyone about these phrases in Sanskrit "**Vasudhaiva Kutumbakam**" meaning "the world is one family" and "**Sarve Jana sukhinobhavantu**" meaning "Let everyone be Happy" he emphasized how these should become the purpose of our lives today and only then can we imagine a peaceful and prosperous world.

He appreciated the effort of all the participants for coming together in this conference to address the issues, shortcomings and concerns of the volunteering exchange program. He also addressed the Visa issues and mentioned that granting Visas for these programs is the responsibility and decision of the Government of India. However, when visa extensions are required it could be definitely looked into by the Home Ministry, as the Government of India has delegated this power to the Government of Karnataka and he would be happy to look into the requests and offer help accordingly. At the end of his speech he thanked and wished everyone a happy and successful conference.

## **Welcome address by the weltwärts Program Steering Committee for the 2015 partner conferences**

Dear members of partner organisations and attending sending organisations,

We are thrilled to once again be able to hold partner conferences this year, and in doing so to be able to better involve local partners in the further development of the weltwärts programme. Following on from the productive conferences in 2012 and 2014, the programme steering committee decided to establish this instrument for partner dialogue, partner networking and partner involvement as a permanent instrument in the weltwärtsprogramme. We thank you for making the journey to participate in this partner conference and look forward to hearing your experiences of weltwärts and your expectations of the programme.

A lot has happened since the first partner conferences in 2012; the ideas and wishes that partners formulated were important prompts: The South-North Component is being implemented, growing up in numbers and will be evaluated in the next year. A new cross-programme quality management system was drafted; country contact persons were deployed in eighteen countries to deal with questions about visas and security; procedures were developed to improve partner participation.

Since 2013, the weltwärts programme has been under a process of further development by the newly created programme steering committee. This committee includes representatives from sending organisations, the Federal Ministry for Economic Cooperation and Development (BMZ), Engagement Global – Service for Development Initiatives and former volunteers. Members of the programme steering committee try to take part in as many partner conferences as possible to engage in a dialogue about the latest developments in the weltwärts programme. We regret that for this conference none of the members of the steering committee was able to join your conference. However, we would be glad to receive your questions and comments about your experiences and recommendations for the further development of the weltwärtsprogramme via the facilitating organisations, the participating German Embassy as well as Ms. Tina Hofmann.

One suggestion was common to all partner conferences in 2012 – the suggestion for a stronger integration of partners in the further development of the weltwärts programme. As a result, the 2014 and 2015 partner conferences in Argentina, Bolivia, Costa Rica, India, Rwanda and South Africa have a key focus on the topic of partner involvement.

Use the conference to discuss the topics that you come across in your day-to-day work with others. Discuss the new developments in the weltwärts programme and give us your feedback on these. Create networks with other partner organisations in order to initiate new joint projects and to help to shape the future direction of the programme. Your inputs form the basis for our continued work together.

We would like to thank the partner organisations and sending organisations, who have organised the conferences, for their dedication and commitment which has made the conferences possible. We wish everyone participating a successful conference full of enlightening discussions and productive workshops. We hope that you are able to take lots of ideas for your work in your organisations home with you and to give us suggestions for our continued work in the programme steering committee.

### **3. Getting to Know each other**

The facilitators requested each participant to use these 3 days of opportunity at the conference to meet new people and get to know each other better. They requested all the participants to network with each other during the breaks, lunch, and dinner basically at every opportunity they get. Then, a small warm-up game by Co-facilitator Shalini Menon was introduced by asking the participants to stand up to some questions like -

- If you slept well last night
- If you enjoyed the food until now
- If you took a train to reach the venue
- If you took a Plane to reach the venue
- If you took an Auto or a Bus to reach the venue
- If you made a new friend since yesterday



The facilitators emphasized that in order to make this conference a more meaningful and fruitful one, it was important for all the participants to know each other better and have a common understanding of what they were expecting to achieve out of this three days of conference.

### **4. Presenting the Agenda**

The facilitators presented the Agenda for the whole three days of the conference. One important announcement was that “The Market will happen all the three days of the conference. This will give all the participants more time to know about their partners, organizations they represent and the work they do better.”



The facilitators also explained what each session on the Agenda would focus on the possible outcomes of each of these sessions.

A question by one of the participants:

Is it possible to get the names/list of all the participants with what they are doing in each organization in order to approach them better?

Facilitator Hannes Wacker answered: A list will be made and shared within the participants through Google drive.

**5. Expectations of Participants**

In this session, each table was given papers where the participants expectations, that had been collected the day before were clustered by topics. The task would be to sort and categorize these Expectations These expectations were distributed to each table for all the participants to know what everyone wants from this conference and each table had to come up with a chart with the following points at the end of the session –

<p><b>Title :</b></p> <p><b>At the conference, we :</b> (In one sentence what is the expectation from this conference)</p>
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After giving sufficient time to each table, a member of each group was invited to do a presentation of their conclusion and these charts were soon after hung in the conference room for all the participants to refer to later on.

**Group Presentation on expectations:**

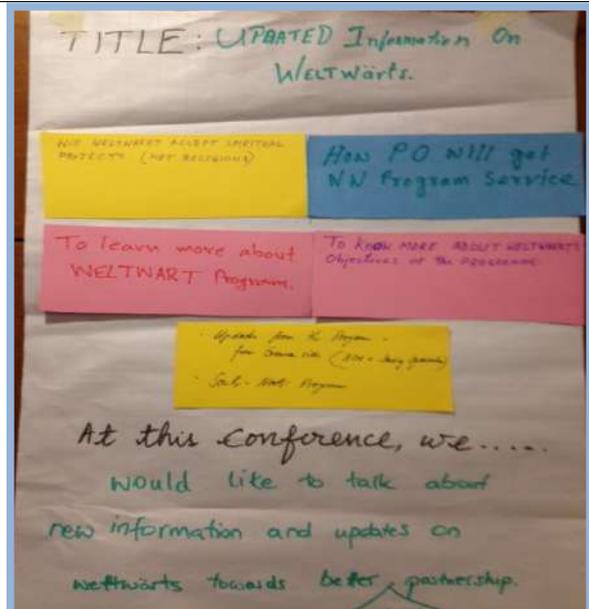


**Group 1**

**Title :** Updated information on weltwärts for better mutual partnership

**At the conference, we :** Would like to talk about new information and updates on the WW towards mutual partnership.

- **Will weltwärts accept Spiritual/ Religious Projects?**
- **How PO will get the WW Program Service?**
- **To get to know more about the WW Program?**
- **To get to know more about the WW Program Objectives?**
- **Update from the Program from the German Side?**
- **South – North Program**



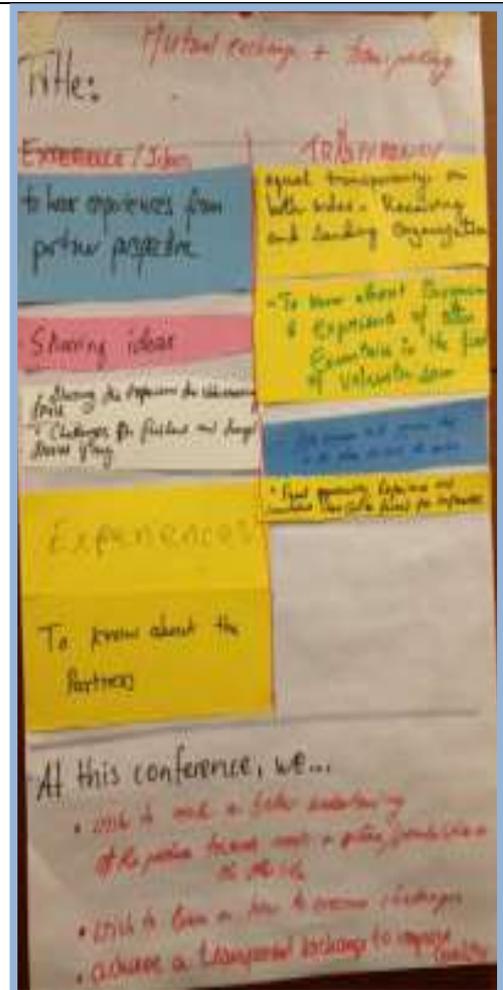
## Group 2

**Title :** Mutual exchange + transparency

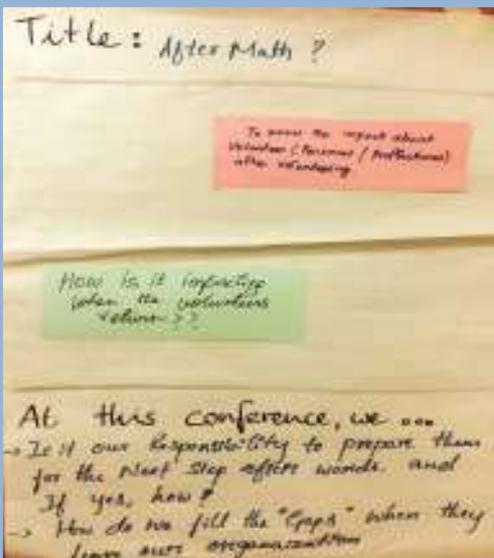
**At the conference, we :**

- Wish to reach a better undertaking of the Partner towards needs and options/possibilities on the other side.
- Wish to learn on how to overcome challenges.
- Achieve a transparent exchange to improve the quality.

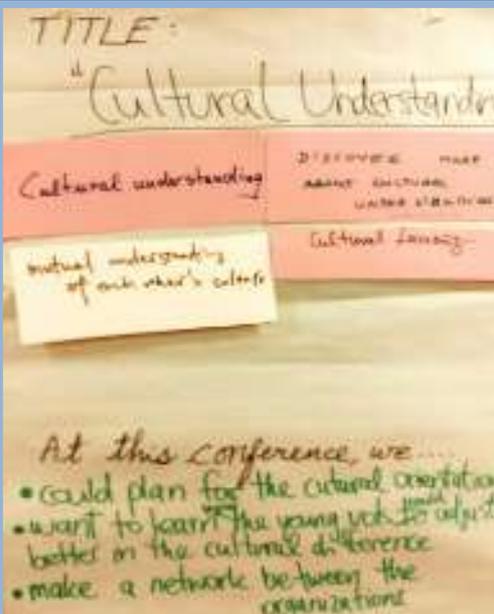
Experience/Ideas	Transparency
<ul style="list-style-type: none"> <li>To hear experiences from Partner Perspective.</li> <li>Sharing ideas</li> <li>Sharing the experience of Volunteering spirit.</li> <li>Challenges/Problems and success stories if any.</li> <li>Experience to know about the partners</li> </ul>	<p>Equal transparency on both sides -Receiving and sending organization</p> <ul style="list-style-type: none"> <li>To know about the Program experience of other countries in the field of volunteerism.</li> <li>Better awareness on the program itself, in the place, other NGO, other country</li> <li>Equal Opportunity, experience and innovative ideas can be shared to improvise.</li> </ul>



### Group 3

<p><b>Title :</b> Aftermath</p> <p><b>At the conference, we :</b> Would like to talk about impact of the volunteers after they return to the host country</p> <p>a. Is it our responsibility to prepare them for the next steps afterwards and yes if how?</p> <p>b. How do we fill the gaps when they leave our organization?</p> <ul style="list-style-type: none"><li>• <i>To know the impact about the volunteer (Personal/Professional) after volunteering?</i></li><li>• <i>How is it impacting when volunteers return?</i></li></ul>	 <p><b>Title :</b> After Math ?</p> <p>To know the impact about volunteer (Personal / Professional) after volunteering</p> <p>How is it impacting when the volunteers return ?</p> <p>At this conference, we ...</p> <ul style="list-style-type: none"><li>-&gt; Is it our responsibility to prepare them for the next step after words, and if yes, how ?</li><li>-&gt; How do we fill the "gaps" when they leave our organization ?</li></ul>
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### Group 4

<p><b>Title :</b> Cultural Understanding</p> <p><b>At the conference, we :</b></p> <p>a. Could plan for the cultural orientation</p> <p>b. Want to learn how the young volunteers could adjust better in the cultural difference?</p> <p>c. Make a network between the organizations</p> <ul style="list-style-type: none"><li>• <i>Culture; understanding</i></li><li>• <i>Discover more about the Cultural understanding</i></li><li>• <i>Mutual understanding of each other's culture</i></li><li>• <i>Cultural learning</i></li></ul>	 <p><b>TITLE :</b></p> <p>"Cultural Understanding"</p> <p>Cultural understanding</p> <p>Discover more about cultural understanding</p> <p>mutual understanding of each other's culture</p> <p>Cultural learning</p> <p>At this conference, we ...</p> <ul style="list-style-type: none"><li>• could plan for the cultural orientation</li><li>• want to learn how the young vol. to adjust better in the cultural difference</li><li>• make a network between the organizations</li></ul>
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## Group 5

<p><b>Title :</b> Mutual understanding</p> <p><b>At the conference, we :</b></p> <ol style="list-style-type: none"> <li>we want to share experiences</li> <li>to communicate</li> <li>be transparent</li> <li>brief the volunteer about the local cultural</li> <li>exchange about keeping the balance between teaching volunteers about the local culture and being sensible to their own.</li> </ol> <ul style="list-style-type: none"> <li>Preparing ourselves for volunteers during arrival.</li> <li>To know the role of the mentor.</li> <li>Understand to handle volunteers</li> <li>Empowerment!</li> </ul>	
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## Group 6

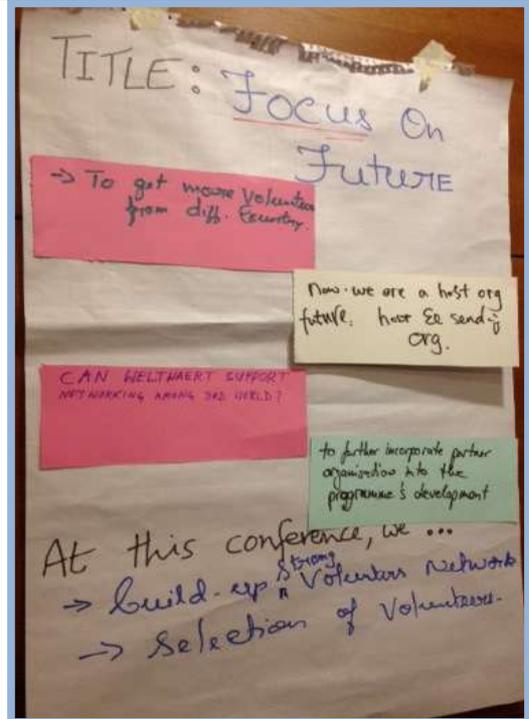
<p><b>Title :</b> Preparing the volunteers better, to prepare the volunteers to handle critical local situations if there are any.....</p> <p><b>At the conference, we :</b> would like to know how to better deal with Psychological imbalances of volunteers</p> <ul style="list-style-type: none"> <li>Preparation Seminar</li> <li>Orientation by hosting organization</li> <li>Language Barrier</li> <li>Mentoring</li> <li>Home sickness</li> <li></li> </ul>	
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## Group 7

**Title :** Focus on future

**At the conference, we :**

- a. Would like to build up strong volunteer's network
- b. Selection of volunteers
  - To get more volunteers from different country
  - Now: we are a HO/ Future Hosting and Sending Organization
  - Can WW support networking among third world?
  - To further incorporate Partner organizations into the program development.

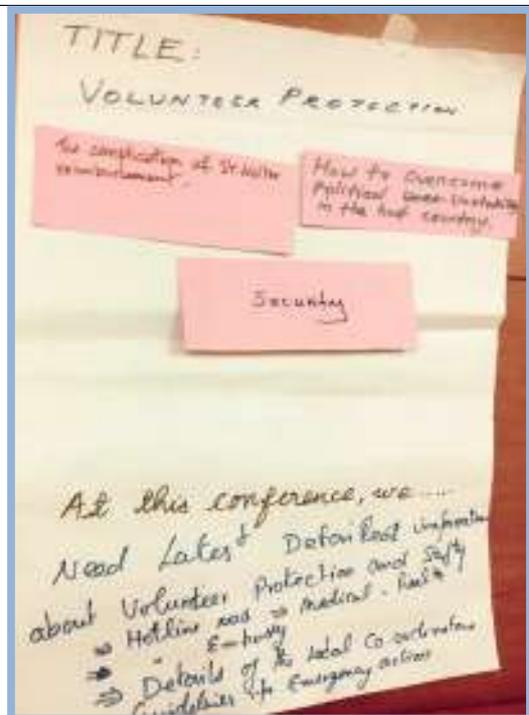


## Group 8

**Title :** Volunteer Protection

**At the conference, we :**

- a. Need latest detailed information about volunteer protection and safety
- b. Hotline Numbers: Medical/Health/Embassy
- c. Details of the local coordinator
- d. Guidelines for the Emergency action.
  - The complication of Dr. Walter reimbursement
  - How to overcome political instability in the host countrys
  - Security

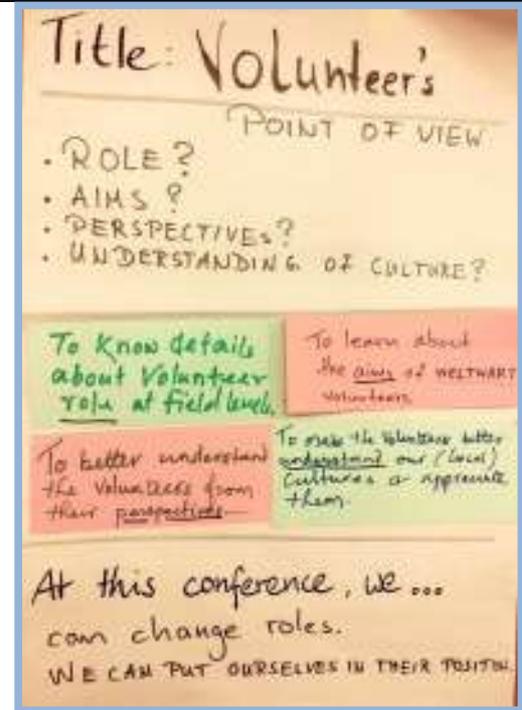


## Group 9

**Title :** Volunteers point of View

**At the conference, we :**

- a. Can change roles.
- b. We can put ourselves in their position.
  - Roles?
  - Aims?
  - Perspective?
  - Understanding of Culture?
  - To know details about the volunteer role at field levels.
  - To learn about the aims of the Weltwärts volunteers
  - To better understand the volunteers from their perspective...
  - To make the volunteers understand our (local) cultures and appreciate them



**Recap :** A video recap from the day before by *Pratap Krishnan* and *Rahul Raghavan* of FSL-India.

YouTube link : <https://www.youtube.com/watch?v=SG7TfXNF2xg&feature=youtu.be>

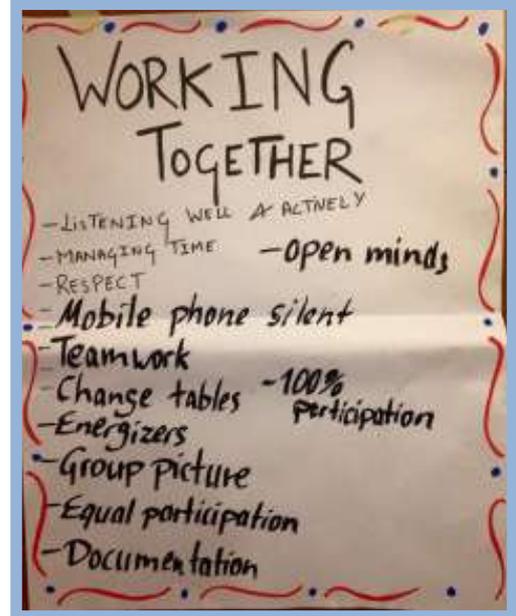
## 6. Working Together

The Co-facilitator Shalini Menon introduced this session and invited participants to discuss the next three days. Points that stood out in the group discussions and sessions so far were:

- Listening well and Actively
- Time Management
- Respect

Together we agreed on the following:

- Keep mobiles on silent mode
- Team work/Spirit
- Change the order of seating everyday
- Energizers
- Group Picture
- Facilitators to draw out the people who are quiet and encourage them to speak up/Equal Participation
- Documentation
- Keep an Open mind for new ideas and suggestion/The Beginners mind
- a 100% Participation



**11:30am – 12:00pm : Break**

**12:00pm – 1:00pm**

### **News and Updates on the weltwärts program - PPT Presentation by Tina Hofmann**

Tina Hofmann started the session with a brief glance on the history and development over the past few years in the weltwärts program and the current updates of the past years. She also encouraged the participants to ask questions if they have any during or after the presentation.

Important Points highlighted during the presentation:

- Key objective of the weltwärts program is to introduce young people to development cooperation policy issues, to promote interest in and a commitment to these issues.
- weltwärts is an educational service and wants to make a key contribution to development, information and education work within the sense of global learning and encourage young people to engage in the field of development policy
- Besides language skills and dealing with development policy issues, the volunteers also acquire key skills in the field of



intercultural communication, socio cultural co-operation and social responsibility. These skills are extremely valuable in an increasingly globalised society.

- One of the integral parts of the voluntary service is the commitment prior to and also during and after the voluntary service.
- weltwärts is contributing to the strengthening of the civil society structures in the partner countries and also in Germany.
- weltwärts is a program funded by the Federal Ministry for Economic Cooperation and development (BMZ). Sending organization who want to apply for funding must be approved by the ministry.

- Eligible for funding are the registered organizations, NGOs, in Germany.
- The financial funding by the ministry is limited to 75% of the total budget.
- weltwärts has three lines of funding – 1. Assignments (funds for placing German volunteers in partner countries and also for placing international volunteers in Germany through the South-north component) 2. Post-assignment measures (returnees, associations of returnee volunteers and sending organization can apply funding projects and measures concerning development projects in Germany) 3. Program accompanying measures (these are measures which are funded to support Partner organizations and mentors in the partner countries). Funding can also be sought for - improving quality of the program (e.g. – to prepare volunteers), for cooperation and networking of weltwärts stakeholders and also to promote integration of groups of people who have volunteered only in limited numbers (for e.g. – from vocational colleges, people with disabilities and people with a migrant background)
- weltwärts is aiming at strengthening the partner contributions within the program and hence it will be possible soon for partners to plan and initiate such measures and activities through their German partner organizations. So, the partner organizations will have to apply for funding via their German partner organization (the Sending organization).

## History of the Program

- weltwärts was founded in the year 2008 when the German government established the framework for young people in Germany to get involved in development policy work.
- The interest of young people to work overseas has been growing constantly over the years., most commonly these young people take time of to do a voluntary service after finishing their vocational training or in the gap year between school and university
- The design of the weltwärts program was to rely on the strong partnership between the sending organization in Germany and the partner organization in partner countries as many of these partnership have been existing for a long time before the launch of the weltwärts program.
- The introduction of the weltwärts program allowed the existing partnership to be intensified and new partnerships to be formed.
- At present there are about 180 active sending organizations in Germany involved in about 7,000 volunteer service assignments, meaning placements in the field of development policy. Usually there are about 3500 volunteers per year that are volunteering in the Partner countries.
- 26,000 volunteers have participated in the weltwärts program until now since its launch in 2008
- To administer the funding program the ministry set up – “The weltwärts coordination unit”.
- Following a 3 year pilot phase, the ministry arranged a quite extensive external program evaluation of the program to highlight its successes and weaknesses and to support further development of the program. The report was published in 2011 and it concluded that weltwärts is indeed achieving its goals of attracting young people to participate in voluntary service in development policy and promoting understanding between the global North and South.
- As a follow up of the evaluation over 90 people worked in several groups over half a year to develop recommendations which were then passed on to the ministry. At the end of 2012 these results were discussed in 9 large partner conferences in various continents.
- These conferences signaled the start of the implementation of the follow up measures.

<p>Basic information</p>  <p>News and updates</p> <p>1. Introduction of the South-North component</p>  <p>More? See session on South-North component</p>	<p>Basic information</p>  <p>News and updates</p> <p>2. Establishment of a quality management system</p>  <p>More? See session on quality management system</p>
<p>Basic information</p>  <p>News and updates</p> <p>3. Country contact persons in 18 countries</p> 	<p>Basic information</p>  <p>News and updates</p> <p>4. Diversification to include more volunteers</p> <ul style="list-style-type: none"> <li>- with disabilities</li> <li>- with migrant background</li> <li>- with vocational training</li> </ul> 

The implementation of the Follow up measures:

- The South North component was introduced in November, 2013. Young people from partner countries can now volunteer in Germany through weltwärts program.
- The South North Component is a 3 year pilot phase program and is running now (2015) in its second year
- A quality management system was introduced in 2013, which provides methodologies and standards for participating actors to improve their voluntary services. It is comprised of various measures. There is now for example a catalogue of quality criteria, there are quality associations, there is a quality certification for sending organizations and there is an annual volunteer survey.
- The evaluations also showed that in some cases there is a considerable need for support among the organizations in particular with regard to Visa and security issues. This was also addressed during various partner conferences in the past. So, country contact persons were implemented who can react to the special needs of the individual countries in question. They are currently deployed as a part of a pilot phase until 2017.
- There are now 18 country contact persons. 12 were deployed in 2014 and 6 were deployed in 2015.
- Mr. Robinson Doss is the country contact person of India. He attended the last partner conference in 2014. As he was traveling to a prior engagement the same date as the conference, he unfortunately was not able to participate.

The image displays four screenshots from the weltwärts website, arranged in a 2x2 grid. Each screenshot features the 'weltwärts' logo at the top right.

- Top-left screenshot:** Titled 'News and updates', it features a news item '5. Strengthening Partner Dialogue on implementational and management level' accompanied by a group photo of people. A 'More!' button with the text 'See session on "Partner Dialogue"' is visible below the image.
- Top-right screenshot:** Titled 'News and updates', it features a news item '6. weltwärts is becoming a joint cooperation between BMZ and civil society' accompanied by a photo of people in conversation.
- Bottom-left screenshot:** Titled 'Who are the stakeholders and how do they cooperate?', it shows a complex flowchart diagram. The central node is 'programmatic steering committee', which is connected to 'quality work group', 'procedure work group', and 'ad hoc work group'. Other nodes include 'quality associations', 'shared interest groups', 'sending organisations', 'partner organisations', 'volunteers', and 'associations of returned volunteers'. An 'External inspection body' is also shown at the top.
- Bottom-right screenshot:** Features three speech bubble icons and the text 'Questions?' and 'Feedback?'.

- **Country contact persons** are part of the program's Quality assurance and their tasks are: Focus and support visa applications and assessment of security situations. They collect information on visa procurement and send information to the quality associations, the weltwärts coordination unit

and the sending organizations. The partner or host organizations receive this information directly from the Sending organizations. The country contact person also supports stakeholders in processes to improve and simplify the procurement of visa and residential permit e.g. by making contact with the responsible authorities. Assessment of the security situations and support in crisis situation is another task. It means that country contact person procure the necessary security information and pass this information to the stakeholders in Germany and they also coordinate communication between various stakeholders. They are also important contact persons for the German embassies in the host countries. The country contact person answers relevant questions from the German embassy and mediates between the stakeholders in critical cases.

- The Country contact persons do not usually have direct contact with the partner organizations in the host country.
- The evaluation of the program shows that most volunteers are young i.e. between 18 and 19 years old and from a higher educational background. weltwärts wants to be a more diverse program and therefore has developed a concept to include more volunteers with disabilities, from migrant backgrounds or without A-levels. A call for applications for 3 competency centers has been published. These centers aim at reaching young people from these groups. Participants from earlier partner conferences requested more dialogue and regional networking as well as more transparency and information on the program by e.g. publishing more multilingual information.
- Focus on Partner Dialogue works in 2 levels: Implementation and Management. On the implementation level sending and hosting organizations in the weltwärts partner countries work together and build trustful partnerships. The weltwärts program promotes these partnerships through accompanying measures like –as sponsoring meetings between sending and partner organizations, sponsoring workshops and trainings for mentors or sponsoring Partner conferences. At the management level the focus is on making the partners more visible and on a better incorporation of their views and opinions into the program, into the work of different committees and management and into the further development of the program. Measures as how to include the voices of Partners into the development and the Program Steering Committee are discussed at the moment.
- Since February 2015, information on the weltwärts website is available in English, French and Spanish, and it will be available in Portuguese in the next year. There is also room for field reports,– experiences, good practices to be shared from the Partner organizations.
- Partner conferences are usually organized 4 to 5 times in a year in different parts of the continent. The aim of these conferences is to better integrate the views and the requirements of the partners with regard to program management and also help in networking of the partners.
- The South North Work Group already involves Partner Organizations. After each session there is a conclusion of results that are forwarded to Partner organizations. These are asked to provide input and suggest strategies to better involve the Partner Organizations.
- The program is now presented as a joint operation between the ministry and the Civil Society. The sending organizations now have a greater role in managing the program through committees. The Program Steering Committee is manned by ministry and the weltwärts coordination unit together with sending organizations and also returnees. This committee structure began its work since the summer of 2013.

### **Feedback and Questions:**

- Funding: What is the line of funding for the returnees to sponsor their further studies, research and development work and how do they get info?

Answer by Tina Hofmann: After returning to Germany, volunteers still get involved in many development issues. There is a funding available to promote such commitments. For e.g. - some volunteers initiated projects to address and inform people about development issues. The sending organizations have to

inform volunteers about possibilities and funding and how they can get involved in development policy issues and social work in Germany after returning. It is an important function of the sending organizations.

- Who is assigning or appointing the country contact person?

TH: The quality associations are the ones responsible appointing and working directly with the country contact person. The country contact persons are primarily in touch with the quality associations and the sending organizations to forward information on security, health and visa issues. There is not one country contact person in each weltwärts participating country. There are some identification criteria for the need of a country contact person, like major visa issues, problems related to security or if there is a requirement from the German embassy to have such a contact person. Usually, when there are a lot of visa issues ongoing in a partner country and a lot of work involved in the German embassies, appointing a country contact person in these countries offers help to the German embassies. Another criterion was the number of volunteers sent to these host countries.

At present in Asia: India and the Philippines have a country contact person.

- Is the line of funding that was referred in the first question also applicable to the South North Program? i.e. If Volunteers coming back from Germany want to carry out development work or a project in their own country.

TH: There are possibilities as a 75% from the German Embassy and 25% contributed by the sending organization. Further ideas can be discussed during the session on the South North component later on in the conference.



- Can a partner organization in a host country directly contact their country contact person in India?

TH: The structure is still being discussed in Germany but until now the structure remains as explained earlier during the presentation...refer to the point that is highlighted as - **Country contact person**). At present it is the sending organization that has to gather all the information related to visa and security from the country contact person and inform the necessary stakeholders. Although of course it is also the partner organization that has the responsibility to gather the necessary information from their end regarding important

issues such as visa and security issues.

- Has it been formulated what a host organization should have to offer to a volunteer to be able to give them a good stay during their project.

TH: Yes, it has. This point will be addressed in the next day's Quality management session. A catalogue of quality standards has already been formulated. This was a process worked on together with the ministry and the civil society stakeholders and the outcome was the quality criteria catalogue which defines standards for different levels for e.g. placements, preparation of the volunteers, funding etc. So, there are different categories comprising various quality criteria.

- Is the Quality management system likewise applicable for the receiving organizations and the partner organizations?

TH: The Quality catalogue works on various different levels. There are quality criteria or quality instruments that sending organizations have to deal with but there are also instruments within this quality management system which apply directly to the partner organizations.

- What are the roles of the country contact person? Does he/she only deal with the technical issues like visa and security or can they also address other issues of the volunteers for e.g. if a volunteer is facing issues with the work, with the Host Organization or any local issues. Can the volunteer get in touch with the country contact person for a dialogue or discussion?

TH: The answer would be “No” because the country contact person is not a contact person for the volunteers. The Partner organization is responsible for mentoring and handling or addressing the issues of the volunteers. That is solely the responsibility of the partner organization and the country contact person does not replace this responsibility. A country contact person’s job is to gather information on Visa and security issues and forward them to necessary people, to liaise or have discussions with local authorities in order to facilitate smooth transition of visa applications or resident permit procedures.

- We receive volunteers from an organization called Kurve Wustrow in Germany. Is there any connection between Kurve Wistrow (a sending organization in Germany) and weltwärts coordination unit, if so what?

TH: There is a connection between Kurve Wustrow and the weltwärts coordination unit. The weltwärts coordination units usually links or liaise between the ministry and the sending organizations. They also advise the sending organizations in terms of administration work, implementation issues or in general if they require any advice or suggestion.

The session ended with the facilitator - Hannes Wacker informing the participants that there will be a lot of space provided for all the participants to ask more questions in the next sessions. He then made a few important announcements before breaking off to lunch.

**1:00pm -2:00pm** – Lunch Break

**2:00pm - 2:15pm** – Energizer

The facilitators introduced an energizer. Each table had to come up with a sentence (with words that is equal to the number of the participants on the table). The sentence had to be about the conference for example like - what they like or enjoy in the conference etc. The trick was that each word is then translated into the native tongue of each participant seated of the table and together they form a sentence which then the team says aloud. Meanwhile, the others try to guess the meaning of the sentence and later the table gives out the sentence in English.

The example was worked out by the facilitators



Ich pasand dze gastgeber (German, Hindi and German) No. of participants - 4  
Meaning in English – I like the host

It was a fun energizer with each group coming up with a creative sentence and the others trying to comprehend it. It was an amusing and engaging energizer which all the participants seemed to enjoy.

**2:15pm - 3:35pm**

**Market Place:** Sharing with Posters

At the beginning of this session the facilitator Hannes Wacker explained the purpose behind having a Market place and how it will be helpful to the program and at the same time to the participants. This was an opportunity for all the participants to know and understand the other participating organizations better. They were also requested to share their thoughts and views on each station.

Thereafter, the participants along with the facilitators moved to the second floor of the venue where the Market place was organized.

The participants were free to look around for information shared by other participating organizations. They browsed through the information and almost everyone was seen sharing and exchanging information with each other. It was also a time for all the participants to get to know each other better. They spent time gathering information about each other and expanding their networks. Each partner organization were also asked to come up with a question regarding a problem they face often or in general a question or topic they wanted to have a discussion about at this conference.



A chart with their respective question was placed at each station and every visiting participant had a chance to share their thoughts and suggestions towards these questions. The facilitators then announced at the market place that all these questions would later be categorized and brought to the plenum in order to come up with possible solutions and suggestions that could help each partner organization and also the sending organizations and the overall program in general.

## Announcements

Before the break commenced the following information were shared by the facilitators:

An announcement on Rope course and Paint Ball (optional recreational activities available at the venue for the participants) timings were shared with the group by the facilitators.

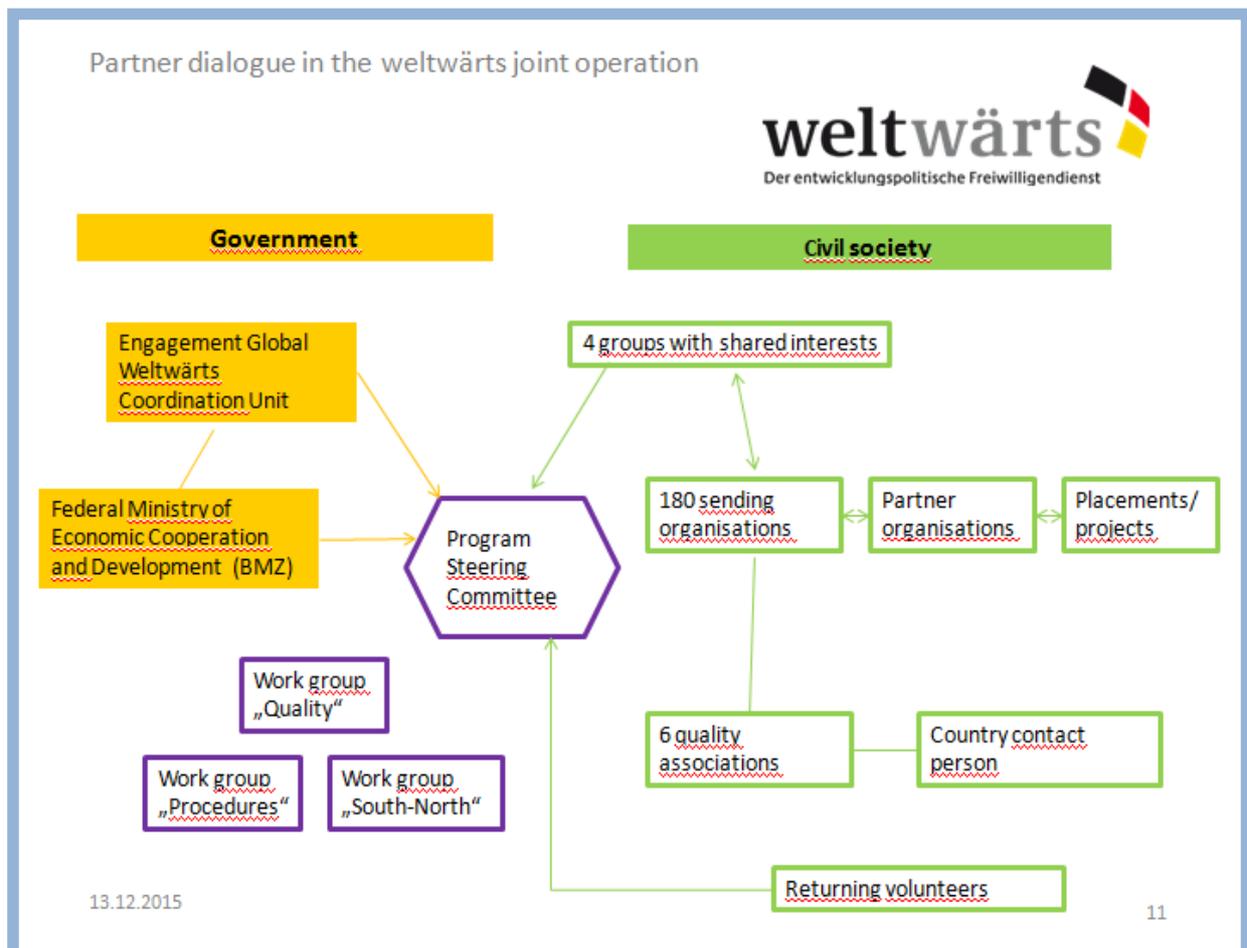
A reporting committee was introduced and 4 Participants volunteered for this task. Their tasks would be to share feedback of the day, suggestions and ideas to the facilitators in order to include it later to the report.

**3:35pm - 04:03pm** – Tea/Coffee break

## 04:05pm – 05:30pm – Partner Perspective: weltwärts as a joint venture

PPT Presentation by Kirsti Berghäuser

Kirsti Berghäuser (Director Sending, AFS Germany) presented this session and explained that later a group activity will be organized.



The organizational chart of weltwärts was presented to provide a general overview of the connections and roles within the weltwärts structure.

Important points highlighted during the presentation:

- weltwärts joint operation has basically two sides : the government side and the civil society side
- The government side includes the funding ministry, the weltwärts coordination unit which is located at Engagement global)
- The civil society side includes 180 sending organizations which work closely together with the partner organizations and the projects (placements/assignments)
- The sending organizations are free to join one of the 4 groups of shared interest (optional)
- There are 6 quality associations. Each sending organization has to be a member of one of these 6 quality associations
- The centre of the structure is the “Program Steering Committee” which was founded in 2013. This committee is formed by representatives from weltwärts coordination unit, the BMZ (The federal ministry for economic cooperation and development) and representatives from sending organizations via the groups with shared interests. The returning volunteers are also represented in the steering committee.
- The program steering committee has so far formed 3 work groups on Quality, South North and Procedures.
- Meaning of co-operative partnerships: It is agreed upon that a co-operative partnership between sending and hosting organization is the key aspect of the whole weltwärts program. Partnership is also stressed in the funding guidelines.
- The contribution of the partner organization is the key to the implementation and success of the weltwärts program
- The program steering committee has agreed on a differentiation between two levels – Management level (where the structure, content and evaluation instruments of the program are discussed) and Implementation level (where there is concrete cooperation between the sending and the partner/host organizations)
- The cooperative partnership is supported by the funding ministry through trainings, meetings, conferences. So far 76 measures have been supported ( a total of 1.6 billion Euros)
- What are the current measures undertaken by weltwärts: – the weltwärts website is now available in several languages, , information on the south-north component is available on the website and partner conferences are held worldwide.

The facilitator Hannes Wacker asked the participants to identify their position/level of functioning in the structure by asking them to stand up to questions like:

- *Whose organizations is also represented in the Program Steering Committee? – Whose organization is in one of the groups with shared interest?*
- *Who are members of a Sending Organization?*
- *Who are members of a Partner Organization? Who is a member of the weltwärts coordination unit?*

This exercise was done for the participants to better understand where their position (or the position of their organizations) is in the displayed structure.

Questions and Answer:

- Why are the Partner organizations not involved in the Program Steering Committee of weltwärts?

Kirsti Berghäuser responded that it is one of the questions to be addressed through the discussion later.

- What do you mean by shared interest of the 4 Groups in the chart? Are we talking of 4 Groups out of 180 organizations or are they divided into 4 groups?

Tina Hofmann (weltwärts coordination unit): It is the 180 sending organizations that are actively involved in the program which form the 4 groups with shared interests. The current tasks of these 4 groups are like

lobbying; they present the interests of the sending organizations and forward these to the management level which is represented by the Program Steering Committee. It is usually quite hard for a single sending organization to make itself heard in order to contribute to the management level. So, they join these groups of shared interest and formulate one voice to reach the management level.

- Could you formulate in one sentence what is a Partner Organization?

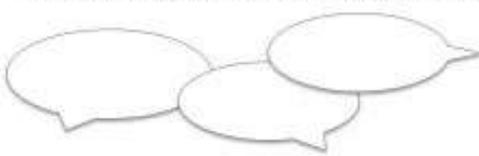
Ans : From the perspective of a Sending organization, a partner organization is an organization with whom the sending organization works in another country. They agree on sending and receiving volunteers within the weltwärts framework. . Sometimes, the partner organization is at the same time the project or the assignment, where the volunteer is placed. Sometimes the partner organizations are placing volunteers in different projects, but do not host volunteers themselves.

- The responsibility for the volunteers: where does it start?

Ans : It starts with the preparation seminar and it is shared by all stakeholders , as projected in the chart. The ministry and the weltwärts coordination unit have a contract with the German sending organizations. From the legal point of view, the overall responsibility and the liability of the volunteers lie with the sending organizations A major part of the responsibility lies also with the volunteers themselves. Sending and hosting organization alike ask the volunteers to adhere to the rules and restrictions. Hence, it is the responsibility of everybody (the sending organizations, the partner organizations) to ensure that all volunteers respect these rules and regulations very strictly.

The facilitator Hannes Wacker summed up the session and introduced the next exercise -The Group working session. The question to be addressed by each group in this activity was introduced.

Partner dialogue in the weltwärts joint operation




### Co-operation within the weltwärts programme

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    graph LR
      BMZ[Federal Ministry of Economic Cooperation and Development (BMZ)] <--> SO[Sending organisations]
      SO <--> PO[Partner organisations]
      PO <--> PP[Placements/ projects]
  
```

How do you see the situation now?	What could it be?	Concrete ideas to improve co-operation?

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- How the Networking and Co-operation can be improved?
- How do you see the situation now? How could it be? Concrete ideas to improve co-operation?
- The suggestions from each group would be sent to weltwärts who will try to include and implement the suggestions.

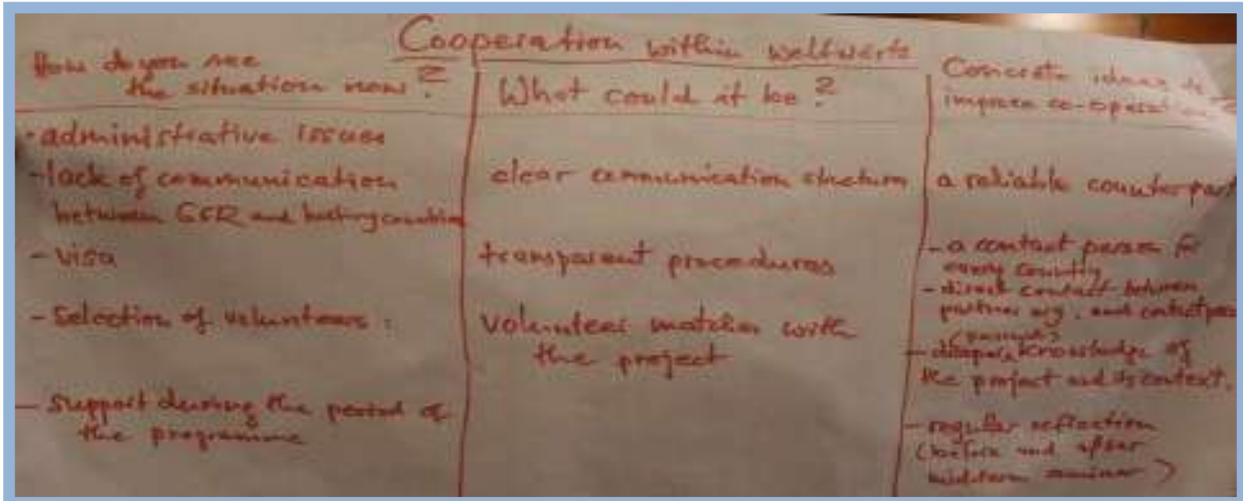
Co-facilitator Shalini Menon then explained in detail how the format should be and what is the expected outcome of this activity. She encouraged all the participants to invest time in discussing each question and then put down the conclusion in the charts.



## **Presentations**

### **Group 1:**

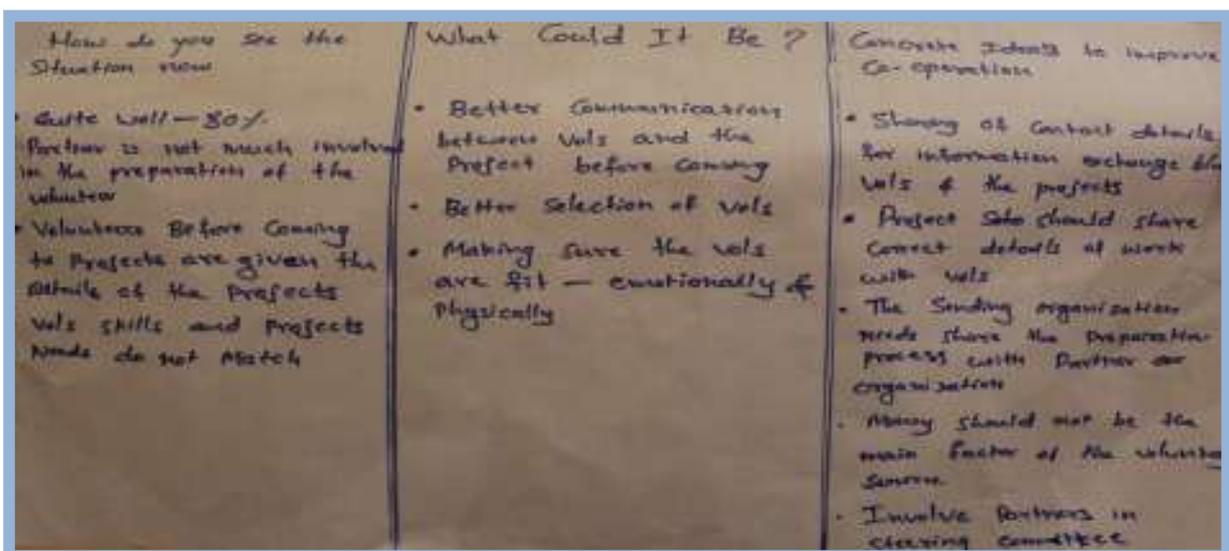
Group 1 thought that- there is a lack of communication between Germany and host countries which could cause frictions. Hence, there should be proper communication channels established between the parties in Germany and the hosting countries. There should be a reliable counterpart who can provide timely feedback and suggestions. With regard to Visa they suggested that it would be helpful if there is a contact person from every country and a direct contact is enabled between this contact person and the partner organizations so that they can reach out in times of questions and confusions.



In terms of selection of volunteer it was suggested that those who are involved in choosing the vols., if they have a deeper knowledge of the project or if they visited these projects personally, it will help in better placements. Lastly, related to support for volunteers during the period of the program, a time to time reflection was suggested which will enable the changes to be implemented faster. For e.g. Reflections that start from the first two or three months of the volunteers arrival.

### Group 2:

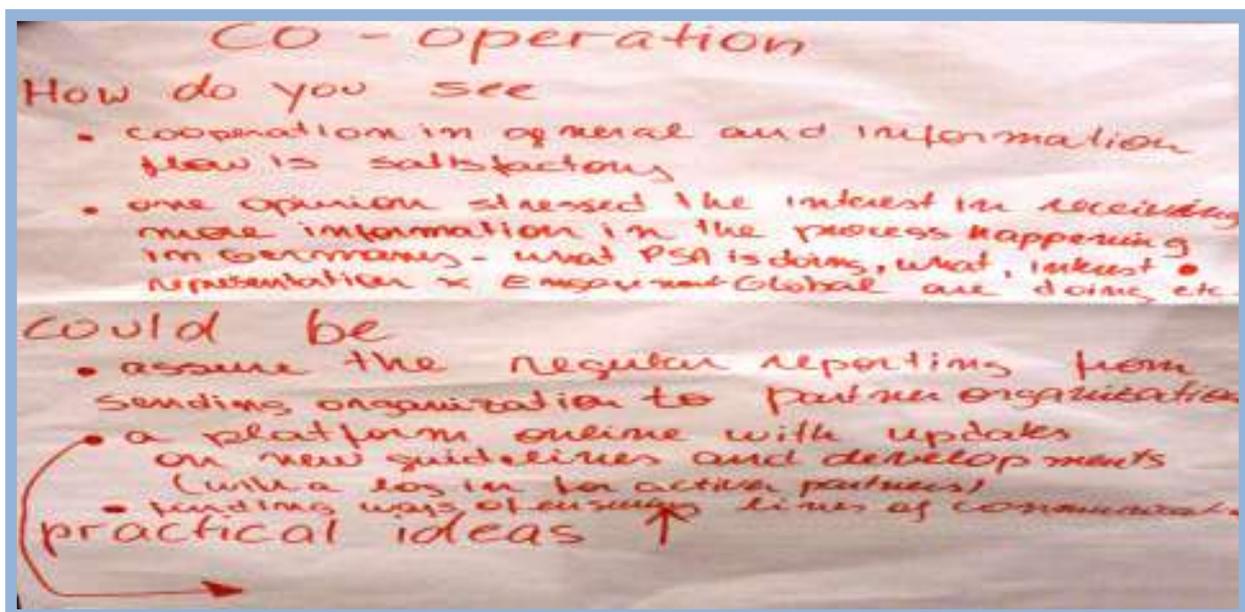
About 80% of this group's members felt that the current communication channels are good, and that even better communication can be reached by sharing the contact details for information exchange between volunteers and the projects. They felt that the partner organizations are not much involved in the preparation seminars of the volunteers and if they are involved it could help preparing the volunteers better. The sending organizations hence should send copies of the agendas of the preparation seminar to the partner organizations so that feedback and suggestions could be provided accordingly. They also suggested that it was important for each project to share the correct work details with the volunteers. Each volunteer should be given the correct details of the work in the project before they arrive. It is also the responsibility of the sending organization to ensure that the volunteers are physically and emotionally fit to participate in the project.



Other points discussed were that volunteers should receive more information about their project beforehand i.e. prior to their arrival in the project. Therefore, all projects should share the updated work schedule. Also it is important that criteria like most importantly money should not be deciding factor for voluntary services. The last suggestion was to check the possibility of involving the partner organizations in the Program steering committee.

### Group 3:

The overall opinion of this group was that information flow between the parties involved was so far satisfactory. However, another important outlook shared by this group was that perhaps more information about the processes taking place in Germany could be helpful. For example: to know the activities and interests of the Program steering Committee, and what the roles and responsibilities of Engagement Global are



Further suggestions were that a regular reporting system between the sending organizations and the Partner organizations should be established via an online platform that enables sharing of updates on new guidelines and developments etc., as this will ensure active participation from everyone. A final suggestion was to establish lines of communication based on practical ideas.

### Group 4:

Group 4 thought that so far it looks like the partner organizations are cooperating only with the sending organization and therefore it is important to have regular information sharing on : what are the responsibilities of the program steering committee, what are the possibilities of including the partners in the steering committee as well. It could prove very beneficial if each sending organization could have a meeting with all its partner organizations at least once every year.

It was also suggested that the partner organizations should be involved in the planning level as they have very limited access in the structure of weltwärts or there should be a way to ensure a regular flow of information between the program steering committee and other members and partners. There was no assurance if the opinions and suggestions of the partner organizations reached the next level. Furthermore, more transparency between the sending organizations, partner organizations and the projects/placement was suggested which could be achieved by signing a contract

How do you see the situation now?	What could it be?	Concrete Ideas to Improve Co-operation?
<ul style="list-style-type: none"> <li>partner organization co-operation only with sending org.</li> <li>no access to other level of the structure</li> <li>no transparency</li> <li>no assurance that the opinion heard reach to the next level.</li> <li>More transparency between partner org. &amp; placement / project.</li> </ul>	<ul style="list-style-type: none"> <li>Getting partner into steering committee.</li> <li>partner should be involved at planning level.</li> <li>prescribed format should be signed between partner org. &amp; placement / projects which should be signed to wellwants.</li> </ul>	<ul style="list-style-type: none"> <li>Each sending org. to have a meeting with all its partners at least once in a month/year.</li> <li>Web site page to share learnings &amp; experience.</li> <li>Net work of partner org.</li> </ul>

Additional ideas were to introduce an online platform to share learning's, experiences and the working processes. A network of partner organizations in the host country could prove very helpful. The most important point stressed was that the participants and volunteers should respect the lines of communication laid out by the partner organizations.

#### Group 5:

The views and opinions shared by this group were mostly related to the placement procedure of the volunteers and the role of the partner organization in the same. A stronger involvement of the partner organization was advised as a measure. It was suggested that the partner organizations should clearly define its roles and tasks with the sending organizations.

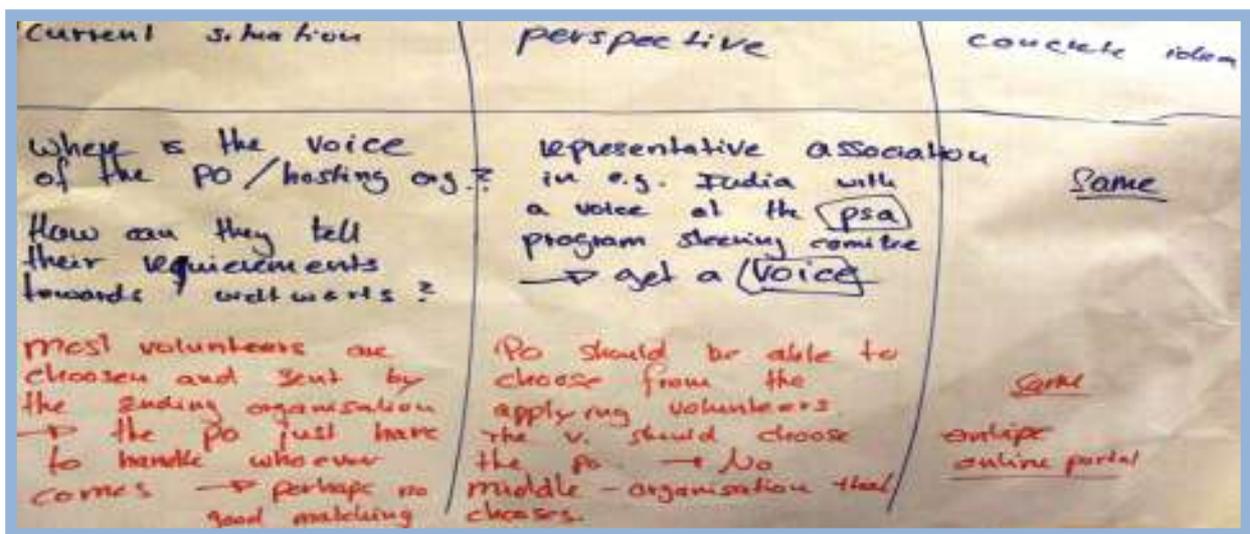
How do you see the situation now?	What could it be?	Concrete ideas to improve?
Less role of decision making of partner org (placement)	Partner org. should have more roles on placement process.	defining roles and tasks with sending org.
Lack of funding (Budget) Gap of exchange rate: who is responsible for?	Planning to increase the fund Find the association for fund	Fundraising
Unmaking placement	Vols should be in the right placement as their interesting	placement committee (National/Regional)

Some of the placements were found to be mismatches and it is important to match the volunteers to the projects that complement their interests. A placement committee at a national or regional Level could prove beneficial to address this issue.

The last point discussed was the issue of funding, due to the gap in exchange rates and rising costs there is a need to increase the funding available for the partner organizations and perhaps finding additional measures.

### Group 6:

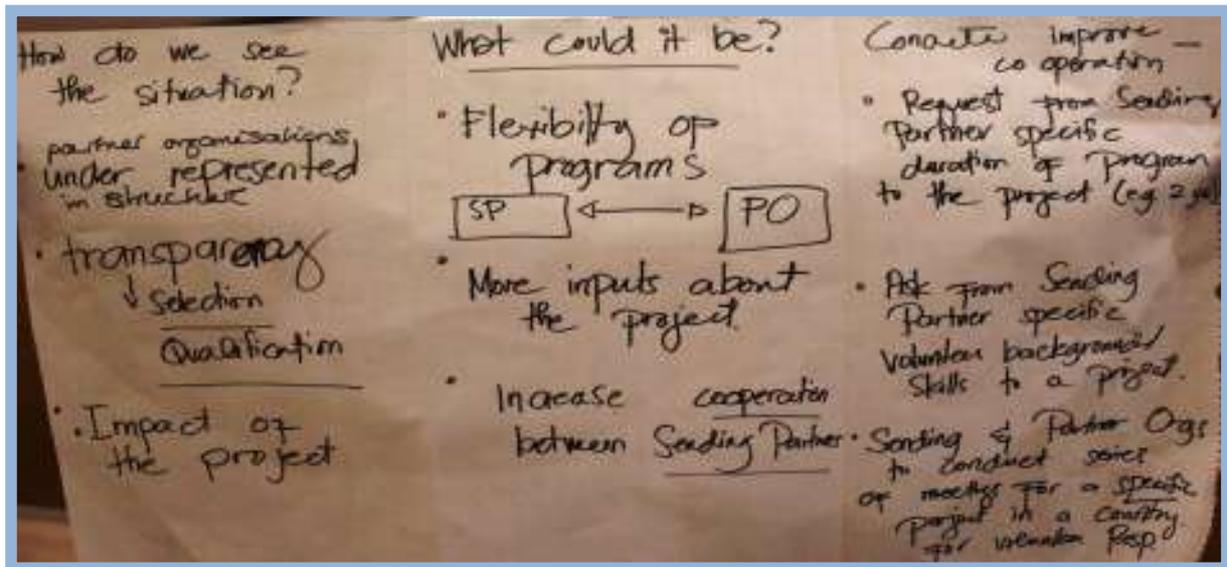
The assessment and conclusions from this group were: The role of the partner organizations is not clear in the weltwärts structure. It is important to know how the partner organizations ensure that their recommendations, requirements, suggestions, feedback etc. are finding their way to the program steering committee of weltwärts.



The suggestions provided were that perhaps there could be an association of partner projects who can send these to program steering committee. Another point addressed was: most of the volunteer placements happen via the sending organizations and the partner organization or the host organization has to accept the volunteers chosen by the sending organizations even if they feel otherwise. They suggested that maybe the partner organizations should be able to choose on their own and place the volunteers as per the project requirements. The last suggestion was to create an online portal between the sending organization and the host organization which could result in better placements and better coordination.

### Group 7:

Group 7 thinks that in the weltwärts structure, the role of the partner organization was underrepresented and this could be addressed by a better flexibility of the programs between the sending organizations and the partner organizations.



Transparency in selection processes and impact of the project should be better explained in the quality management. There should be more input about the project and also a certain flexibility of the program. It would be good if partner organizations could recommend the duration of the program and request volunteers with matching skill sets for certain projects etc. They also emphasized the importance of a better cooperation between the sending organizations to implement and standardize the quality of the overall program. Another suggestion was to increase the duration of the program for certain specific projects at the request of the partner organizations. Last but not least it is also important for the sending organizations and the partner organizations to conduct series of meetings with regard to volunteer's responsibility and different projects in the host country.

### **Group 8:**

Group 8 stated that communication between sending and hosting organizations so far is not balanced enough. The information about the volunteers shared by the sending organizations was seen to be not sufficient. Hence a proposal to resolve such issues was suggested as follows: All three parties the sending organization, volunteers and partner organization/host organization have a discussion or an interview etc. via an online portal.

They also felt that the preparation seminars were not very helpful as most of the times the volunteers came unprepared or not sufficiently prepared. It was hence observed that the volunteers found it difficult to understand or know where they fit, had very little knowledge of the background of the project and about the host organization etc., thus, the preparation seminar should be better revised with the help of the partner organization. There are at times projects who requests volunteers with special skills and there should be a way to address such situations.

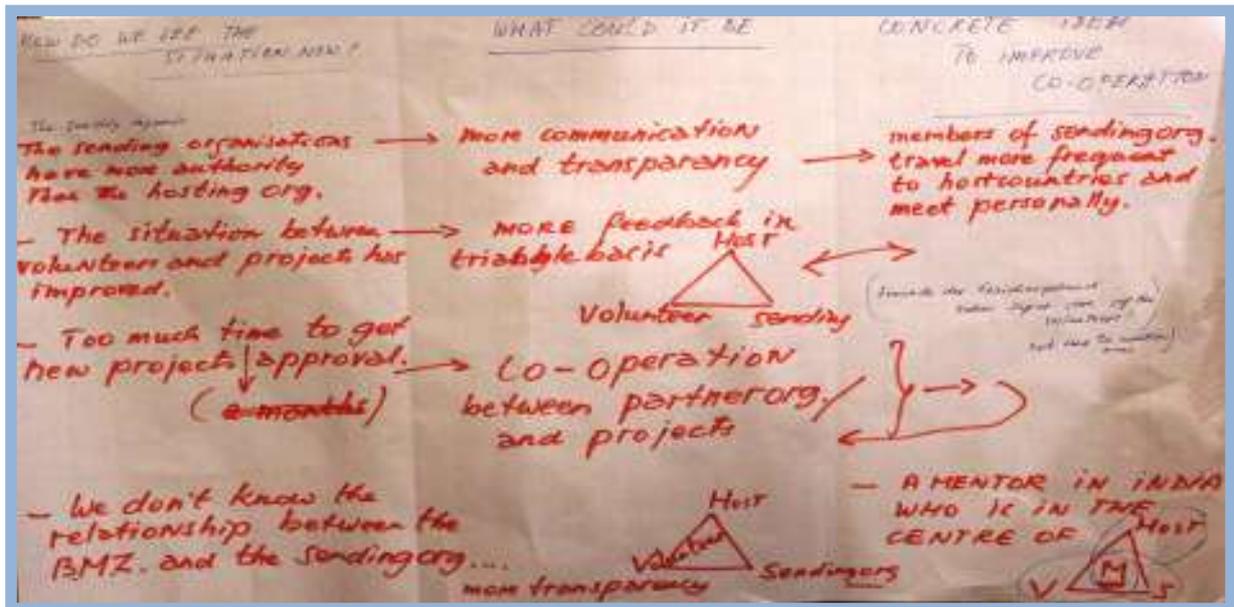
How do you see the situation now	What could it be?	Concrete ideas
<p>One sided in the first 2 months only learners → no benefit for PO</p> <p>- transparency / selection by PO of volunteers missing</p> <p>voice to select</p> <p>- no management / mentoring cost to PO</p>	<p>- 3 parties involved equal / sending - PO - volunteers</p> <p>- skills of volunteers should fit to PO</p>	<p>- interview between PO + volunteers</p> <p>- orientation for particular PO / host</p> <p>- frequent visit of weltwärts to PO</p> <p>- PO committee Asia / Pacific</p>

The next topic was the increase of costs. In India it is slowly becoming difficult for the host organization to make do with the funding; hence the amount per volunteer should be revised and increased in order to address this problem.

The most important topic according to this group was the selection criteria of the volunteers. Volunteers should e.g. be able to speak English. In case of some projects, special skills are needed. The last suggestion was that representatives from weltwärts or the sending organizations should come down once a year to visit the project and check the changes and impact which also would lead to building a better understanding and partnership.

### Group 9:

Group 9 feels that sending organizations have more authority than host organizations, an issue which needs to be addressed via clear, effective and transparent communication. The host organizations should be aware and have more voice in terms of what is happening or being taken care of in Germany. Another way to make things function more effectively would be that the members of the sending organizations make frequent visits to the host organizations and projects. This will enable them to get to know and understand each other better personally and also help in building trust.



The group agreed that the situation in terms of understanding between the projects and the volunteers has definitely improved over the past few years and a clear feedback system would help it develop further. A mediator between the volunteers, the host organization and the sending organization could be the perfect solution to address issues or provide feedback. Another concern discussed was the time taken for approval when a project change is requested for a volunteer. A faster reaction in such situations could be of greater help. The relationship between the ministry and the sending organizations was also not very clear to many and the need for more transparency between the host organizations, volunteers and the sending organizations was emphasized. Special emphasis was laid on the idea to establish a person who can act as a mentor between the sending organization, the host or partner organization and the volunteer.. This mediator could help address important issues provide suggestions and help resolve conflicts etc.

The facilitator Hannes Wacker officially wrapped up the conference by highlighting the important points and outcomes from the presentations. Those participants who wanted to talk about it further and suggest important points were invited to do so at 6.30pm. The charts would be placed outside, too. A reporting committee which was formed at the start of the day was asked to meet the facilitators at the reception area at 06:45pm. The facilitators would then explain them their roles and activities. A table was set up near the pool area where Tina Hofmann and Kirsti Berghäuser were available for further discussion.

The final announcement of the day was made by Mr. Rakesh Soans regarding the recreational activity (Rope course and Paintball) timings. The participants were informed that the timings of these activities were changed as it was now getting dark a lot earlier than when the venue was first visited. As it is not safe to conduct these activities after dark, they were moved forward to the early mornings.

### Day 3

### Thursday, 26<sup>th</sup> of November

Mrs. Andrea Christ, Deputy Consulate General from German Embassy, Bangalore, visited the conference between 09:00am and 10:00am - Mrs. Christ is responsible for weltwärts in Karnataka, India.



**09:00 am - 09:30am** – Recap

**Video Recap** : A video recap from the day before by *Pratap Krishnan* and *Rahul Raghavan* of FSL-India.  
YouTube link: <https://www.youtube.com/watch?v=gz9ETx7AaUU>

**Facilitator's Recap:**



The facilitators initiated the Recap with 3 things

- one things you liked the day before
- one thing that struck you
- what are you looking forward to

Each table had a minute to write down their thoughts and talk about it.

There were many different responses from the group and the ones that were more common and stood out were:

One thing that you liked the day before: The market place, group work/activities, the weather, the hospitality, energizers, the participation, the lively interaction, open discussion and the atmosphere.

One thing that struck you : The similar problems among the organizations, time management, the concern of raising costs, the open and free flow of information, the hindrance in communication between the sending organizations and the partner organizations.

What are you looking forward to: To find solutions and concrete steps to the common problems, have an improved partner network, to know about the role of partner organizations in weltwärts, expectation around volunteers, a lot more information and transparency, more lively and open discussions, to discuss about the need of a country representative in the program steering committee and lots of information sharing.

After the recap everyone got together for an energizer demonstrated by the facilitators.

**Energizer:** Two volunteers were called forward by the facilitators to demonstrate the activity. Each person on each table had to enact one kind of activity and the person on the right had to ask the question

“What are you doing” to which the response should be something that is completely unrelated or opposite to the activity he/she is doing. The person who asked the question should then enact out the response given by the first person and repeat the same procedure on when being asked “What are you doing” by the person on his/her right and the cycle is repeated 2 times in each table.

For example - If a person is enacting to jump his response could be “I’m sleeping” and the next person has to enact like he/she is sleeping but has to respond something different like “I’m driving” and the course is repeated.





The quality system

weltwärts  
Das nicht-staatliche Freiwilligenwerk

## The quality system

Establishment of a weltwärts quality system

30.11.2015 1

The quality system

weltwärts  
Das nicht-staatliche Freiwilligenwerk

## Overview

1. What is our understanding of quality?
2. How does the quality system work?
3. Initial results and findings
4. Suggestions for feedback questions

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The quality system

weltwärts  
Das nicht-staatliche Freiwilligenwerk

## What is our understanding of quality?

- weltwärts catalogue of quality standards
- Important quality criterion: co-operative partnership between partner organisations and sending organisations

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The quality system

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## What is our understanding of quality?

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graph TD
    A[Quality development] --> B[Quality assurance & further development]
    B --> C[Quality certification]
  
```

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Important points highlighted during the presentation:

- An understanding of shared quality criteria among various program stakeholders was identified as necessary. This shared understanding has been written down in the weltwärts catalogue of quality standard, which is available on the website. Some of the recommendations that were provided at earlier partner conferences can be found in this catalogue. For e.g. – The importance of partner organizations being involved in the selection process of the volunteers. The way of implementation of these criteria is to the responsibility of the sending organization.
- Alongside clear financial regulations the catalogue of quality standards also focuses on stipulated criteria for choosing and approving assignments and volunteer support.
- The cooperative partnership between the partner organization and the sending organization is seen as a base.



- This slide explains the relationship between the different stakeholders within the weltwärts system.
- The **quality development** directly affects the partner organizations
- A quality certification has been introduced in 2014 for the sending organizations.
- All program stakeholders are involved in maintaining a high level of quality. The catalogue of quality standards lists the criteria that support quality development. The foundation of cooperative partnership between the organizations, regular communication and written agreements between the partner organizations and the sending organizations and clearly defined selection criteria for volunteers are examples for quality standards.
- The catalogue of quality standards lists different criteria for different categories. The standards permit the sending and partner organizations to implement these criteria in their own way. They consider that every organization works in a different manner.
- **Quality assurance and further development:** All sending organizations are required to be a member of one of six existing quality association.
- Tasks of the quality associations are to support and advise the sending organizations concerning their quality management. The sending organizations in return work on quality together with the partner organizations and the volunteers. Another task is to support and monitor the sending organizations with regard to their certification which is carried out by external quality inspection bodies.

- **Quality certification** is an integral part of the new quality management system. Each sending organization has to be certified and the certification has to be renewed in intervals. The certification process is carried out by external inspection bodies.
- By mid 2015 all sending organizations wishing to send volunteers had to be certified. The period for renewal of certification is usually 2 years. In some cases exceptions are made.
- At present about 90% of all sending organizations in Germany hold the Quality certificate
- There are different work groups at program level. One group is the “Quality work group”. This is a committee that works continuously on the technical topics of quality assurance and development. At the moment the emergency and the contingency plans of the sending organizations are being reviewed
- The work group on quality consists of representatives from sending organizations, from the ministry, the coordination unit and also from the returnees associations. This group is appointed and mandated by the program steering committee
- The program steering committee advises on the structure and the development of the program. The decisions made in the program steering committee are made in line with the consensus principle and not by majority. This means, that all members of the program steering committee strive to find a consensus about questions and decision.
- The program steering committee currently consists of 8 representatives from the shared interest groups. There are 2 representatives from the returnee volunteers and 5 representatives from the ministry and the weltwärts coordination unit. It usually meets two or three times a year and it also earmarks achieving an appropriate involvement by partner organizations from the weltwärts partner conferences. Topics that are discussed are for example possibilities of a stronger involvement of partner organizations in to the works of the program steering committee.

As next topic, the annual volunteer survey was presented. The annual volunteer survey is an essential part of the new quality assurance and development program.

The quality system 

### Annual volunteer survey

Some results from 2014:

- Approx. 3.000 volunteers surveyed
- 62% / 1.974 replies
- 94% „very happy“ or „happy“ with their overall experiences

■ very happy   
■ quite happy   
■ not very happy   
■ not happy



11.02.2015

The quality system 

### Results of the survey in detail

■ Very satisfied   
■ Satisfied   
■ Not very satisfied   
■ Not satisfied

Category	Very satisfied	Satisfied	Not very satisfied	Not satisfied
Social integration outside placement (private)	41%	45%	14%	0%
Social integration at the assignment	52%	33%	12%	0%
Proper induction	21%	41%	24%	14%
Personal mentoring	35%	54%	20%	10%
Options to get involved	48%	34%	18%	0%
Content and tasks	30%	59%	19%	0%
Assignment overall	47%	39%	12%	0%

11.02.2015

The quality system 

### More information?

- English: Quality standards for the weltwärts scheme  
<http://www.weltwaerts.de/en/detail.html?id=136>
- French: Catalogue des critères de qualité dans le programme weltwärts:  
<http://www.weltwaerts.de/fr/detail-434.html?id=171>
- Report on results of the volunteer survey 2013 is available in English and will be available on our website. The report on results 2014 will be available soon.

11.02.2015

The quality system 



### Feedback on quality system

11.02.2015

- The first survey was done in 2013
- It is a central, anonymous survey, which all volunteers are asked to fill after their return to Germany. It is carried out by an independent institution, which contacts the volunteers via email between 3 and six month after their return.
- This online survey comprises of 8 chapters of questions. Questions concern for example the selection of volunteers, of the project, the preparing seminars and the support structure in the host country. The data obtained via the survey helps all stakeholders to improve the program.

Some results of the 2014 feedback were shared with the participants. The results of the survey have been given to the quality work group and have been discussed there in detail. – Examples of questions discussed are whether all volunteers are being offered pedagogical support; whether volunteer have valid visa or work permit, whether there were concerns related to safety and security issues. All volunteers who completed their assignment in 2014 were asked to participate in the latest survey. . Over 3,000 volunteers were questioned. The most outstanding point was that overall satisfaction of the program was 94% (very satisfied or quite satisfied). This indicates a very positive result - : a majority of the volunteers were satisfied with the program.

86% of the participants were very satisfied or quite satisfied with their assignment. Social integration outside the assignment was also seen positive. Further questions concerned technical guidance at the placement, the support through the mentor, options to get involved into the work of the assignment and content and tasks of the placement. The questions received overall very positive responses from the volunteers. Some topics have a higher satisfaction level compared to others.

It was stressed that it is important to be aware that the survey represents a very subjective view of the volunteers and that the results need to be contextualized.

The next survey will be conducted in the next months; the results will be available by spring 2016.

At the end of the presentation the participants were asked to share their feedback and questions.

Question and Answer session:

- Is weltwärts directly conducting this survey with the volunteers?

Tina Hofmann: Commissioned agencies / external agencies conduct these volunteer survey for weltwärts. The volunteers are surveyed within 3 - 6 months after their return to Germany. They are contacted directly and are not approached through the sending organizations.

- Are the volunteers given a chance to explain the reasons for their dissatisfaction in the survey?

TH: Yes, usually the volunteers can choose one answer but there is also a field for giving a more detailed explanation on their choice. One example: The question "support through mentor" was judged dissatisfying by 30% of the participants. Most of the times the reason behind it was that their mentor was not readily available or some were not assigned a mentor at all.



- It would be helpful if the partner organizations could receive information from this survey. Is that possible?

TH: It is the responsibility of the sending organizations to send the results of this survey to their partner organizations. Of course it is important to know that the information from the survey has to be contextualized as many of the things do not concern the partner organizations directly.

- Is it possible to receive the questions that are asked to the volunteers in the survey as it can help the host organizations to know the expectations of the program?

TH: The results and the questions of the survey can also be found on the weltwärts website. The information is available in German, some information can be found in English. However, Tina Hofmann was not sure if these results have been made available already. Kirsti Berghäuser added that the results of 2013 are already available in English; the results of the 2014 survey are not yet available in English.

Who else receives the results of the surveys?

Ans: The results are received by the weltwärts coordination unit and forwarded to the quality associations who work together with the sending organizations on improving the different fields of dissatisfaction.

- Is the survey done before or after the returnee seminar organized by the sending organization?

TH: This actually depends on the sending organizations. There has to be a seminar conducted by the sending organizations after the return of the volunteers. This seminar has to be conducted within the 6 months of the volunteers return to Germany. Some sending organizations conduct the return seminar within 3 months and some in 6 months duration after the survey.

- Is there an impact study on the volunteers after they return to Germany? To see how participating in the program has impacted them and their lives?

TH: It is quite difficult and perhaps not even possible to measure long term impact with individuals. We hope that the experiences which the volunteers gained during their weltwärts experience will last for their whole lives. At present, no strategy has been devised to measure the long term impact of the program. However, there are for example funds for returnees, who wish to carry out social or development work in their former host country, which in a way speaks about the impact the program may have made.

- Do you have or thought about a survey of the hosting organizations about the volunteers?

TH : To date there are no plans for such a survey.

Mr. Rakesh Soans suggests that the results of the surveys, which FSL India conducts as host organization at the end of the program are shared with the weltwärts coordination unit and/ or the ministry.

Tina Hofmann responded that she would like to take back this suggestion to Germany and further discuss it.

- What are the safety and security issues of the volunteers?

TH: The responsibility for safety and security lies with the sending organizations. It has to be addressed during the preparation seminars in Germany, but also in the host country, as each country has specific conditions.

- What impact do volunteers have in the projects?

–TH: There is impact on many stakeholders - host organizations, the target groups the host organizations work with, the volunteers themselves, and perhaps their families too. However, it is still a challenge to measure this impact and a method has to be identified.

- Is there a way to evaluate the partnership of the sending organizations and the partner organizations?

TH: The certifications provided by weltwärts examines as one main focus the co-operative partnership between the sending organizations and the partner organizations. The inspection bodies develop specific questions with the goal to find out if the sending organizations are really achieving the goal of cooperative partnership with their partner organizations.

- Is there a measure to ensure that partner organizations are involved in the selection process?

TH: Yes, of course. The sending organization are responsible for the involvement of their partner organizations into the selection procedure and also on how to share the feedback. The sending organizations and the partner organizations have to share the task of selecting the volunteers. They have to come up with different measures to involve the partner organizations.

- Is there a process from weltwärts for a certification for partner organizations in India? If a partner organization has a certification from weltwärts, it will help with the registration process, explain the FCRA and also represent them better

TH: It is not possible to certify partner organizations, as the weltwärts contract can only be carried out with the German sending organizations.



- Could the sending organizations take initiative to develop a kind of certification for the host organizations?

TH: They could maybe work on something however this document would not be officially approved from weltwärts. This document can perhaps only act as additional support. However, it would mean a lot of works for the sending organizations as they all have different standards of work.

Comment/suggestion from Mr. Devadas Ragland (FSL-India) with regard to the selection of the volunteers: The volunteers are selected on the basis of their preferences and motivation by the host organization. At FSL-India, the practice is to send the volunteers application and letter of motivation to the places of assignment and they select the volunteers. In case there are issues FSL-India gets back to the sending organizations.

Suggestion from one of the participant (AFS Philippines):- It is also the host organization's responsibility to look into the application of the volunteers and get back to the sending organizations. They can also do a lot of information gathering and ask a lot of questions to the volunteers via the sending organization before they arrive. It is also the responsibility of the host organizations to match the volunteers based on the preferences to projects.

The facilitator Hannes Wacker suggested that a space would be later created to share best practices, as often solutions may be found for by learning how others dealt with challenges and problems.

- Is there a possibility for partner organizations (referring in particular to India) to share their best practices and come together with a booklet on how to better facilitate, mentor and work together with volunteers?

TH: It is completely up to the partner organizations in the host country to stay in touch and develop something like that and further work together. Kirsti Berghäuser (AFS, Germany) added that in the last conference in India a Newsgroup was formed and she would share the details of the administrator who has already agreed to accepting new members and those interested can join this Google group.

The facilitator Hannes Wacker informed the participants that everyone will receive an invitation to Google drive to access the shared documents. The criteria for quality will be available in one of these documents. Also, if the participants require more information/documents the sending organization can provide them accordingly.

A participant from Germany (Experiment e.V.) offered to explain more on the weltwärts certification to participants interested in this topic at the Market place.

**11:00am – 11:30am – Tea/Coffee Break**

**11:30am – 1:00pm**

### **Volunteers support: Intercultural understanding and language barriers**

#### **Energizer**

The next session began with an energizer. The energizer was based on stereotypes, since the next session was about intercultural understanding.

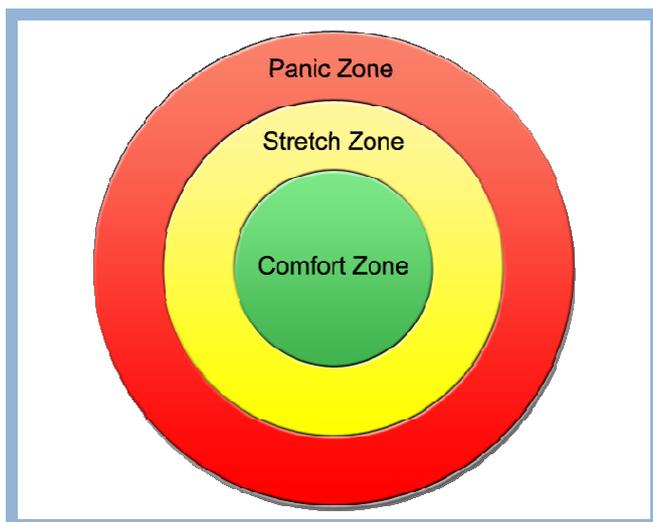
The members in each table had to teach the others one stereotypical dance of the place they come from and later the group had to select one dance, which they would present to the whole group. It was a very fun-filled and enjoyable energizer and it was amazing to see each group coming up with extremely well coordinated dance moves, some even created fusion dance moves.



The facilitator Hannes Wacker presented the session. He suggested, that the presented input could help them deal better with volunteers in the future in specific situation. He shared a few models that would give the participants a better idea and understanding on the cultural differences while dealing with projects or partners.

**1st Model** shared and discussed on Intercultural Understanding was -

**3 Zone model**



The model was explained in detail by the facilitator with ample examples. One's **comfort zone** is something where one is familiar with everything that is around them, for example taking a shower, getting to work or any other daily activity. In the **stretch zone** one tries to do new things that one may not be

comfortable with for example: things that you're either awkward with or are you're somewhat apprehensive about. The **panic zone** however is a place that one does not want to go. The things one believe one could not possibly do. Moving into the panic zone area causes severe fear and can put one on edge for long periods.

If there are too many uncertain things and nothing to relate to around, then the brain automatically goes into **panic zone**. In **panic zone** the tendency is automatically to go back to the **comfort zone**. New experiences and learning is not really possible while being in panic zone, because the brain focuses solely on how to get back to comfort zone.

It was important for each partner organizations to be aware of these zones so that they can understand their volunteers better. Volunteers experience a lot of cultural shocks in the first few weeks. The new surroundings, language, and lifestyle everything can be quite overwhelming. So, when their experiences catapult them into **panic zone** it is important to give them enough time and maybe help to adapt and slowly progress to **stretch zone** and later to **comfort zone**.

## 2<sup>nd</sup> model:

### *DIE Model*



This model was described to help the participants differentiate between description and analysis, and encourage reflection on a given situation. In the **description stage** one has to be as objective as possible using purely descriptive methods and avoid adding personal judgment. In the **interpretation stage** the concentration should be on the situation, what it could mean to the people involved and on the (cultural) environment rather than on the behavior. In the **evaluation stage**, a conclusion is reached by using several assumed sets of comparisons. Prior to entering into evaluation stage one should always take several factors into account for example: the personal reasons, the cultural settings.

In a volunteer-partner organization scenario it often happens that while giving out feedback, individuals fail to realize that they evaluate instead of describe. If a member of a host organization for example gives tells a volunteer, that he/ she "is too shy" or "is too lazy". These are actually evaluations made from the cultural view and with the cultural background of the member of the partner organization.

It is in general very hard to differentiate between these three stages while dealing with volunteers. Examples from the facilitator's personal experience and real life volunteer and partner organization scenarios were discussed to further understand this model better.

The participants discussed situations they had faced in the past and tried to identify in which stage they had been in the situation, whether their reaction fell into Evaluation, Interpretation or Description Category. The facilitator explained that the overall goal should be to reach interpretation stage and avoid the evaluation stage all the time.

The main idea behind sharing this model was that participants should feel invited to try to apply this model in difficult situations and maybe even share it with volunteers. We often evaluate before we interpret, which leads to stereotypes rather than to informed generalizations. The objective or the idea would be to differentiate and reach the correct interpretation.



A few questions were raised during this session that were answered by the facilitator Hannes Wacker

- What is the goal of explaining these models to the participants?

Hannes Wacker: The models are meant as an invitation to all participants to use them as tools that could help them decide or reach the right conclusion when faced with a conflict or difficult situation while dealing with volunteers.

- Do the volunteers also learn about this model in their training before they leave to the projects in their host organizations?

HW:: The sending organizations are responsible for the preparation seminars in Germany. They train the volunteers accordingly using different methodologies and techniques. Meaning some may use this models to train the volunteers and some may use different approaches and models. Some organizations already have guidelines on how they prepare their volunteers. One example: In AFS, volunteers are invited to think "It's not good. It's not bad. It's different" when faced with situations where they are asked or invited to compare and judge. For further information on the training methodologies and approaches, the partner organizations can always get in touch with the sending organizations.

### **3<sup>rd</sup> Model**

#### ***Styles of Communication***

## Two ways to communicate...

### High Context

Contextual factors (relationship, hierarchy, location, setting) carry the most meaning, not the actual spoken words.

Accurate "reading" (sensing) of "real" meaning

Implicit messages, environmental cues, nonverbal cues, intermediaries, figurative language (metaphor)

Typical in more community oriented cultures

### Low Context

Words are of greatest importance and contain the real meaning:

WYHIWYG

Precise understanding of content

Explicit detail, written draft agreements, literal language, contracts

Typical in more individualistic cultures

The facilitator explained the difference between **High context** and **Low context** cultures. Asian countries, some African and Arab countries mostly fall into the **High context** cultures. In high context cultures communication is often very subtle and not very direct. At the same time there are situations when high context cultures can also communicate in Low context style, depending on the situation.

European cultures are mostly **Low context** cultures. In low context cultures, the message has to be exact and information has to be verbalized precisely and completely. . It is seen as a sign of respect to say directly what you mean.. In many situations, volunteers and persons from host countries misunderstand each other, as they come from a different cultural context.

#### **Low context** communication:

- There is no need to read between the lines
- WYHIWYG - What You Hear Is What You Get
- Asking direct questions and giving frank answers is considered polite and is expected
- They are quite direct with their opinions and views (should not be misunderstood as being rude)
- They listen and respond actively

#### **High context** communication:

- Reading between the lines is important
- They are indirect and are not upfront with their views and opinions
- They use more time in relationship building and do not appreciate business or negotiations in the very first meeting
- They avoid saying "No" even if they mean "No"

In the discussion with the participants, many examples on hierarchy, families, the method of doing business in both countries, making new friend's etc. were given to explain the concept of high and low context. Many of the participants also shared their personal experiences with volunteers that were perfect examples of high and low context misunderstandings.

The facilitator explained that if a German volunteer is asking too many questions, it does not necessarily imply that he/she is impolite or rude. It might simply mean that he/she is very interested and tries to get a better picture. The overall purpose of this session on intercultural communication is to help participants understand their volunteers, who come from a very low context culture, a bit better.

To sum it all up - In a higher-context culture, many things are left unsaid, letting the culture explain. They use less verbally explicit communication, less written/formal information, the choice of words and approach is very important in High context cultures. Decisions and activities in high context cultures focus around personal face-to-face relationships, often around a central person who has authority. While in a Low context culture, the communication needs to be much more explicit. Expectations of behavior are less dependent on the situation and more clearly spelled out. Low context cultures are more task-centered and decisions and activities focus around what needs to be done, responsibilities are very clearly divided.

Activity: Interested participants were invited to share examples, case studies, and intercultural moments picturing high and low context communication. They were asked to work in a group to design a small training session or exercise of 10-15 minutes on communication styles. These would be put together in a document and shared within all the interested participants.

**12:45pm - 02:00pm** - Lunch break

**02:00pm – 3:00pm**

Announcements - A few announcements were made before the next session began: Google drive. The participants were asked if they all received the invitation to this drive those who did not were asked to get in touch with the facilitators. The drive would have all the documents, information's and PPT's that were discussed and shared in the conference.

### **Market place – World café**

#### Group Work

The co-facilitator Shalini Menon introduced the session. 10 groups were formed, the objective of this session was to allow the participants to spend more time on the 'challenging questions' identified and posted at the Market place.



Each group received a chart and was invited to work on providing answers, suggestions and ideas to these questions. Each group identified one member who stayed with the chart while the remaining participants moved to the next table and added their ideas to their chart. This format allowed the participants to choose the topic they wanted to contribute to or topics/questions/themes that matched their interest and share their thoughts, views and suggestions accordingly.

Every question was given 4 minutes, thereafter the participants moved to the next table.

At the end of the activity, the facilitator summarized the overall objective, which was to be able to find as many answers, solutions, ideas and suggestions as possible to each question, which was put forward by the participants at the Market place the day before.

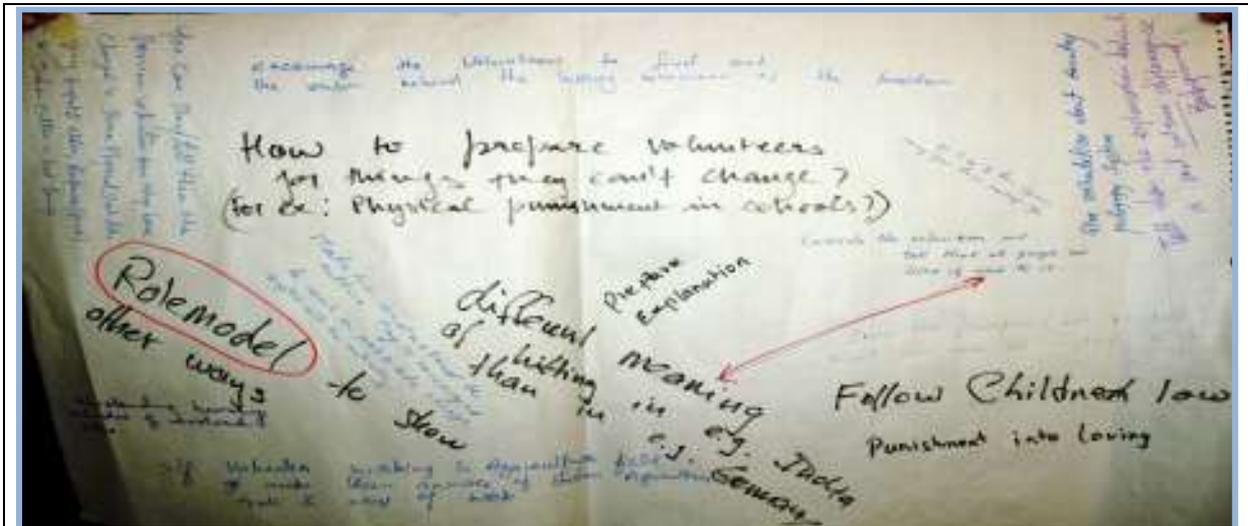
Thereafter, the participants were invited to visit the Market place again and browse through charts, provide more inputs and suggestions to the topics of their interest if they had not yet had time to do so during the activity.

The charts were later brought back to the Market place. Participants who could not address all the questions today had a chance to write down their thoughts and views on the charts at the next market day.



Please find below the outcome of this session.

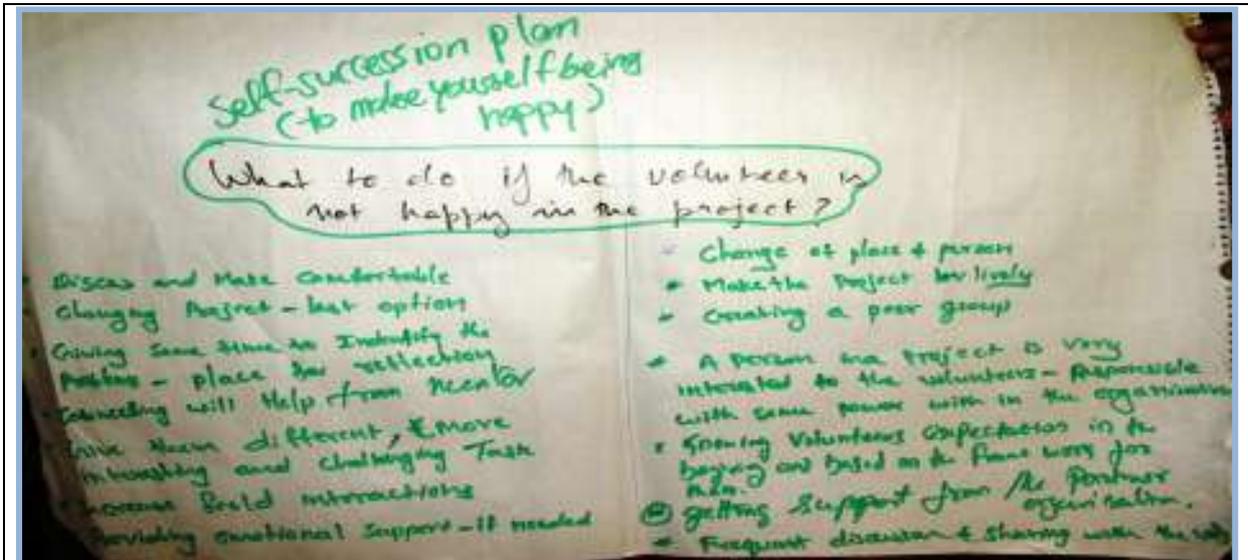
## Chart 1



How to prepare volunteers for things they can't change? (For example physical punishment in schools?)

- Encourage the volunteers to find out the reason behind the behavior of the teacher?
- Prepare an explanation
- Console the volunteers and tell that all people are kind of used to it. Different meaning of hitting in e.g. India than in e.g. Germany
- Role-Model to show other ways
- Follow children law punishment into loving
- Show teachers (not tell them) what you could do instead of hitting
- Give orientation about country pedagogy system
- Tell them the explanation behind it and explain the different cultural background
- Make them understand the culture. Maybe encourage them to work on possible changes together with the authority
- You can show/tell them about the previous volunteers.
- Understanding hierarchy and roles of involved partners
- The teacher may not know another way of doing it

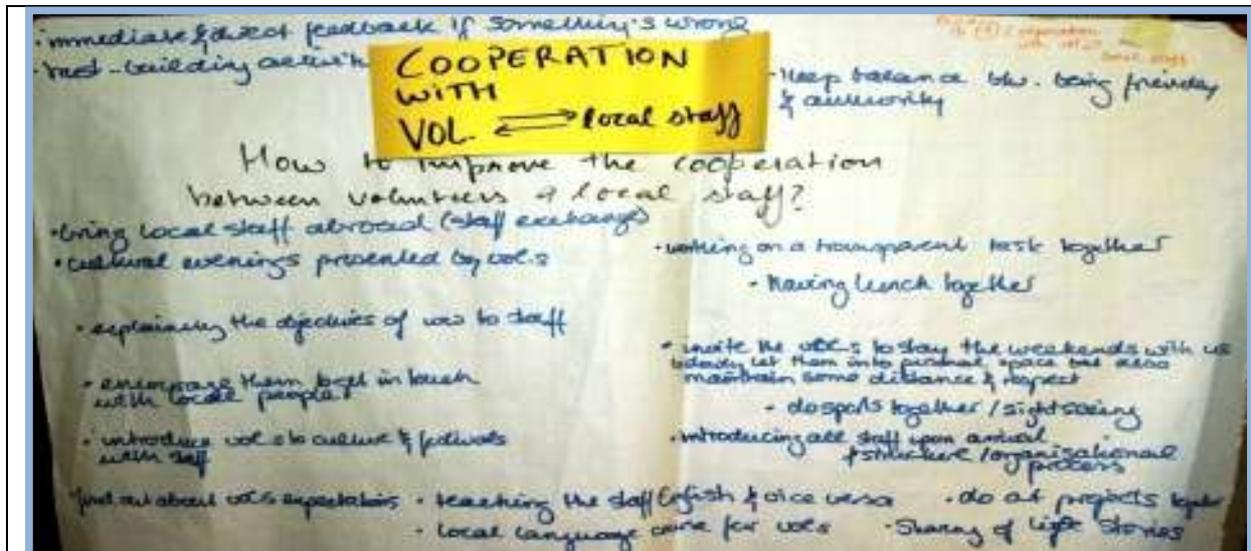
## Chart 2



What to do if the volunteer is not happy in the project?

- Discuss and make them comfortable
- Change of project – the last option
- Giving some time to identify the problems- give opportunity for reflection
- Counseling from the mentor will prove helpful
- Giving them different and more interesting and challenging tasks
- Increase field interactions
- Providing emotional support – if needed
- Change of place and person
- Make the project lively
- Creating a peer group
- Find a person in a project who is very interested in the volunteer, who is responsible and has some power within the organization
- Knowing volunteers expectations in the beginning and based on the framework for them
- Getting support from the partner organization
- Frequent discussion and sharing with the volunteers

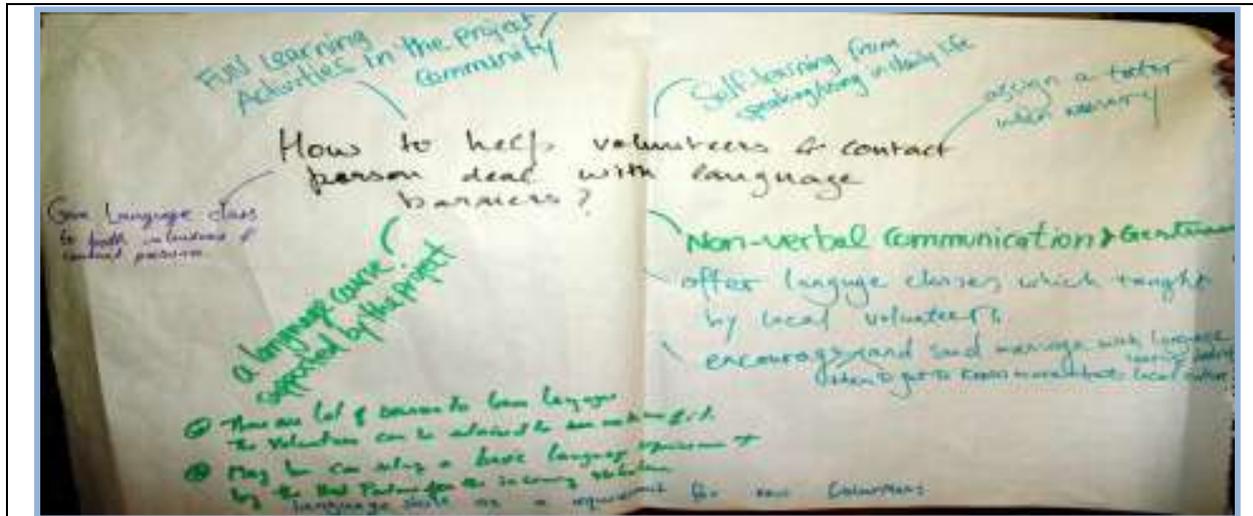
### Chart 3



How to improve the cooperation between volunteers and local staff?

- Immediate and direct feedback if something is wrong
- Trust building activities
- Keep balance between being friendly and authority
- Bring local staff abroad (staff exchange)
- Cultural evenings presented by volunteers
- Explaining the objectives of work to the staff
- Encourage volunteers to get in touch with local people
- Find out about volunteers expectations
- Teaching the staff English and vice versa
- Local language course for volunteers
- Working on a transparent task together
- Having lunch together
- Invite the volunteers to stay the weekends with us and slowly let them into personal space but also maintain some distance and respect
- Do things together like sightseeing
- Introducing all staff upon arrival and structure/organizational process
- Do things at project together
- Sharing of life stories

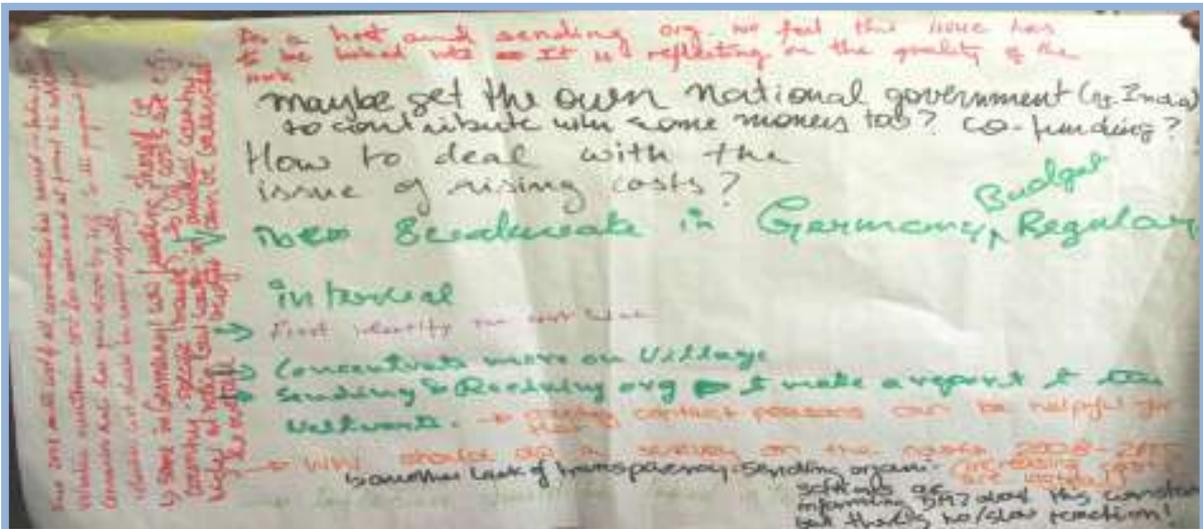
## Chart 4



How to help volunteers and contact persons deal with language barriers?

- A language course supported by the project
- There are a lot of sources to learn a language. The vols. can be advised to make use of them
- The Host Organization could request basic language skills as a requirement for the incoming volunteers
- Non-verbal communication and gestures
- Offer language classes which are taught by local volunteers
- Encourage and send message with language learning materials and help them to get to know more about the local culture
- Self-learning by speaking/using in daily life
- Assign a tutor when necessary
- Arrange fun learning activities in the project/community
- Give language classes to both –volunteer and the contact person

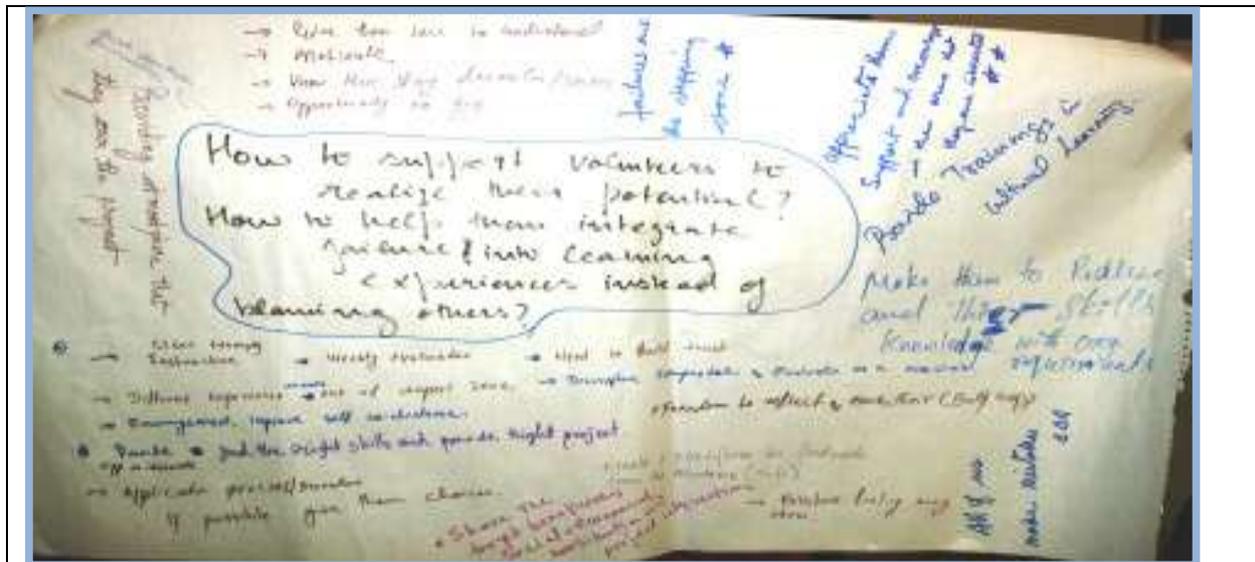
## Chart 5



How to deal with the issue of increasing costs?

- First identify the cost line
- Concentrate more on villages
- Sending and receiving organizations should make a report and send to weltwärts (The country contact person could be helpful for that)
- weltwärts should do a survey on the costs from 2008 to 2015 (increasing costs are logical)
- Another lack of transparency – Sending organizations are informing BMZ about this constantly but there is no/slow reaction
- Inflation should be looked into
- Maybe the own national government (e.g India) could contribute with some money too, like co-funding
- As a host and sending organization we feel this issue has to be looked into as it is reflecting on the quality of the work
- Since 2008 the cost of all commodities has risen in India so the volunteer maintenance costs too have risen. At present the currency conversion rate has gone down by about 20% so the payment for volunteer costs should be raised urgently
- In Germany the weltwärts funding should be country specific so if costs are for e.g. higher in India but lower in an another country the overall budget can be balanced
- As a Sending organization we also think that a real funding adjustment is long due! Same since 2008. We cannot keep quality with stagnating financial means
- To find fundraising

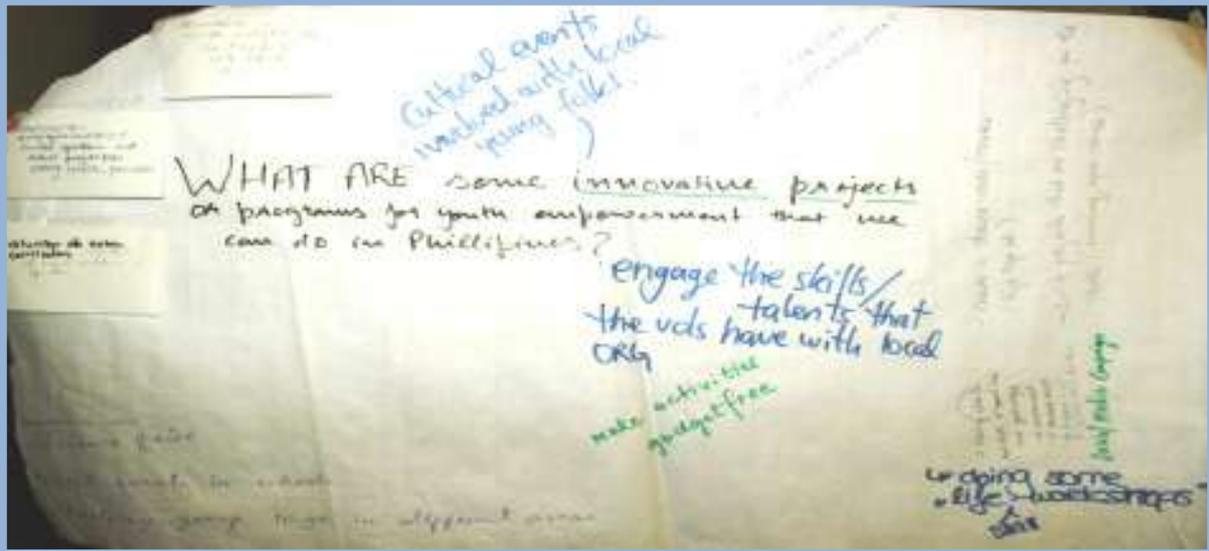
## Chart 6



How to support volunteers to realize their potential? How to help them integrate failure into learning experiences instead of blaming others?

- Clear examining, instructions etc.,
- Weekly evaluation
- Need to build trust
- Discipline, Interpretation and Evaluation as a mentor
- Freedom to reflect from their bad experiences
- Different experiences to make them come out of their comfort zone
- Engagement, improve self-confidence
- Provide, find the right skills and provide the right project
- Be open to innovate
- Application process/duration → If possible give them choices
- Share the target beneficiaries, social and economical situation and project interventions
- Create a platform for feedback from the volunteers
- Give them positive feelings (all of us make mistakes and failures are the stepping stones)
- Make them realize about their skills, knowledge with organization requirements

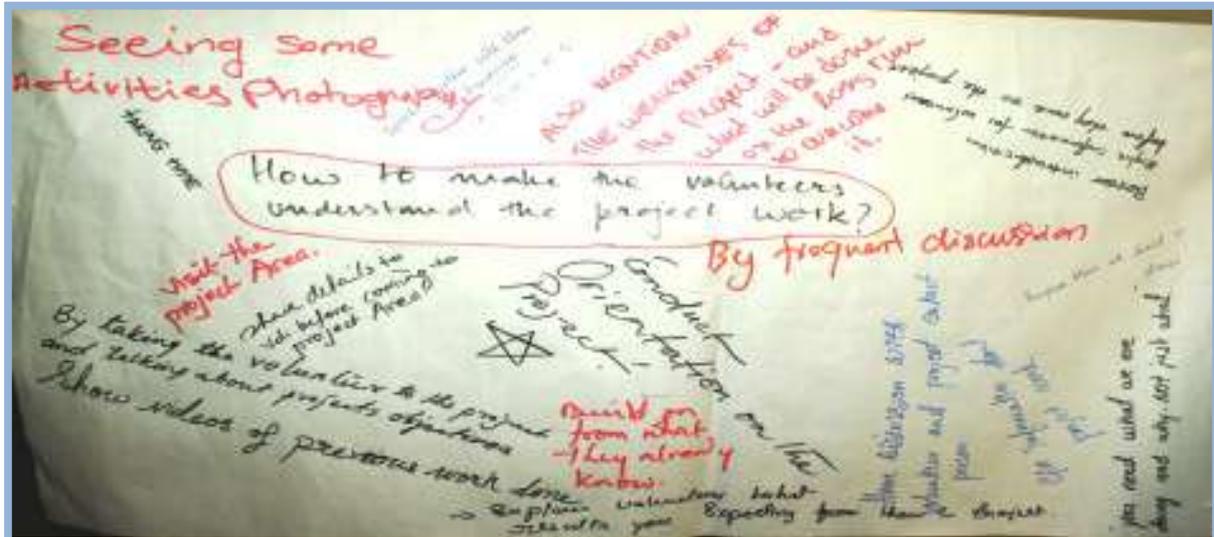
## Chart 7



What are some innovative projects or programs for youth empowerment that we can do in Philippines?

- Engage the skills/talents that the volunteers have with local organizations
- Make activities gadget free
- Cultural events involved with local young folks
- Organic Farming and Waste Management
- Discussion or simple activities like – hand washing, self defense etc.
- Sessions on entrepreneurship, invite speakers, make actual projects like selling cookies, pancakes etc.,
- Volunteers can do extra-curricular activities with special children
- Science fairs, sports events in schools, street plays in groups to go to different areas
- Mailing club for local youth to spend free time in a good way – environment, personal skill management, exposure visits, lecture on some important topics
- Doing some life-workshops (Skills)
- Social media campaign
- Create a dance club/centre (Hip Hop etc.)
- Create projects that are challenging for the youth (running, rope course)

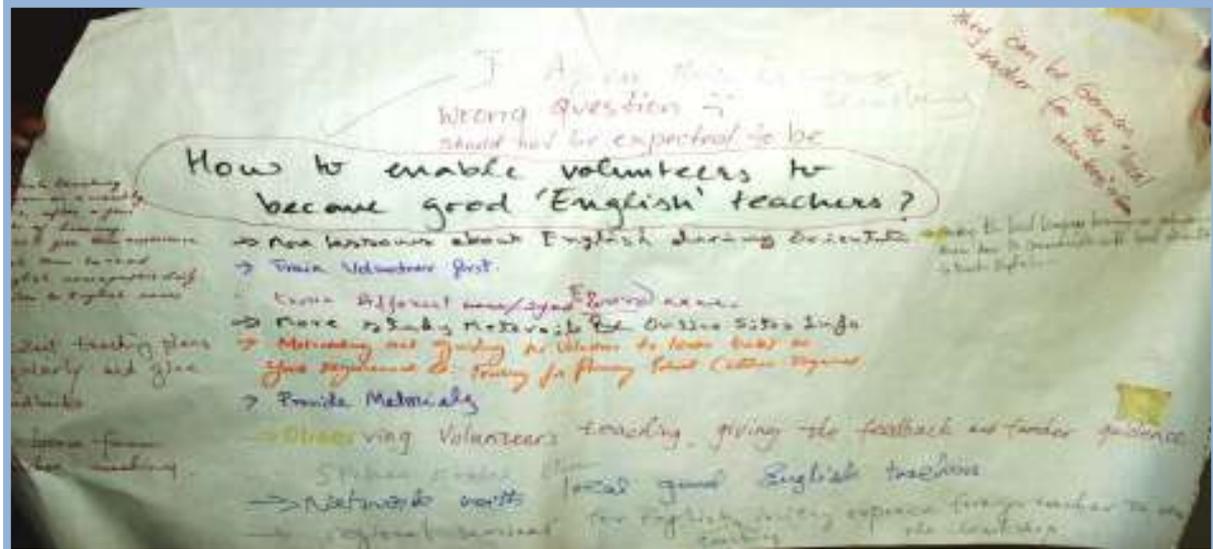
## Chart 8



How to make the volunteers understand the project work?

- By frequent discussion
- Seeing some activities, photography, taking time and visiting the project area
- Share details to the volunteer before they come to the project area
- By taking the volunteer to the project and talking about project objectives
- Show videos of the previous work done
- Explain volunteers what results you expect from them in the project
- Conduct orientation on the project
- Also mention the weaknesses of the project and what will be done to overcome it
- Preparation period of at least 5 days
- Have discussion with the volunteer and the project contact person
- Give information about project work
- The vols. need to know what we are doing and what not
- Better introduction, right information for volunteers before they come to the project
- Work together with them (Hands-on)

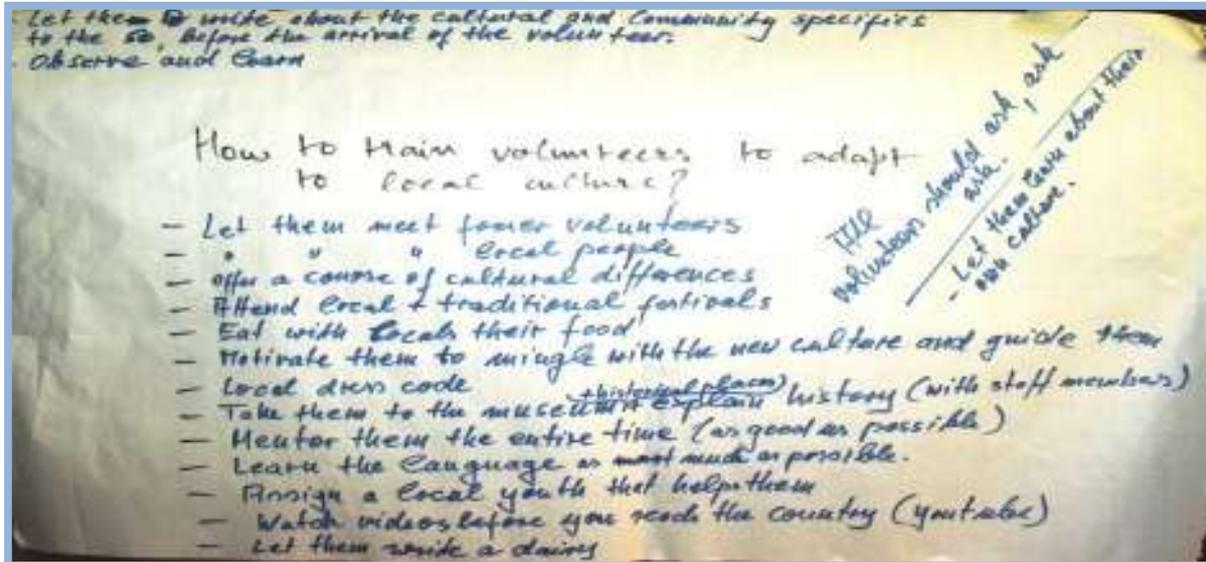
## Chart 9



How to enable volunteers to become good “English Teachers”?

- More lessons about English during orientation
- Train volunteers first
- More study materials and online information
- Motivating and guiding the volunteers to learn based on your requirement e.g. teaching for primary school children
- Providing materials
- Observing volunteers teaching and giving feedback and further guidance
- Providing spoken English classes
- Network with local good English teachers
- Regional seminar for English, inviting experienced foreign teachers to attend the workshop
- Giving local language training to the volunteers so can better communicate with local students to teach English
- Wrong question - volunteers should not be expected to become good English teachers. They can be German teachers for the “Local volunteers”
- Collect teaching plans regularly and give feedbacks
- Observe former teachers teaching strategies
- Provide teaching lessons on a weekly basis, after a few days of learning it will give them the experience
- Get them to read English newspapers daily and listen to English news

## Chart 10



How to train volunteers to adapt to local culture?

- Let them meet former volunteers
- Let them meet local people
- Offer a course of cultural differences
- Attend local traditional festivals
- Eat with the locals (their food)
- Motivate them to mingle with the new culture and guide them
- Local dress code
- Take them to museums and historical places and explain the history (with staff members)
- Mentor them the entire time (as good as possible)
- Learn the language as much as possible
- Assign a local youth that helps them
- Watch videos before you reach the country (YouTube)
- Let them write a diary
- All volunteers should ask, ask and ask
- Let them teach about their own culture
- Let them write about the cultural and community specifics to the Sending Organisation, before the arrival of the volunteer
- Observe and learn

03:00pm –3:30pm – Tea/Coffee Break

03:30pm – 03:50pm

### Energizer

The co-facilitator Shalini Menon introduced the energizer. All participants formed one big circle, each participant had to place his/ her index finger on the palm of the person standing on his/ her right side. A keyword was identified, whenever this word was uttered, each participant had to save his /her index finger from his/ her neighbor, who would try to grab it. . The energizer was practiced for 5 minutes.



After the energizer the facilitators introduced the next session –

### Volunteer support: expectation management

All the participants were asked to share in groups – their experience with volunteer’s expectations. They were asked to find examples for problems caused by difficult expectations and how they addressed such expectations. How did they deal with these expectations. Each group was provided with a chart to write down the outcomes.

Time allotted for discussion and putting down their thoughts: 15mins

### Presentation:

#### Group 1

<p>How to manage expectations before arrival?</p> <p>Safety in hosting countries</p> <ul style="list-style-type: none"><li>• Before arrival sharing of proper information</li><li>• Safety manual tips</li><li>• Setting rules and regulations/ Code of Conduct</li><li>• Proper introductions to projects and host families</li><li>• Counseling by Mentors/ or staffs of the Partner organizations</li><li>• Reaching a balance between Freedom and Control</li><li>• Emergency contact information</li></ul>	A photograph of a piece of white paper with handwritten text in black ink. The title is "How to manage the expect.?" followed by a list of points: "• Safety in hosting countries", "→ Before arrival information", "→ Safety tips manual", "→ Setting rules/regulations/code of conduct", "→ introductions to projects/host fams.", "→ Counseling by mentor/staff of partner org.", "→ balancing between freedom/control", and "→ emergency contact information".
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## Group 2

Bringing friends to Guest house

- Put it up in do's and don'ts
- Explain the consequences

Going out late at night

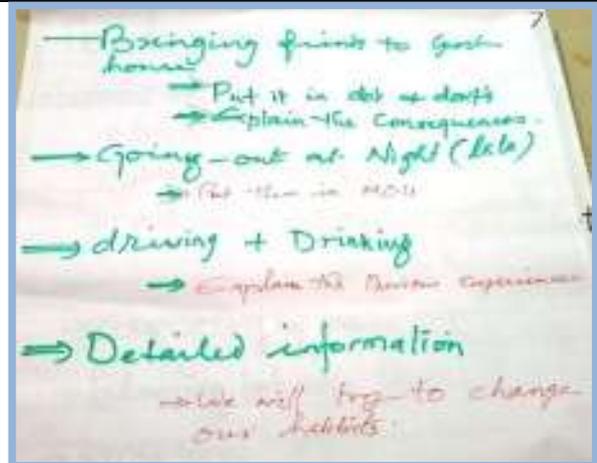
- Make a MOU and get the volunteers to sign it

Drinking and Driving

- Explain the rules/ laws and share the previous experiences and consequences

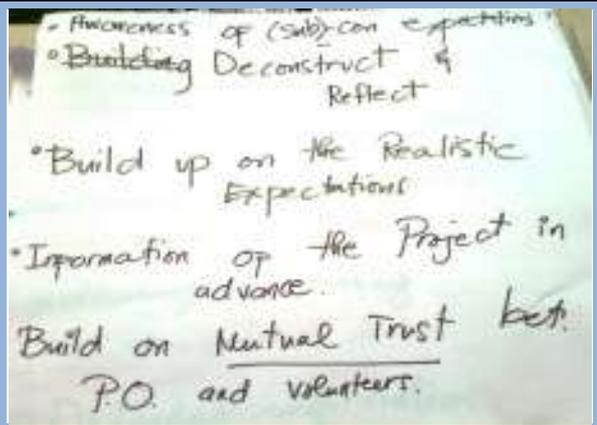
Providing detailed information to the volunteers

- The partner organization should try to change the way they provide or share the information and change the way a message is delivered.



## Group 3

- Awareness of subconscious expectations
- Deconstruct and reflect
- Build up on the realistic expectations
- Information of the project in advance
- Build on the mutual trust between the host organization and the volunteers.

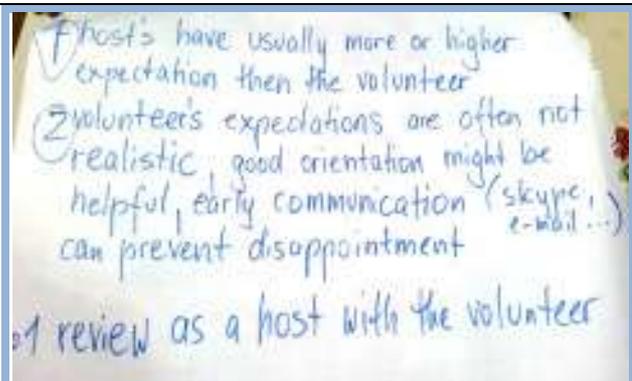


## Group 4

- Host have usually more or higher expectation than the volunteers.

Volunteer's expectations are often not realistic.

- Good orientation might be helpful, early communication (Skype meeting, emails etc.) can help prevent disappointment
- Review as a host with the volunteer.



## Group 5

Expectation: Organization structure to support us

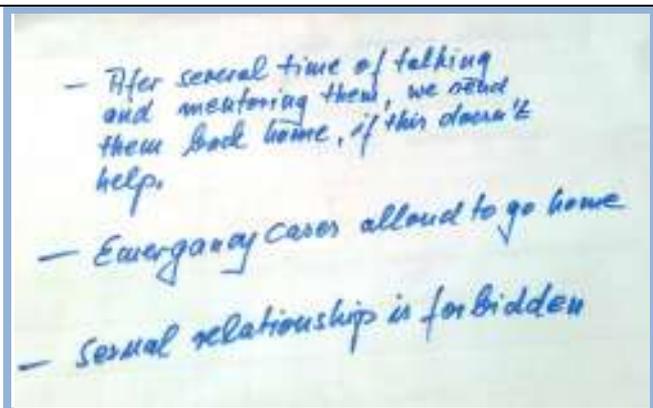
- Have same human values
- No VIP treatment is required
- Make arrangements for special requirements, internet facilities etc.
- Try to give the volunteers the same rights and freedom as they get in Germany.

Main objective from Host organizations would be to **focus on sharing and show that they care.**



## Group 6

- If it is not working out with a volunteer even after several explanation and mentoring sessions, the volunteer could be sent back
- In case of emergency cases the volunteers are allowed to go home.
- Sexual relationship is forbidden in many cases.



At the end of the presentation, the facilitators encouraged the participants to be as direct as possible in their communication with the volunteers. Coming from a culture of low context, the German volunteers can certainly understand if someone is direct with them and trying to make them understand about the problems or explaining a solution.

## **Announcements**

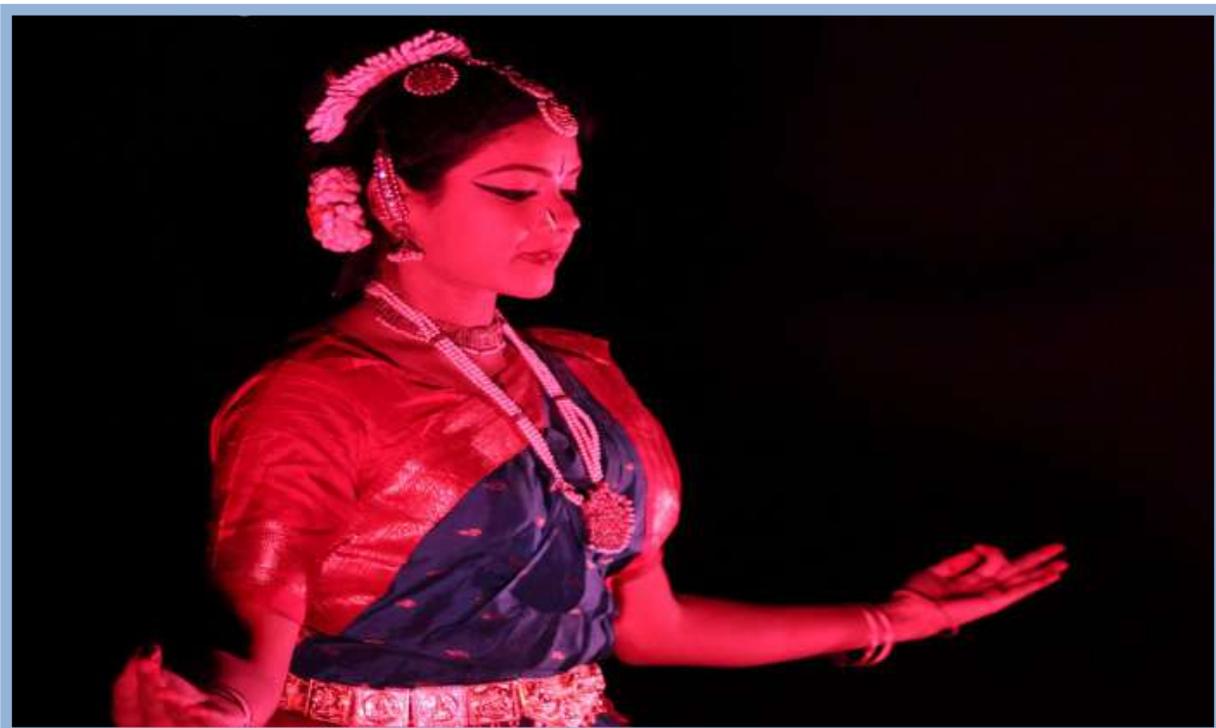
The facilitators then explained the logistics for the Cultural Evening of the day which was organized at "The Chancery" in M.G Road, Bangalore. Everyone was asked to gather at the lobby by 5pm. Two buses had been arranged to take all the participants to the city center for the cultural evening. Each bus will have two organizers who will provide the further instructions. Once everyone arrived at the city center all the participants would be given time to go for a walk. The cultural evening started at 7:30pm.

### 07:30pm - Cultural Evening

The cultural evening has started by a dance performed by members of the FSL-India Staff. After the energetic performance, the participants were taken on a journey to different parts of India through dance performed by a group of professional Indian dancers. This group was founded in 2002 and had to their credit more than 400 dance shows performed throughout India.



*FSL staff opening the cultural evening.*



The journey began with a classical dance of *Odissi* that hails from the state of Odisha, followed by performances like *Janapada lambani* from the folk traditions of Karnataka, dances from Tamil Nadu in honour of Goddess Yellamma and Lord Murugan, *Tamasha* from Maharashtra, *Bhangra* from Punjab, *Kathak* from Lucknow, *Garba* from Gujarat, *Yakshagana* from Karnataka. Dance performances like *Bharatanatyam*, *Kavadiyattam* and *Kuchipudi* managed to captivate and mesmerize the audience.



The fact that each dance form, the region it belonged to and the significance was explained prior to the beginning of each performance gave all the participants a more in-depth insight into the beautiful and culturally diverse country of India.



At the end of the performance the participants were invited onstage to dance along with the performers, who taught them simple dance moves. Thereafter, all the participants had dinner at the hotel and were later brought back to the venue. It was quite an eventful day and the cultural evening was the perfect way to bring an end to this day which the participants thoroughly enjoyed and also received a delightful insight to a significant element of India's culture - it's traditional, folk and classical dances.

## Day 4

**Friday, 27<sup>th</sup> of November**

**09:00 - 09:45am**

### **Energizer**

The day started with an energizer. Each table had to enact a machine or electric equipment; all other tables had to guess what machine they were enacting.



Machines enacted out by each table were - washing machine, typewriter, water purifier, auto rickshaw, dishwasher, water packaging plant, toaster, rocket, espresso machine, air conditioner and finally a mixer grinder. It was a very enjoyable energizer and all the participants had a good time performing.

**Recap** - A video recap from the day before by *Pratap Krishnan* and *Rahul Raghavan* of FSL-India.

YouTube link: <https://www.youtube.com/watch?v=CgsRLDgnlMA>

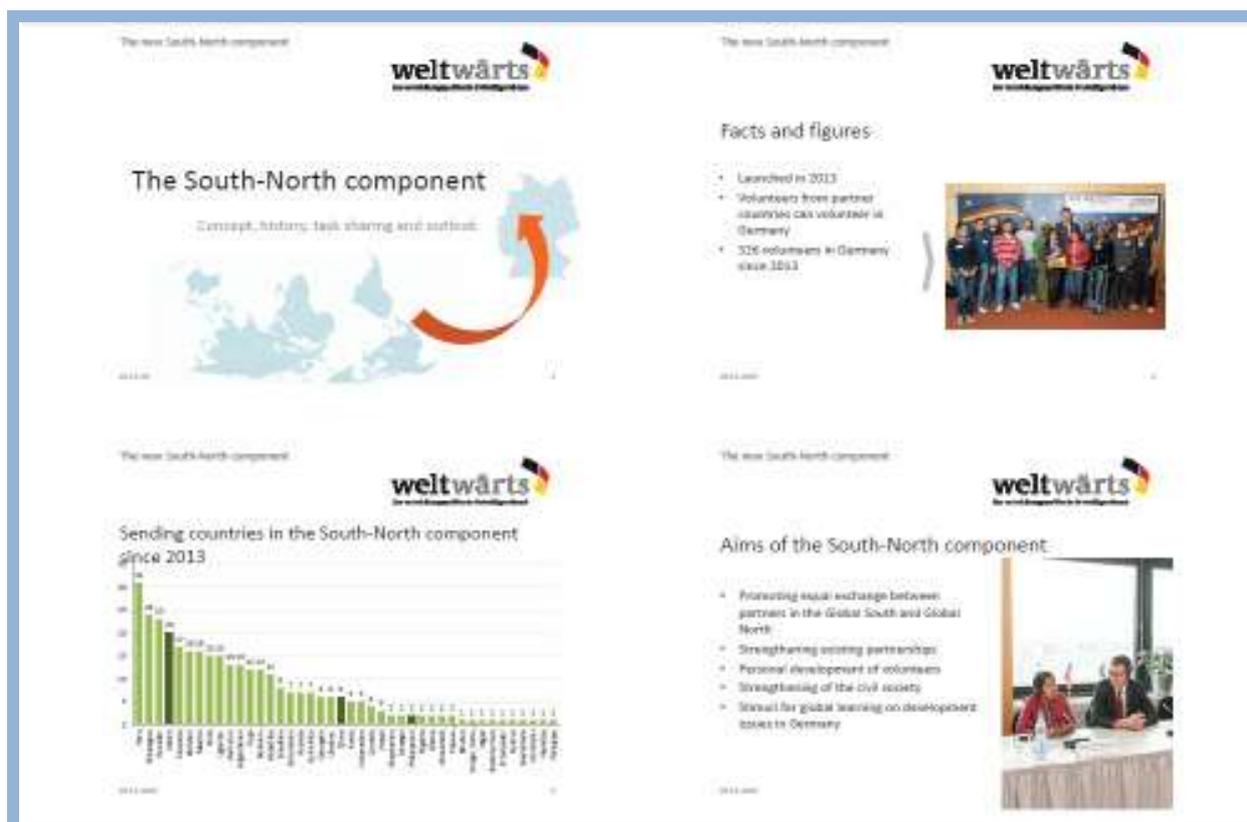
### **Announcements**

The facilitators made the following announcements prior to the start of the next session:

- Participants who were leaving on 27/11/2015 were asked to check out from their rooms by 12:00pm and get in touch with the concerned FSL-Staff for airport pick-up and drops
- The facilitator also requested the reporting committee to get in touch with them as the first participants report would go online the same evening. They also enquired if everyone in the room could access the documents shared on Google drive and invited those who had not checked it yet to do so and get back to the facilitators in case of problems.

**09:45am - 11:05am**

**South-North Component: A PPT presentation by Tina Hofmann (weltwärts coordination unit at Engagement Global) followed by a Q & A session**



Major points discussed during the presentation:

- The weltwärts program was implemented in 2008. In November 2013, the South-North program was started. Within this component, volunteers from partner countries can do a voluntary service in Germany
- A picture of the official opening event of the South-North component in Berlin was shared with the group. 13 international volunteers were welcomed by the Federal Minister for Economic Cooperation and Development Dr. Gerd Müller. The minister highlighted not only the importance of the South-North component but also the need of the weltwärts program to continue development.
- The interest in the new program component is quite high. The number of applications exceeded the numbers of available placements which was 150 in 2014. Due to this great interest the budget for South-North volunteers have been augmented up to 250 assignments in 2015. For 2016 an ever higher increase for up to 800 volunteers is planned.
- So far, 326 volunteers have taken part in the South-North component. Most of these volunteers were from Latin America and Africa, there are volunteers from Asia and Central and Eastern Europe. At present the countries which send the highest number of volunteers are Peru, Nicaragua, Ecuador and India.
- Promotion of an equal exchange between partners, the global south and the global north, is one of the main objectives of the program. Other objectives are to strengthen already existing partnerships, further enhance the personal development of the volunteers through a non-formal learning process by ways of inter-personal encounters, intercultural exchanges and also through transfer of knowledge and experience. Strengthening the civil society and partner organizations in particular, as they benefit a lot from the multiplier effect from returnees, is also another goal of the program. Moreover, the program aims to create stimuli for young Germans to engage in development cooperation topics, as exchange with international volunteers would help to interest new target.

The new South-North component

**weltwärts**  
Das weltwärtsprogramm der Freiwilligenagentur

### Who can participate?

- **Sending organisations**
  - ✓ Experienced partners of the weltwärts programme
- **Host organisations**
  - ✓ Recognised weltwärts organisations
  - ✓ Associations of returned volunteers



20.11.2015

The new South-North component

**weltwärts**  
Das weltwärtsprogramm der Freiwilligenagentur

### Who can participate?

- **Volunteers**
  - ✓ 18-29 years
  - ✓ School/vocational qualification
  - ✓ Willingness to learn German
  - ✓ Openness to non-formal learning
  - ✓ Interest in intercultural and development-related issues
  - ✓ Willingness to engage in civil society organisations back home



**"I think it'll be really important in my future life."**

Ambika from India belongs to the first young people who are in Germany with weltwärts.

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The new South-North component

**weltwärts**  
Das weltwärtsprogramm der Freiwilligenagentur

### Which tasks are the organisations responsible for?

<p><b>Sending organisations</b></p> <ul style="list-style-type: none"> <li>• Apply for the programme</li> <li>• Select participants</li> <li>• Preparation and follow-up</li> <li>• Work with volunteers upon their return</li> </ul>	<p><b>Host organisations</b></p> <ul style="list-style-type: none"> <li>• Bear overall responsibility</li> <li>• Pedagogical support in Germany</li> <li>• Selection of and support at place of assignment</li> <li>• Framework conditions in Germany (pocket money, accommodation)</li> <li>• Support networking of participants in Germany</li> </ul>
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20.11.2015

The new South-North component

**weltwärts**  
Das weltwärtsprogramm der Freiwilligenagentur

### Financial framework

- **Funding:**
  - 75% of expenditure are provided by BMZ, max. 880 EUR per volunteer month
  - 25% are covered by host organisation
- **Payment to host organisation in Germany**
- **Following costs can be covered:**
  - Insurance, vaccination, language course & travel costs
  - Accommodation
  - Board
  - Pocket money




20.11.2015

- Who can participate? Sending organizations can now be hosting organizations and vice versa. Sending organizations are generally partners that are experienced in receiving German volunteers as part of the weltwärts program. The requirements for volunteers who can participate in this program are as follows:
  - ✓ Generally, volunteers are at least 18 and under 29 years of age when they start their assignment. In duly justified cases, people who are 29 years or older may participate by way of exception.
  - ✓ Participants have completed secondary school or vocational training or hold a higher education degree, or are otherwise suitable.
  - ✓ They are prepared to learn German before and after their departure to Germany, or already have basic language skills in German. Learning the language is absolutely vital if a volunteer's service is to become a success. However, thorough knowledge of German is not a precondition for participation if learning the language in the country of origin presents too big an obstacle. Language classes are part of the assignment.
  - ✓ Participants are open to serving in an informal learning setting. They are willing to learn, are interested in intercultural and development issues and willing to contribute to the work of their project.
  - ✓ They participate in all accompanying activities, trainings and measures..
  - ✓ They are willing to get involved in civil society and share their experience upon returning to their home country.

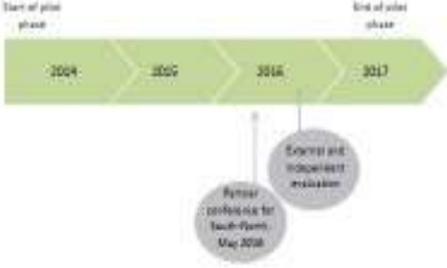
- ✓ Desirably, they have already been active in the local weltwärts partner organization or other civil society organizations in their home country.
- To get a visa to enter Germany sometimes it is the requirement of certain embassies that the applicant has at least some basic knowledge of German.
- The sending and hosting organizations share the tasks of promoting the program. The sending organizations are responsible for publishing the program among the target group. They have to invite applications and select the volunteers. The hosting organization prepares the volunteers upon their arrival in Germany and accompanies them throughout their voluntary service., Sending organizations should promote the commitment of the volunteers in development policy issues upon their return by showing them opportunities to get involved in civil society in their own country.
- Maybe some sending organizations are not in a position to fulfill all these afore mentioned tasks. Therefore, there will be the opportunities which could be supported by the host organizations in Germany. Or maybe different sending organizations could share tasks in a country of origin and support each other.
- The host organizations in Germany bear the overall responsibility of the program, they act as the interface between the partner organization, volunteers and the places of assignment. One important point to be noted here is that the host organizations usually are not identical with the places of assignment. Most often, volunteers are assigned to different projects or places of assignment by the host organizations.
- The host organizations in Germany are also responsible for ensuring a suitable framework of conditions for the volunteers (personal allowance, insurance, language courses and other seminars). They also support volunteers in establishing social networks and integrating in the new environment.
- Regarding the financial framework, the funding within the South-North component is limited to a maximum of 880 Euros per month per volunteer 75% of all costs are eligible for funding and 25% is covered by the host and sending organizations or other parties.. The funding can be used to cover insurance, health care, vaccinations, language course, travel costs (both in Germany and abroad).the volunteers also receive free boarding and lodging and a personal allowance. The funding may also cover the costs of visa and the costs accrued by the sending and host organizations for holding seminars.

The new South-North component



Outlook and current topics

Start of pilot phase      End of pilot phase



2014      2016      2017

Partner conference for South-North, May 2016

External and independent evaluation

The new South-North component



Already involved?

Not yet involved?

The new South-North component



For further information:

→ See weltwärts website in English:  
<http://www.weltwaerts.de/en/05tail.html?c=197>

- A short outlook on the component and the current topics: the program is still in the 3 year pilot phase which means that the last volunteers will arrive in 2016. In order to be able to voice suggestions for further development of the program, there will be an evaluation externally and independently after the completion of the 3 year pilot phase.
- The objective of the evaluation is to gather more information on the South-North component, to formulate recommendation on how it should be evolved as a learning process but also to ensure accountability against the German government, the parliament and also the public on how this component evolves.
- The implementation phase of the evaluation will start in November 2015. There will be a reporting and a synthesis phase. The evaluation will be completed by December 2016.
- A variety of methods will be used for the evaluations. There will be an online survey for volunteers, for sending and host organizations and there will be a case study involving employees from the host organizations, places of assignment and the target groups
- In May 2016 a partner conference for the South-North component will be hosted in Germany, where there will be opportunity to conduct qualitative interviews with volunteers and partner representatives.
- The numbers of volunteers will be raised up to 800 in 2016 which could be quite a challenge but at the same time it is noteworthy how this program is receiving so much focus and political attention.

Question and Answer Session: The answers to these questions were mostly answered by Tina Hofmann.

- After the Pilot phase and the evaluation have ended in 2016 what changes will take place? Further steps?

Tina Hofmann: The South-North Component will continue due to high political interest in this program however, it is not clear yet in what way. The evaluation will reveal the course of this program and the main point of course is that the focus will be to continue and further improve and develop this South-North Component. At the moment, weltwärts is cooperating with the Federal Ministry for family affairs in Germany as they offer places of assignment within another German volunteer program (Bundesfreiwilligendienst). This will also be evaluated; There will also of course be discussions whether numbers of volunteers will continue to increase.

- What should the host organizations in Germany who are willing to participate in this program in the next year start doing?

TH: They don't have to wait and can already start applying for the cycle of 2017. There are some dates and deadlines to forward the application in the coordination unit of weltwärts and they can look for more details on the website of weltwärts.



- If one organization has been sending for the last 2 years only to the special needs program field of work in Germany is it possible for them to send their participants to any other field of work? Can they get in touch with two or more hosting organizations in Germany who provide different fields of work?

TH: It is definitely possible to reach out to different host organizations in Germany. It is totally up to the sending organizations which host organizations they decide to associate with. However, it is important that these host organizations are recognized or certified by weltwärts.

- Activities like sending out the promotional materials, selecting the volunteers, preparing and answering their questions, the cost of sending the volunteers etc. are very time and energy consuming. It takes a lot of effort to select and prepare the right candidate to participate in this program. The current funding that is available is not proving to be sufficient. Can the amount be revised?

TH: Actually funding from the German ministry goes to the organizations in Germany which is due to the funding legislation and these organizations decide the amount that partner organizations receive. So, this is not a decision of the ministry as to how much of the fund goes to the organizations in the partner countries. The partners from sending country can negotiate with their partners in Germany. It is entirely up to the organizations in Germany and the sending organizations of the South-North Program as to how this funding amount is distributed. However, as this program is still in its Pilot phase perhaps a lot of changes will take place also maybe in terms of the funding.. The evaluation will give the results if the amount of funding available at present is enough or there is a need of more funding.

After this Marlene Brücker, Program Manager weltwärts South-North, IJGD was invited to share her experience as receiving/host organization in Germany with the participants.

IJGD received their first 10 South-North volunteers last year (September 2014) from different countries.



Marlene's role is to mentor the volunteers and help and support them in various things like accompaniment, taking care of the accommodation and project etc., All volunteers were placed in Berlin, as the IJGD office is located there. The volunteers are involved in different areas of work, for example education, kindergarten, and people with disability and youth centre. One of the challenges they faced was to find suitable accommodation for the volunteers. Most of the volunteers were now

living in shared flats, which is very common in Germany. Most of the shared flats were found via former volunteers of weltwärts north-south, which is a nice experience for both sides.

Questions and answers:

- Is it possible for the volunteers to choose their project or does the host organization decides which volunteer goes to which project?

Marlene Brücker: – IJGD receives up to 4 applications (pre-selected) from the partner organizations. Then we take a look at all the applications we have received and check which volunteer fits in which project site the best. The volunteers are asked to mention three fields of preferences according to their interest, we choose the project and share our decision with the partner organization and the volunteers.

- How many participants can apply? Are there any limitations?

MB: At IJGD, 11 slots were available in 2015; partners are encouraged to have equal number of male and female volunteer applications. In 2016, 15 slots are available within IJGD.

- Are all partner organizations qualified to send volunteers within the South-North component? Can we have a list of sending organizations, which can be approached?

Tina Hofmann: All partner organizations are allowed and invited to participate in the program, but a partner organization in Germany, which acts as host organization, is needed. . If their current partner organization does not participate in the South-North program, they would need to find another partner organization in Germany who participates in this program.

Kisti Berghäuser (AFS, Germany) suggested that AFS Germany is also participating in the south-north component as hosting organization, and that they can be approached..

Marlene Brücker (IJGD, Germany) responded that at the moment they are partnering only with their weltwärts partner organization with whom they already have an exchange.

Tina Hofmann (weltwärts Coordination unit): Regarding the list of organizations that can be approached she was not sure if it may be available on the weltwärts website. If a list of German organizations participating in the South-North Component is not yet available on the weltwärts website, she would share with the participants on Google drive and also make sure to update the website.

- What is the support system while the volunteer is in Germany?

Marlene Brücker: The support system is quite similar to the support system organized by partner organizations for German volunteers. There is an orientation seminar on arrival which lasts about 2 weeks, where volunteers receive all necessary information on security, insurance, a bit of the language, intercultural elements, how to use of public transport in Germany etc.. There are a number of other seminars like interim evaluation seminar and the South-North volunteers have also attended the preparation seminars for the outgoing German weltwärts volunteers. This has been appreciated very much by both sides. Also, IJGD is building a mentoring system, where every volunteer has a mentor who they can approach in case of questions, doubts or problems, or just for socializing - like going out for a cup of coffee or visiting the doctor etc. IJGD also organizes events where the volunteers can meet German returnee volunteers.. This way, IJGD tries to create situations wherein the South-North volunteers get an opportunity to meet the former volunteers. Also, a lot of them live with former volunteers in flat-shares or participate in a language course which takes place in combination with the European voluntary service, which is a great place for the South-North volunteers to meet other volunteers from Europe.



- Is it possible for any organization to send volunteers from any part of India? Or should these volunteers be guided to the closest sending organization available?

Tina Hofmann: It is possible for an Indian partner organization to send volunteers from any part of India. However, the volunteers should be given a preparatory seminar by the sending organization before departure; maybe that could be a challenge. There are no rules or geographical boundaries as such that partners have to send volunteers only from their area.

Kirsti Berghäuser suggested that maybe Rakesh Soans from FSL-India could be interested in answering that question. Rakesh Soans informed that FSL India is a sending organization too and if any organizations feel that they want to refer a candidate from the south to FSL-India for better accessibility of the volunteer they were all welcome. He asked everyone to get in touch with Rahul Raghavan who at present is in charge of sending at FSL-India.

Comment from a participant: The feedback received from the volunteers who went from India from one of the sending organizations in Maharashtra is that the seminar that was conducted in Germany was hosted together with the volunteers who are leaving from Germany to India (Incoming together with Outgoing) which was nice but at the same time they felt that the seminar was conducted a little bit too soon. Perhaps they needed a little more time to settle in before they went to the seminar. The duration of the second evaluation seminar was however fine.

- What is the rule about the language program? Do the volunteers need a formal language certificate like from Goethe-Institute?

Marlene Brücker: The Visa regulations may require a language certificate; this differs from country to country. It is of course advised by the host organization that the volunteers should take a language course before coming to Germany. As for IJGD, the cost of the language course can be covered by the host organization. Upon arrival the volunteers are provided with a language course so they can continue learning and advance their level of proficiency. The requirement of language proficiency differs from project to project. Some projects require a higher knowledge of the language.

It is entirely dependent on the German embassies in the country of application. The main requirement of weltwärts is that the volunteers are interested in learning the language.

Kirsti Berghäuser (AFS, Germany) informed that at AFS Germany they require a higher level of knowledge of German language (A2/B1). AFS does not cover the cost of language courses the volunteer takes in their own country. In the orientation the volunteers receive intensive language training which has proven to be very effective. The prerequisites concerning the German language are completely dependent on the host organization in Germany. AFS is now working on solving this language barrier, to also enable volunteers with lower level of German language to come to Germany. This is a challenge, as many project sites in Germany require proficient German language skills to be able to communicate in their project.

Suggestion from a Participant from Malaysia: Look for language courses on Deutsche Welle. They are free of charge and can be good foundation for the volunteers to begin with.

Link : <http://www.dw.com/en/learn-german/s-2469>



- What are the responsibilities of the sending organizations after the volunteers return?

Tina Hofmann: The sending organizations has to provide a debriefing seminar to the participants on how to get involved into the civil society in their country of origin. One of the other duties of the sending organizations is to engage the volunteers either within their work or other work opportunities in the civil society.

- Are there any preparation seminars in India for outgoing volunteers?

Rahul Raghavan (Sending Coordinator FSL India): Regarding the earlier question about sending volunteers from different parts of country: yes, that is possible. This year FSL India sent a volunteer from Darjeeling. At FSL India there is 2 days pre-departure seminar, different kinds of trainings are provided and also they try connecting the outgoing volunteer to a volunteer from Germany in India.

Comment from one participant from Maharashtra: Knowing the German language beforehand is definitely very useful for the participants. A lot of prior communication (information/documents) shared from host organization in Germany is in German. Also, a suggestion was provided that if the pre-departure seminar and post-arrival seminar could be organized together in India it could be very useful. This could be perhaps discussed later among the sending organizations from India.

- Are there any regulations for the sending organizations on seminars for volunteers?

Ans: Tina Hofmann – There has to 25 days of seminar in total in Germany. Additionally, to these 25 days there have to be a preparation seminar before the volunteers leaves the country of origin and a return seminar after his return. These have to be organized by the sending organization. It is not sure if there is a regulation on the number of days for these two seminars..



Marlene Brücker confirmed that there is no regulation on the number of days for the seminars that must be organized by the sending organizations..There is one seminar that all the incoming volunteers have to attend in Germany which is not organized by the host organization but by the Ministry of Family and Social affairs, the one which also supervises the German voluntary service Bundesfreiwilligendienst. They facilitate this seminar only for international volunteers on political education for 5 days. This seminar is officially in German.

- Are the percentages of the funding for North-south and South-North fixed? Or is it up to the host organizations to decide the proportions? What is the amount of funding required from the Indian volunteers?

Tina Hofmann: In the North-South Program there is usually a maximum sum for pedagogical support, preparation, health care and insurance. The amount/proportion from weltwärts is fixed for the South-North Program too, however it is entirely up to the host organizations and the sending organizations to decide on how to split and maintain these proportions.

Tina Hofmann suggested that she would look further into it as at the moment she did not have enough information on how exactly the costs are split between sending organizations and host organizations or if there is a defined set of rules and guidelines on how these proportion of funding should be divided.

Kirsti's Berghäuser stressed that the amount of 25% that has to be funded does not require that the volunteer himself/herself has to cover it alone. It could be anyone who covers this cost; it differs from organization to organization. It can be paid by the sending organizations for their volunteers sometimes they share the costs with the host organizations. It differs from partner to partner.

Marlene Brücker: IJGD does not require this 25% from the volunteer or the sending organization. They request the Project placement/assignment in Germany to cover the 25% for the volunteer because they are gaining in terms of service.

**11:05am - 11:40am – Tea/Coffee Break**

**11:40am - 12:00am**

#### **Announcements**

- Changes in the schedule program as the volunteers who are going to be a part of the program (Presentation from Returnees) will be arriving late.
- Kirsti Berghäuser (AFS, Germany) explains details on reimbursement of travel costs.

**11:40am - 12:00pm**

#### **Additional info on South-North Component,by Tina Hofmann**

- On the weltwärts website you can find an interview of an Indian participant who came to Germany within the pilot phase of the program.
- Link - <http://www.weltwaerts.de/en/ambika-from-india.html>A list of German Organizations is provided on the weltwärts website. Tina Hofmann will ensure to have a list in English at the earliest possible. It can be found also on googledrive.

**12:00pm – 01:00pm**

#### **Open Space - Market Place (Final day)**

The facilitators introduced the topics, which were to be covered during the final session of the Market place, the open space. The focus of the questions and answers would be focused to provide ideas, solutions, hints and suggestions, which the participants take with them from the last day's Market place. The facilitators invited the participants to discuss, which topics they would like to have a final discussion on or analyze further. At the end of the selection, the facilitator presented a list of topics to be worked on further:

- Volunteers: how to deal with things they cannot change
- Personal growth of volunteers
- Volunteer is unhappy with Project
- Youth Empowerment
- Language barriers in Project
- Teaching Skills
- Increasing Costs
- Adaption to local culture

If more topics arise, they could still be added during the time of discussion. The participants had time until 1:00pm to browse through the Market place, discuss and write down their ideas.



During the open space a few more topics were added: Holiday Rules, feedback to volunteers in Low context, clear Communication Flow, Improving Mentoring, books for volunteer, Standards/Guidelines of Sending Organizations, Psychological Problems)

**1:00pm - 02:00pm** - Lunch Break

**02:05pm – 02:30pm**

**Presentation from Returnees: *A German volunteer in India*  
*An Indian volunteer in Germany***

## **A German Volunteer in India**

Julian Schäfer from AFS, Germany hosted by FSL – India.

A summary of the overall presentation by Julian Schäfer

Julian Schäfer is working in a project called “Vidyanikethan” and has completed 8 months in India already. He talked about his experiences and the journey so far.

Julian reported that his overall experience has been good so far. He encountered a lot of challenges, met a lot of people which was one of the things he really liked.

At the beginning of the project his motivation was quite high as everything around him was new, a different environment, people, language etc. However, somewhere in the middle of his voluntary service he felt his motivation going down. The reasons were unknown to him, he thought that it was perhaps because he got used to everything around him. There was also a change to the work he was doing, he now had to do a lot of computer work and was not happy about it. Julian preferred not to sit and work in an office all day, that’s not what he came to do. He spoke regarding this to his project contact person and the coordinator who helped him sort the problem and changed his work and he felt his motivation going up again. Vidyanikethan works in many different areas like Women empowerment, teaching and environment and it made him happy to get the opportunity to involve in different type of activities. Some of his tasks are very technical, e.g. social media management, search engine optimization, video editing or be it helping the staff with other technical assistance.

Julian arrived in April, during his first month the focus was on getting to know each other, getting to know the environment, the project etc. He attended a teacher’s training at Vidyanikethan which was very useful. He also commented that the preparation week from FSL-India helped him a lot and provided him with lots of useful information and counter measure for culture shock. In May, he participated in a summer camp by Vidyanikethan for 3 days with 70 children. It required a lot of flexibility on his part, as he found himself in the position to keep the children involved and busy. On 5th June, Julian was part of the International Environment Day and he engaged in the activities conducted by Vidyanikethan, like tree planting, children activities, making things out of recycling materials etc. He also highlighted the challenges he faced while dealing with language barriers. He visited several schools and interacted with the students and the teachers. In July, he was affected by dengue and after he recovered a lot of other activities happened in the project. He participated in a village cleaning with Youth Development Program (YDP) of FSL-India and two schools from USA visited his project. He did a presentation about Vidyanikethan to the visitors. Later, he participated in another village cleaning with the IT company Accenture. Through the “Mirror on the Wall” project of YDP of FSL, India he organized a school trip with 10 children and teachers at Rangoli Art Center at MG Road, Bangalore.

In September, Julian started working in the Women Empowerment Project of Vidyanikethan, he designed a new flyer for this program and tried his hands on marketing of this program in order to get customers via marketing and video promotion. He also participated in the “Sanitation project in Government schools” sponsored by Microsoft, which is an ongoing program and has been quite a success so far. Currently, he is working on waste segregation in the project and the schools. –Also planned are a presentation for a visit from Christ College to his project, video editing of children’s day program in his project and a case study of the education project of Vidyanikethan.



### **An Indian Volunteer in Germany**

Sony Singh from FSL- India hosted by IJGD, Germany

A summary of the talk by Sony Singh

Sony Singh volunteered with IJGD in Berlin. She worked in a primary school with children aged 6 – 12 years.

After she returned a lot of people asked her to share her experiences and it was quite difficult for her to answer in one sentence the intensive experience she had during her program.

When she first arrived in Germany, she felt overwhelmed and felt like she was in a different planet altogether. Sony had never stayed for so long outside of India and she was very close to her family. The decision to go abroad and stay in country so far away with such a different culture, people and surroundings turned out to be life changing one.



She shared some thoughts she had put down in her “Letter to herself” that she wrote as a part of the preparation seminar given by FSL India prior to her leaving for Germany. This letter was given back to her after she returned from Germany. She expected to meet a lot of new people, make new friends and connections, and speak better German but most of all she wanted to become a more independent person.

After returning she found that she experienced something much more magnificent than what she wrote to herself. She returned more courageous, tolerant, independent and open and confident.

She considers herself very fortunate to have experienced this kind of an opportunity. She came back with the realization that at the end of the day we are all similar, craving to be loved, heard and respected.

The facilitators then asked Sony Singh and Julian Schäfer to stay a bit longer so that people could interact with them and ask them questions during the coffee break. Due to the tight schedule and the fact that the first participants had to leave right after the last session, a plenary question and answer session was not possible.

**02:30pm - 04:30pm**

### **Open Space - Final Recommendations and Group Photo (Coffee Break Included)**

This session was arranged in the lawn area and the participants were requested to share their final thoughts and suggestions on the 17 selected topics.

The facilitators presented one chart per topic. Each was divided into 2 sections: ‘Our view’ and ‘Next steps’. The aim was to identify common views, propositions and crucial final impressions.

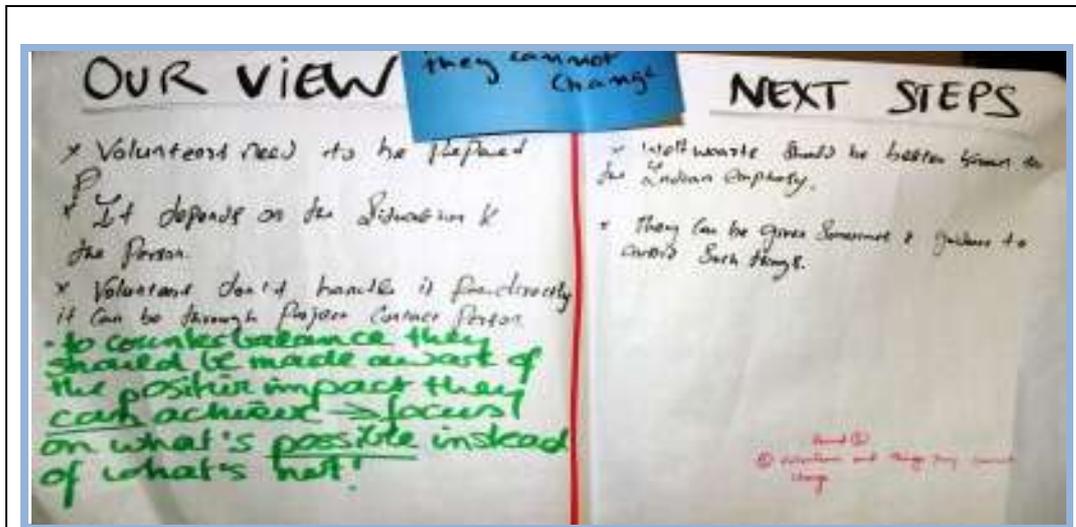


The topics were divided into two rounds, “Round 1” and “Round 2”. In the first round, eight topics were addressed. In the second round, the remaining nine topics were addressed.



Please find below the outcome charts of this session

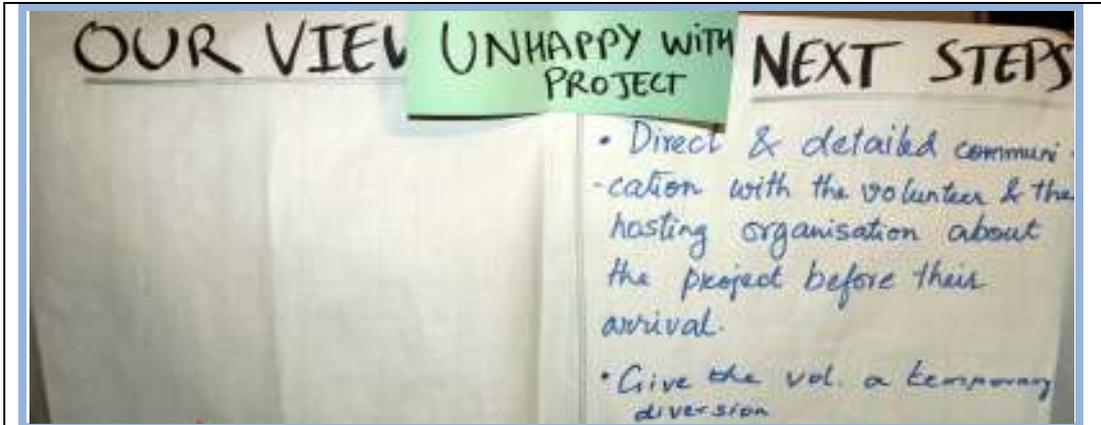
## 1. Volunteers: How to deal with things they cannot change



Topic – Volunteers and Things They Cannot Change	
Our Views	Next Steps
Volunteers need to be prepared	weltwärts should be better known to the Indian Embassy
It depends on the situation and the person	
Volunteers don't have to handle it directly, it can be dealt through the Project contact person	They can be given guidance to avoid such things
To counterbalance they should be made aware of the positive impact they can achieve → Focus on what is possible instead of what is not!	



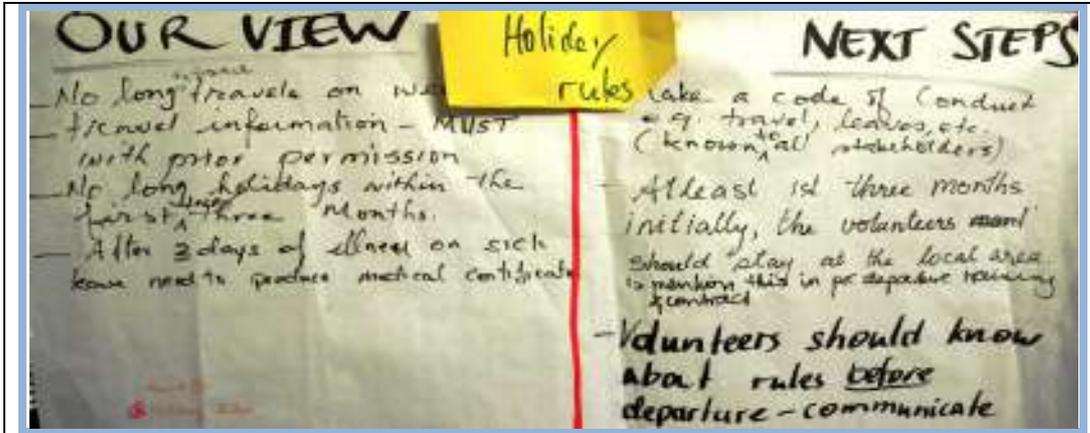
**2. Volunteer is unhappy with the project**



Topic – Unhappy With the Project	
Our Views	Next Steps
	Direct and detailed communication with the volunteer and the hosting organization about the project before their arrival
	Give the volunteer a temporary diversion

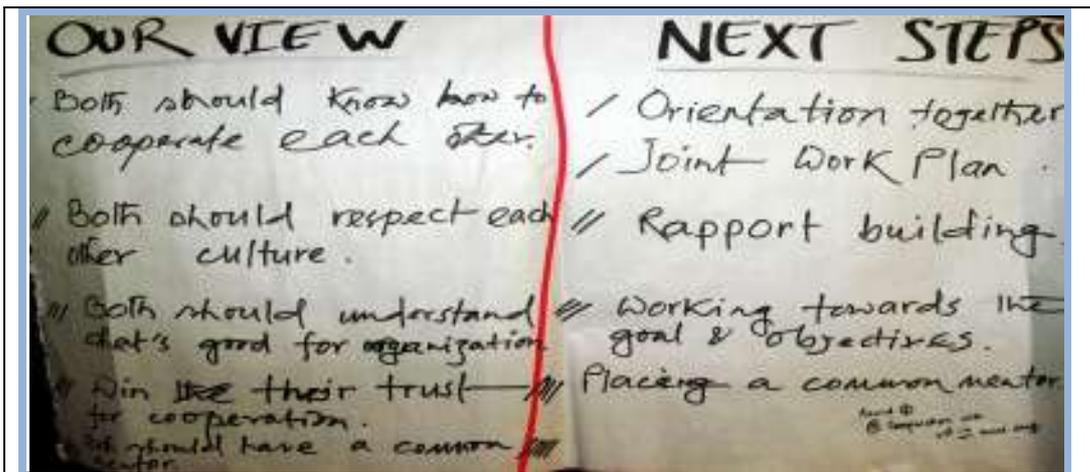


### 3. Holiday rules



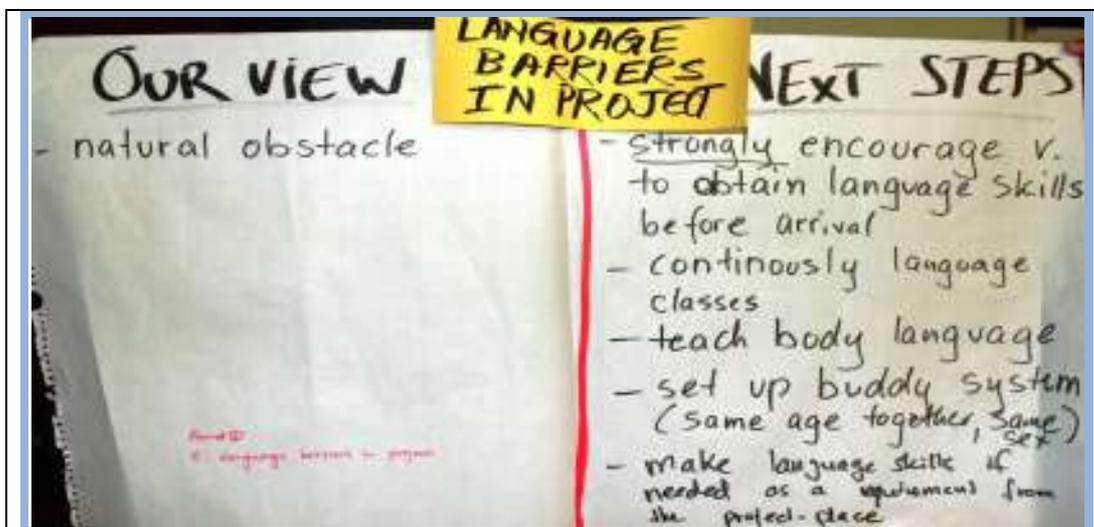
Topic – Holiday Rules	
Our Views	Next Steps
No long distance travel on weekends	Make a code of conduct e.g. travel, leaves etc. (known to all the stakeholders)
Travel information –prior permission (MUST)	At least during the first three months, the volunteers should stay at the local area. Mention this in the pre-departure training and in the contract
After 3 days of illness on sick leave need to produce a medical certificate	Volunteers should know about the rules before departure --- Communicate!!

### 4. Cooperation with volunteer ↔ local staff



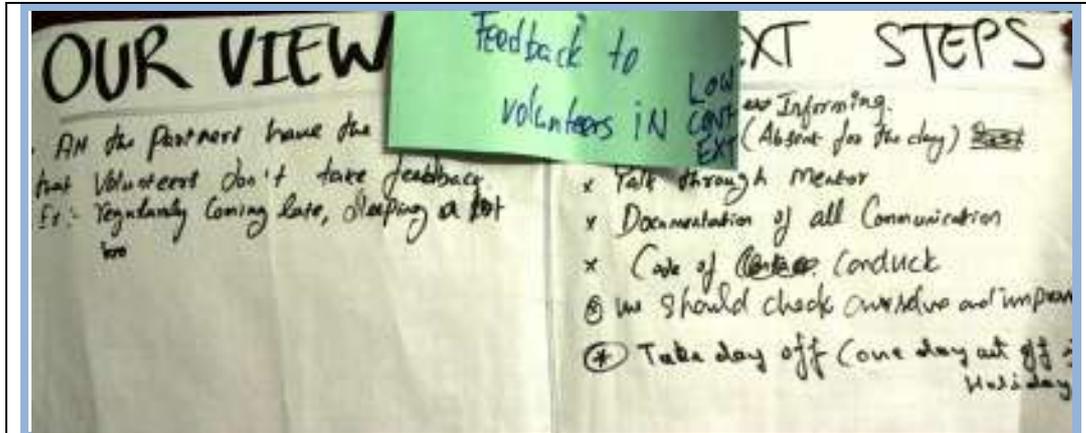
Topic – Cooperation with volunteers → Local Staff	
<b>Our Views</b>	<b>Next Steps</b>
Both should know how to cooperate with each other	Orientation together
Both should respect each other's culture	Joint work Plan
Both should understand what's good for the organization	Rapport building
Win their trust for cooperation	Working towards the goal and objectives
Both should have a common mentor	Placing a common mentor

### 5. Language barriers in project



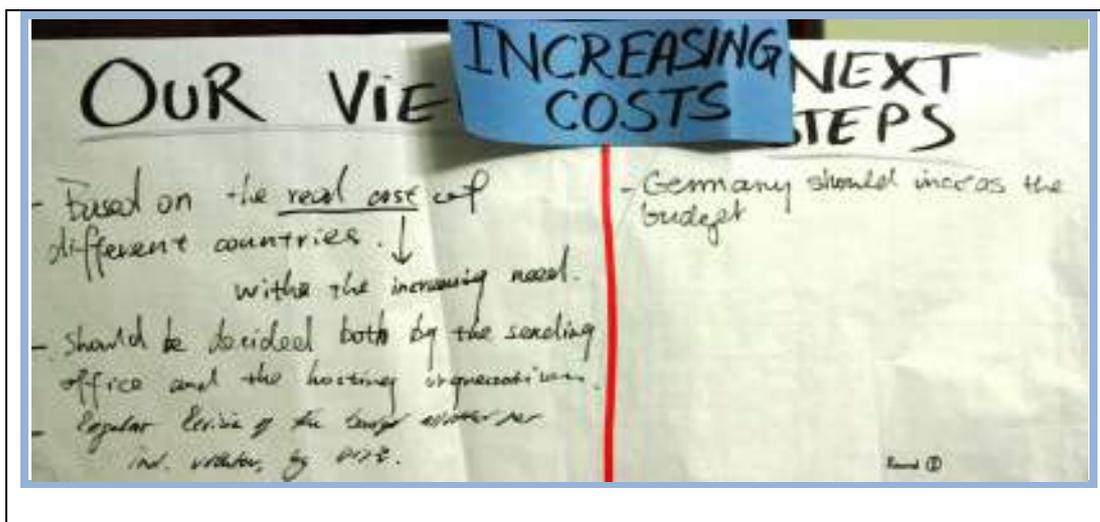
Topic – Language Barriers In Project	
<b>Our Views</b>	<b>Next Steps</b>
Natural obstacle	Strongly encourage volunteers to obtain language skills before arrival
	Continuous language classes
	Teach body language
	Set up a buddy system (of same age, same sex etc.)
	Make language skills if needed as a requirement from the project place

## 6. Feedback to volunteers in low context



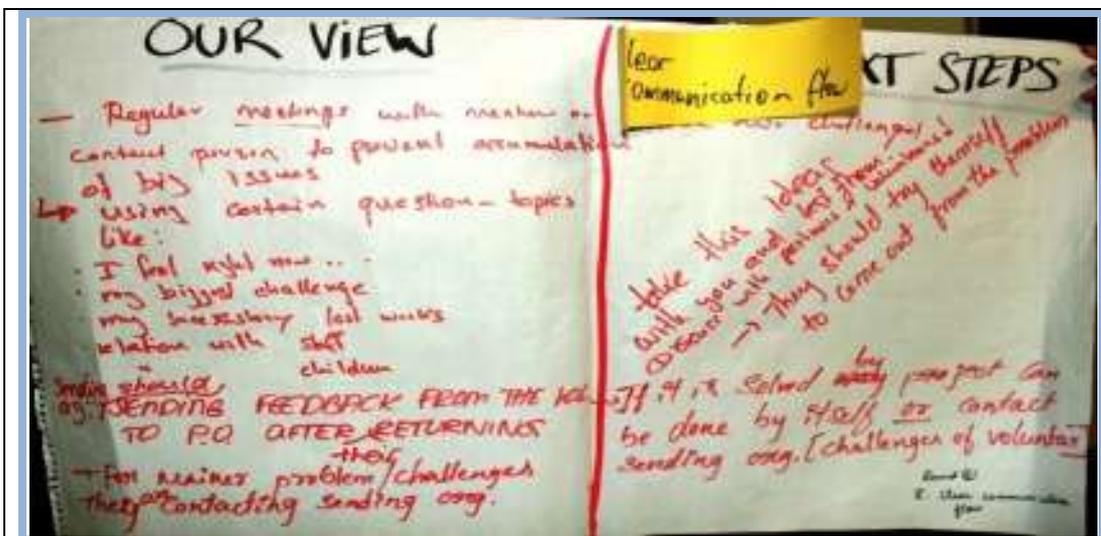
Topic – Feedback to Volunteers in Low Context	
<b>Our Views</b>	<b>Next Steps</b>
All the Partners have the experience that volunteers don't take the feedback on e.g. regularly coming late, sleeping a lot well.	After several information <ul style="list-style-type: none"> <li>- Send home</li> <li>- Talk through Mentor</li> <li>- Documentation of all Communication</li> <li>- Code of Conduct</li> <li>- We should check ourselves and improve</li> <li>- Take day off (One day cut off in Holiday)</li> </ul>

## 7. Increasing costs



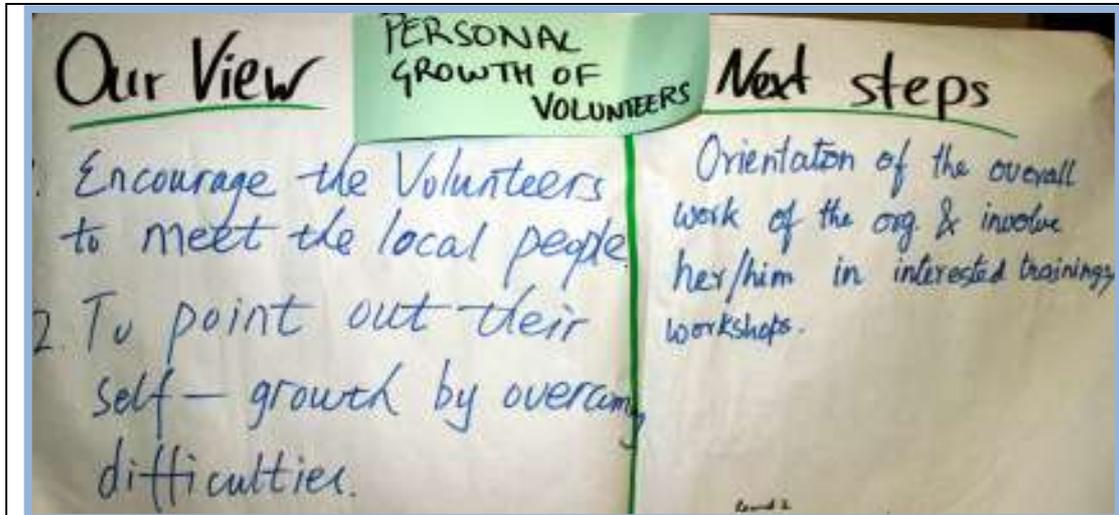
Topic – Increasing Costs	
Our Views	Next Steps
Based on the real costs of different countries (With the increasing need)	Germany should increase the budget
Should be decided both by the sending office and the hosting organization	
Regular revision of the budget allocated for Indian volunteer by BMZ	

## 8. Clear communication flow



Topic – Clear Communication Flow	
Our Views	Next Steps
Regular Meetings with mentor or contact person to prevent accumulation of big issues	Share their challenges
Using certain question topics like : <ul style="list-style-type: none"> <li>- I feel right now .....</li> <li>- My biggest challenge...</li> <li>- My success story – last weeks ...</li> <li>- Relation with the staff...</li> <li>- Relation with the children...</li> </ul>	Take these ideas with you and test them. Discuss with partners and volunteers. They should try themselves to come out from the problem
Sending Organization should send feedback from the volunteer to the Partner Organization after the volunteers return	
For main problem/challenges they are contacting the Sending organization.	

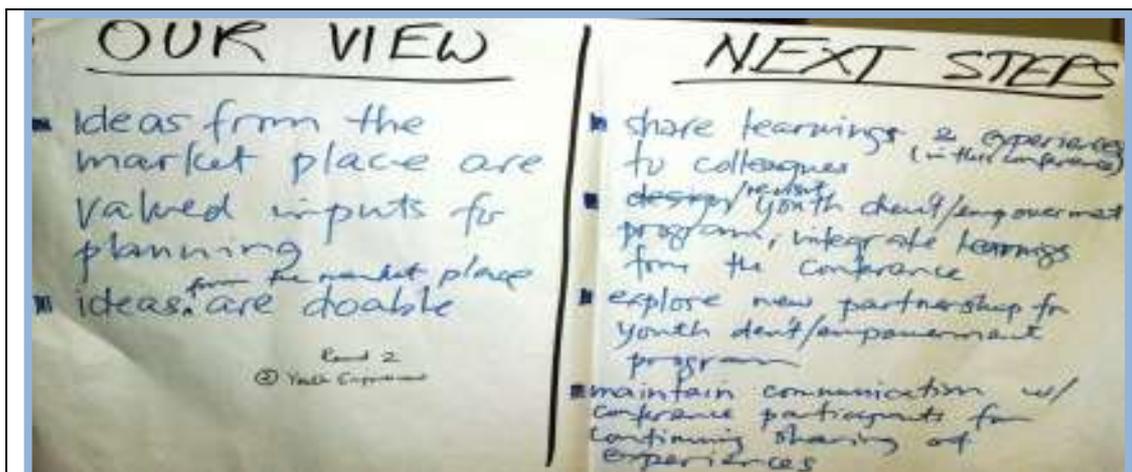
## 9. Personal growth of volunteers



### Topic – Personal Growth of Volunteers

Our Views	Next Steps
Encourage the volunteers to meet the local people	Orientation of the overall work of the organization and involve him/ her in interested trainings/ workshops
To point out their self-growth by overcoming difficulties	

## 10. Youth empowerment

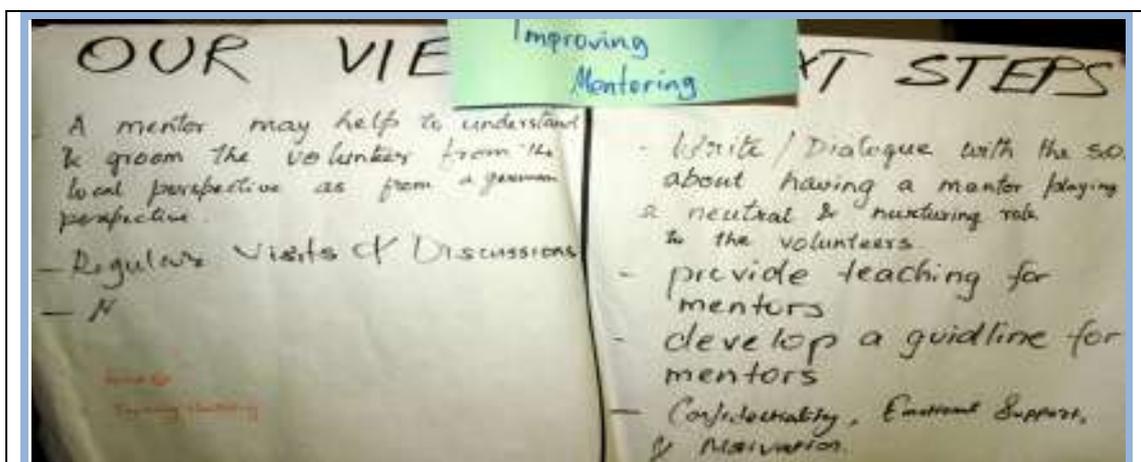


### Topic – Youth Empowerment

Our Views	Next Steps
Ideas from the market place are valued inputs for planning ideas are doable	share learnings & experiences to colleagues (with the conference) design/revise youth devt/empowerment program, integrate learnings from the conference explore new partnership for youth devt/empowerment program maintain communication w/ conference participants for continuing sharing of experiences

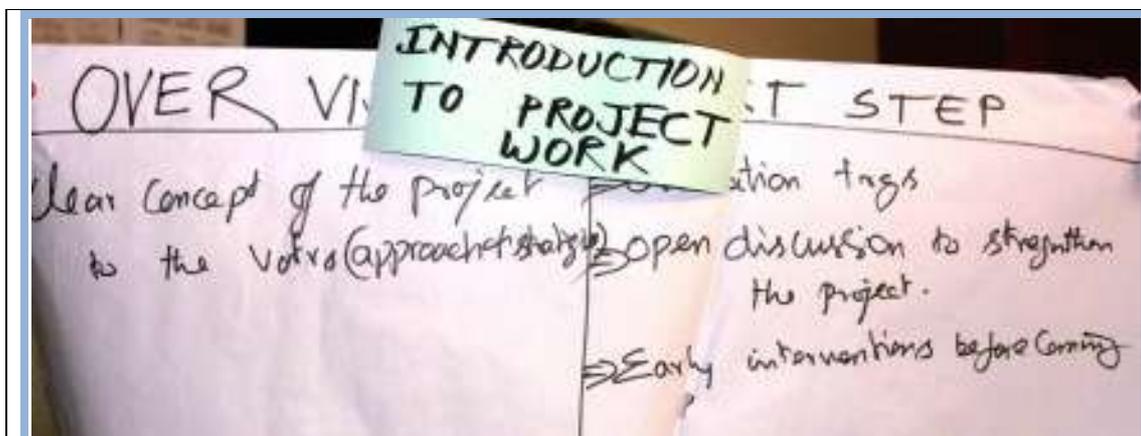
Ideas from the Market place are valued inputs for planning	Share learning's and experiences (in this conference) to colleagues
Ideas from the Market place are doable	Revisit youth development/empowerment program and integrate learning's from the conference
	Explore new partnership for youth development/ empowerment program
	Maintain communication with conference participants for continuing sharing of experiences

## 11. Improving mentoring



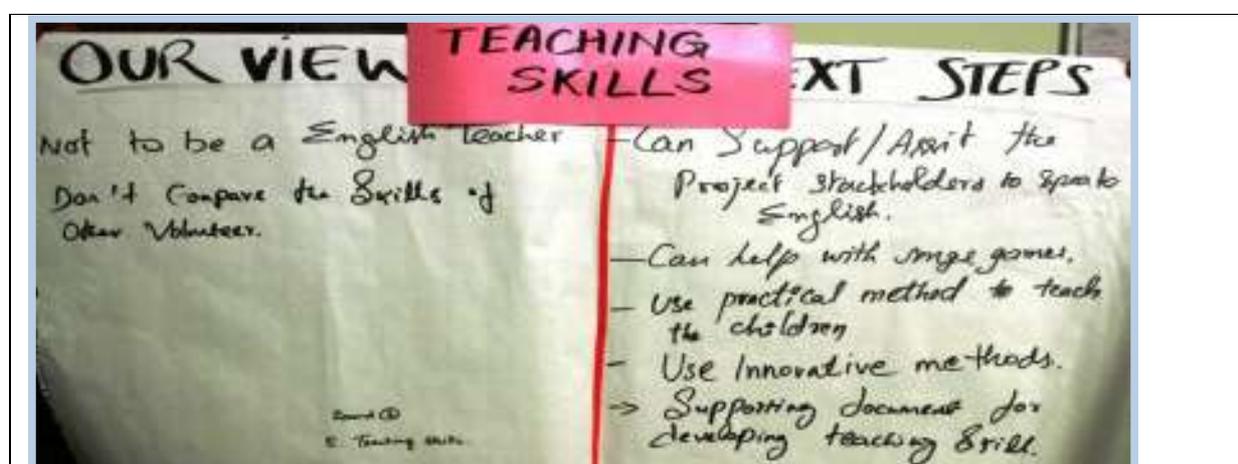
Topic – Improving Mentoring	
Our Views	Next Steps
A mentor may help to understand and groom the volunteer from the local perspective as from a German perspective	Write/ discuss with the sending organization about having a mentor playing a neutral and nurturing role to the volunteers
Regular visits and discussions	Provide teaching for mentors
	Develop a guideline for mentors
	Confidentiality, emotional Support and motivation

## 12. Introduction to project work



Topic – Introduction to Project work	
Our Views	Next Steps
Clear concept of the project to the volunteers (approved strategies)	Orientation days
	Open discussion to strengthen the project
	Early interventions before coming

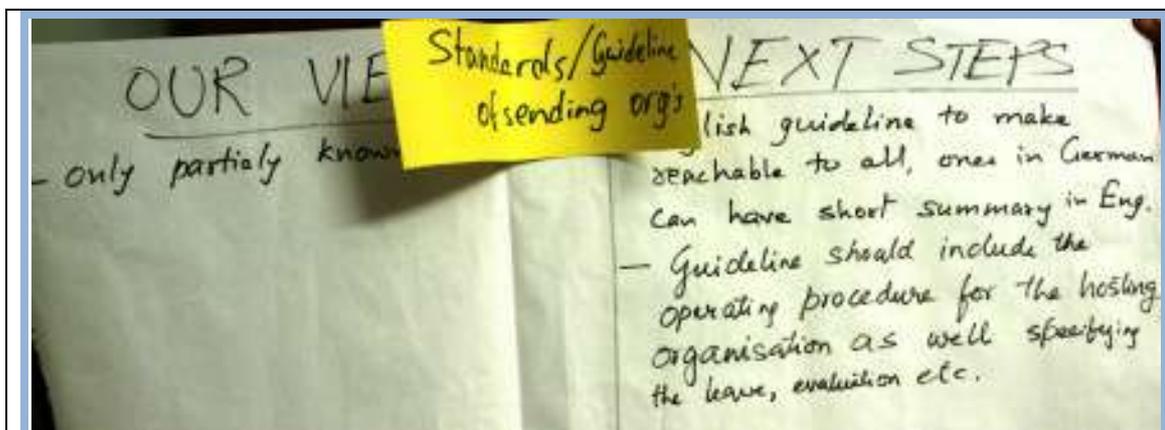
## 13. Teaching skills



Topic – Teaching Skills	
Our Views	Next Steps
Not to be English Teachers	Can support/ assist the project stakeholders to speak English
Don't compare the skills of different volunteers	Can help with songs, games etc.
	Use practical method to teach the children

	Use innovative methods
	Supporting documents for developing teaching skills

#### 14. Standards/ Guidelines of sending organizations



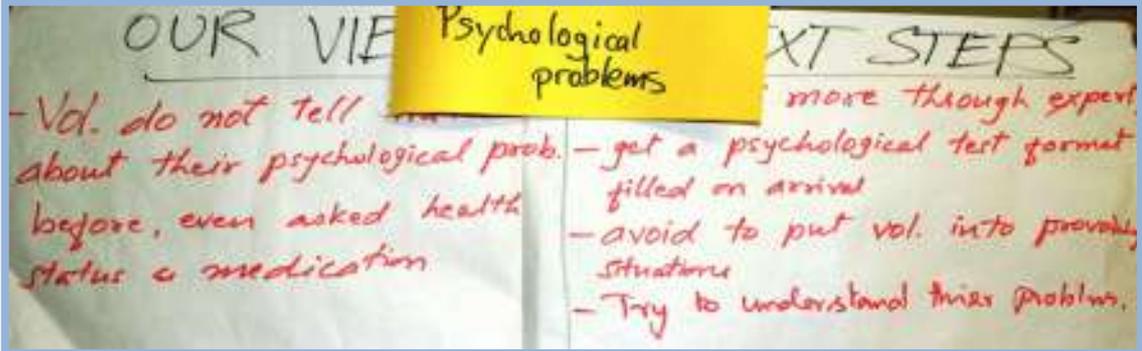
Topic – Standards/Guidelines of Sending Organizations	
Our Views	Next Steps
Only partially known	English guidelines to make it reachable to all. Documents in German can have a short summary in English
	Guidelines should include the operating procedure for the hosting organization as well as specifying the leave, evaluation etc.

#### 15. Adapt to local culture



Topic – Adapt to Local Culture	
Our Views	Next Steps
Usually young people/ volunteers adjust and understand	Involve them in local festivals, cultural events etc.,
Some are more difficult	Spend more time with the host family members
	Encourage an eagerness to learn/ study the local culture
	Advertise or provide books that explain culture

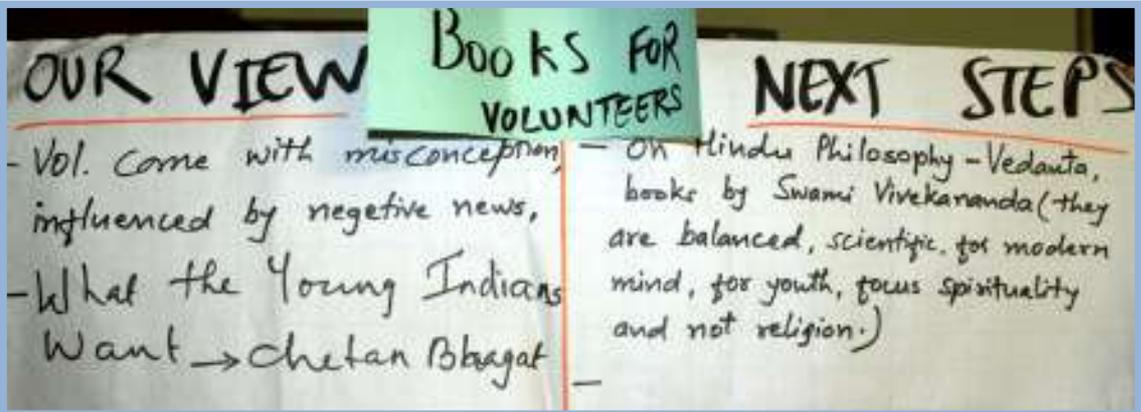
## 16. Psychological problems



The image shows handwritten notes on a whiteboard. A yellow sticky note in the center reads 'Psychological problems'. To the left, under 'OUR VIEW', it says: '- Vol. do not tell about their psychological prob. before, even asked health status & medication'. To the right, under 'NEXT STEPS', it says: '- get a psychological test format filled on arrival', '- avoid to put vol. into provoking situations', and '- Try to understand their problems.' The phrase 'more through expert' is written above the first step.

Topic – Psychological Problems	
Our Views	Next Steps
Volunteers do not tell the truth about their psychological problems before, even if asked in the health certificate.	Interact more through an expert
	Get a psychological test format filled on-arrival
	Avoid to put volunteers in difficult situations
	Try to understand their problems

## 17. Books for volunteers



The image shows handwritten notes on a whiteboard. A green sticky note in the center reads 'BOOKS FOR VOLUNTEERS'. To the left, under 'OUR VIEW', it says: '- Vol. come with misconception, influenced by negative news,' and '- What the Young Indians Want → Chetan Bhagat'. To the right, under 'NEXT STEPS', it says: '- On Hindu Philosophy - Vedanta, books by Swami Vivekananda (they are balanced, scientific, for modern mind, for youth, focus spirituality and not religion.)'.

Topic – Books For Volunteers	
<b>Our Views</b>	<b>Next Steps</b>
Volunteers come with misconception, influenced by negative news	On Hindu Philosophy – Vedanta, books by Swami Vivekananda (they are balanced, scientific, for modern mind, for youth, focused on spirituality and not religion)
	What Young Indians want – Chetan Bhagat

A group picture was taken outside the hotel.

**04:30pm - 05:30pm**

**Final Recap**

**Evaluations and winding up**

The facilitators presented the charts with the outcome of 3 days of conference to all the group members. They will be sorted and categorized to formulate concrete suggestions. Next, the facilitator Hannes Wacker invited Mubida Rohman (conference documentation), Rakesh Soans (President, FSL-India), Tina Hofmann (weltwärts Coordination unit) and Kirsti Berghäuser (Director Sending, AFS Germany) to the stage and symbolically handed them the charts after displaying it to all the participants.



The points, suggestions and feedback from all these charts will be noted down in the Reporting document.

The Facilitator and the all the participants appreciated the efforts of the reporting committee with a big applause. Copies of the reports of the reporting committee were shared with the group. *(Please refer to appendix page)*

### Final Recap and winding up

In the final recap session, the facilitators did a complete review of the sessions and activities covered in the past three days of conference. The evaluation forms of the conference were shared with the participants and everybody was asked to take a few minutes to fill them in and hand them back immediately.

The facilitators explained the importance of the remarks column at the end of the evaluation form and invited all participants to leave their comments.

### Announcements

Those participants interested in giving a short final feedback, suggestions or share their experience of the conference were invited to do so. Pratap Krishnan and Rahul Rahgavan of FSL-India would be filming final feedback and comments outside the conference hall.

### Vote of thanks

The conference officially came to an end with a presentation ceremony and a final vote of thanks from the facilitators, Tina Hofmann (weltwärts Coordination Unit), Kirsti Berghäuser (Director Sending, AFS Germany) and Rakesh Soans (President, FSL – India). Mr. Joseph Raj, a representative from the participants also came forward for a vote of thanks and to share their final thoughts about the conference.



## **Video**

A video of the last day of conference by *Pratap Krishnan* and *Rahul Raghavan* from FSL India was later released on YouTube. YouTube link: <https://www.youtube.com/watch?v=93Emy-qrIS0>

Thank You!!

## **APPENDIX**

### **1. List of Participants**

Sl. no	Organisation	Country	Designation	Name	Surname	Gender	E-mail
1	MJSKS	KURIGRAM	PROJECT MANAGER	RUHUL	AMIN	M	<a href="mailto:stepup.misks@gmail.com">stepup.misks@gmail.com</a>
2	Research Initiatives Bangladesh(RIB)	Saidpur, Bangladesh	Assistant Program Officer	Mohammad	Nazmul Islam	M	<a href="mailto:palashtisa@yahoo.com">palashtisa@yahoo.com</a>
3	Greenway China	Gongcheng Yao county, Guilin	Mentor&program manager for Weltwärt in GreenwayChina	Jingyuan	Xu	M	<a href="mailto:april@greenwaychina.net">april@greenwaychina.net</a>
4	Greenway China	Gongcheng Yao Minority County,Guilin city	founder & MD of Greenway China	liyan	Qin	M	<a href="mailto:isabella@greenwaychina.org">isabella@greenwaychina.org</a>
5	the Amity Foundation	Nanjing	International Exchange Program Coordinator	Cheng	SUN	F	<a href="mailto:suncheng@amity.org.cn">suncheng@amity.org.cn</a>
6	AFS GER	Hamburg, Germany	Director Sending Voluntary Services	Kirsti	Berghäuser	F	<a href="mailto:Kirsti.Berghaeuser@afs.de">Kirsti.Berghaeuser@afs.de</a>
7	AFS GER	Hamburg, Germany	Program Coordinator Voluntary Services	Margarete	Kulas	F	<a href="mailto:Margarete.Kulas@afs.de">Margarete.Kulas@afs.de</a>
8	Official Representative	Germany	German Embassy, New Delhi	Wolfgang	Koster	M	-
9	Official Representative	Germany	Koordinierungstelle weltwärts	Tina	Hofmann	F	-
10	Missionschwestern vom Hl.st. Herzen Jesu Hilstrup	Münster, Germany	consultant	Jana	Tesimann	F	<a href="mailto:teismann@msc-welthaus.de">teismann@msc-welthaus.de</a>
11	Experiment e.V.	Germany, Bonn	Senior Program Manager Volunteer for Volunteer Programs	Ana Laura	Klaehn	F	<a href="mailto:klaehn@experiment-ev.de">klaehn@experiment-ev.de</a>
12	ijgd Berlin e.V.	Germany	weltwärts South-North and Asia outgoing coordinator	Marlene	Brücker	F	<a href="mailto:Marlene.Bruecker@ijgd.de">Marlene.Bruecker@ijgd.de</a>
13	Arbeitsgemeinschaft Freiwilligendienste im BFP	Germany, Friedrichshafen	head of mentoring and training	Daniel	Engelmann	M	<a href="mailto:d.engelmann@wwwvolunteers.de">d.engelmann@wwwvolunteers.de</a>
14	Freunde der Erziehungskunst Rudolf Steiners e.V.	Karlsruhe	Coordination Partnercontacts India / Paedagogical Support for Volunteers	Felix	Hennig	M	<a href="mailto:f.hennig@freunde-waldorf.de">f.hennig@freunde-waldorf.de</a>
15	Antyodaya Chetana Mandal	Rangamatia via Rasgovindpur, Mayurbhanj, Odisha, India	Social Worker in education programmes	Kati	Sonnenburg	F	<a href="mailto:kati.sonnenburg@freenet.de">kati.sonnenburg@freenet.de</a>

16	BHARATIYA SAMAJ SEVA KENDRA	Pune- India	programme director - child care BSSK Pune	Bhagyashree	Nene	F	<a href="mailto:bhagyashreen@bsskindia.org">bhagyashreen@bsskindia.org</a>
17	Christian Mission Service	Coonoor, Tamil Nadu, India	Executive Officer: Promotion and Resource Management	THOMAS	BABU	M	<a href="mailto:bathya65@gmail.com">bathya65@gmail.com</a>
18	Friends of Camphill India	Bangalore, India	CEO	Francis	Aradhya		<a href="mailto:campindia@hotmail.com">campindia@hotmail.com</a>
19	FSL India	Bangalore, India	President	Rakesh	Soans	M	<a href="mailto:fsl_rakesh@rediffmail.com">fsl_rakesh@rediffmail.com</a>
20	FSL India	Bangalore, India	Deputy Director	Ragland	Devadass	M	<a href="mailto:fslragland@gmail.com">fslragland@gmail.com</a>
21	FSL India	Bangalore, India	LTV Communicator	Supriya	Spandana	F	<a href="mailto:ltvslindia@gmail.com">ltvslindia@gmail.com</a>
22	FSL India	Bangalore, India	CDL	Mubida	Rohman	F	<a href="mailto:mubida.rah@gamil.com">mubida.rah@gamil.com</a>
23	FSL India	Mysore, India	LTV Coordinator	Deepak M	Krishnan	M	<a href="mailto:fsldeepakm@gmail.com">fsldeepakm@gmail.com</a>
24	FSL India	Kundapur, India	Field Officer	Gunasekar		M	<a href="mailto:fslgunasekar@gmail.com">fslgunasekar@gmail.com</a>
25	FSL India	Kundapura, India	LTV Senior Coordinator	Nagarathna	Devadiga	F	<a href="mailto:fslnagarathna.temp@gmail.com">fslnagarathna.temp@gmail.com</a>
26	FSL India	Kundapur, India	LTV Chief Coordinator	Ravikiran	Kanchan	M	<a href="mailto:fslravikiran@gmail.com">fslravikiran@gmail.com</a>
27	FSL India	Kundapur, India	LTV Coordinator	Gajendra	BH	M	<a href="mailto:fslgajendra@gmail.com">fslgajendra@gmail.com</a>
28	FSL India	Bangalore, India	LTV Chief Coordinator	Nagoor Kani	J	M	<a href="mailto:fslnagoor@gmail.com">fslnagoor@gmail.com</a>
29	Himalayan Farm Project	Nainital	CEO	Hari	Pant	M	<a href="mailto:himalayanfarmer@gmail.com">himalayanfarmer@gmail.com</a>
30	Himalayan Farm Project	Nainital	Co-Founder & Mentor	Kum Kum	Pant	F	<a href="mailto:kumkum47@gmail.com">kumkum47@gmail.com</a>
31	Human Wave	Kolkata / Mankundu	Secretary	Tapas Kumar	Sur	M	<a href="mailto:tapas.sur@gmail.com">tapas.sur@gmail.com</a>
32	IB and Volunta	India	Mentor and Coordinator	Ilka	Mueller-Patham	F	<a href="mailto:muellerpatham@gmail.com">muellerpatham@gmail.com</a>
33	Kalyani Institute for Community Development	Katthiwada, M.P., India	Director	Sadhana	Streubel	F	<a href="mailto:kalyani_instcommdev@yahoo.in">kalyani_instcommdev@yahoo.in</a>
34	MSC Sisters Hilstrup	Bangalore India	mentor	Sagaya Mary	Vaniyambadi ThereseRaj		<a href="mailto:sagaya.maryvt@yahoo.com">sagaya.maryvt@yahoo.com</a>
35	Navkshiti	Pune, India	Trustee	Kanaka	Cadambi	F	<a href="mailto:info@navkshiti.org">info@navkshiti.org</a>
36	Nirmalya Trust (A helping hand for the physically challenged)	Pune, INDIA	Founder-Director	Meena	Bedarkar	F	<a href="mailto:info@nirmalyatrust.org">info@nirmalyatrust.org</a>
37	OFM, India	India, Bengaluru	Project Coordinator	Fr. Joseph	Raj	M	<a href="mailto:ofmindiaprojects@gmail.com">ofmindiaprojects@gmail.com</a>
38	SAMUHA	India, Kanakagiri	Internal Audit, Coordinator	Juergen	Eisele	F	<a href="mailto:juerjuergeneisele@rediffmail.com">juerjuergeneisele@rediffmail.com</a>
39	Setu Abhiyan	Bhuj	Consultant, Executive Roles, Setu Abhiyan	Srestha	Roy	F	<a href="mailto:srestha.r@gmail.com">srestha.r@gmail.com</a>
40	Weltwaerts Auroville	India, Auroville	Coordinator and participating project executive	Karin	Latzke	F	<a href="mailto:Karin@auroville.org.in">Karin@auroville.org.in</a>

41	AFS MALAYSIA	KUALA LUMPUR MALAYSIA	18+ CSP PROGRAM EXECUTIVE	DARMARISY ANTO	ALIAS	M	<a href="mailto:syant.alias@afs.org">syant.alias@afs.org</a>
42	Mission EineWelt	Kuala Lumpur	Regional Mentor/Coordinator	Wolfgang	Grieninge	M	<a href="mailto:wolfgang@grieninge.de">wolfgang@grieninge.de</a>
43	AFS Intercultural Programs Philippines	Mandaluyong City Philippines	SENTIO Hosting Coordinator	Renelyn	Lastimos	F	<a href="mailto:renelyn.lastimos@afs.org">renelyn.lastimos@afs.org</a>
44	MSC Sisters Hilstrup	Manila Philippines	mentor	Sr. Sophy	Francis	F	<a href="mailto:sophypul_pp@yahoo.com">sophypul_pp@yahoo.com</a>
45	AFS Intercultural Programs Thailand	Thailand	Hosting Programs Director	Siriluck	Burapavichit	F	<a href="mailto:siriluck.b@afs.org">siriluck.b@afs.org</a>
46	AFS Intercultural Programs Thailand	Thailand	Hosting Manager	Nantaporn	Bangwan	F	<a href="mailto:nantaporn.b@afs.org">nantaporn.b@afs.org</a>
47	Chit Aree Welfare School	Lampang, Thailand	Head Department of the Foreign Language department	Narumon	Pigulnee	F	<a href="mailto:narumon_3@yahoo.com">narumon_3@yahoo.com</a>
48	International Volunteers for Social Development Association (DaLaa)	Thailand/Songkhla	President	Sakkarin	Seema	M	<a href="mailto:sakkarinid@gmail.com">sakkarinid@gmail.com</a>
49	Mercy for Thailand Foundation	Chiang Mai, Thailand	Mentor, assistant project leader	Mirjam	Kumdee	F	<a href="mailto:mirjam.kumdee@gmail.com">mirjam.kumdee@gmail.com</a>
50	Gana Unnayan Kendra	Gaibandha, Bangladesh	Director	Abu Sayem Md Jannatun	Nur	M	<a href="mailto:sayem.rishat@gukbd.net">sayem.rishat@gukbd.net</a>
51	JPIC-IDC, Inc.	philippines	Operations Officer	Maria Socorro	Burbos	F	<a href="mailto:mariasocorroburbos@gmail.com">mariasocorroburbos@gmail.com</a>
52	ASHRAI	Rajshahi, Bangladesh	Designation: Deputy General Manager, Social Development program, Ashrai, Major responsibility are to coordinate all donor funded development projects and maintain liaison with donors on behalf of the organization. Child education projects, Food security and livelihood projects, climate change and adaptive livelihoods projects are running under the Social Development program	K M G RABBANI	BASUNIA	M	<a href="mailto:basuniar@yahoo.com">basuniar@yahoo.com</a>
53	Ev.-Luth. Missionswerk in Niedersachsen, Hermannsberg	Chennai	Mentor for volunteers in India	Charles Alexander	Paramasivam Chelliah	M	<a href="mailto:charlesias@gmail.com">charlesias@gmail.com</a>
54	VAAGDHARA	Banswara	Team Leader	Surbhi	Saraswat	F	<a href="mailto:ssaraswat@vaagdhara.org">ssaraswat@vaagdhara.org</a>
55	Manuvikasa - CP	Mangalore, India	Managing Trustee	Ganapati	Bhatt	M	<a href="mailto:manuvikasa@gmail.com">manuvikasa@gmail.com</a>
56	Anbalayam - CP	Pondicherry, India	Managing Trustee	A K Mary		F	<a href="mailto:anbalayamforwoman@gmail.com">anbalayamforwoman@gmail.com</a>

57	Vidyanikethan - CP	Bangalore, India	Program Officer/ Documentation	Jalaja		F	<a href="mailto:jalajasp@yahoo.com">jalajasp@yahoo.com</a>
58	Facilitators	Germany	Facilitators	Hannes	Wacker	M	<a href="mailto:Hannes.Wacker@gmail.com">Hannes.Wacker@gmail.com</a>
59	Facilitators	Bangalore, India	Facilitators	Shalini	Menon	F	<a href="mailto:shalini@educatorscollective.in">shalini@educatorscollective.in</a>
60	Facilitators	New Delhi, India	Facilitators	Hiten		M	<a href="mailto:momayahiten@gmail.com">momayahiten@gmail.com</a>
61	FSL India	Bangalore, India	LTV Coordinator	Rathnamma	N	F	<a href="mailto:fslrathnamma@gmail.com">fslrathnamma@gmail.com</a>
62	FSL India	Pondicherry, India	LTV Coordinator	Suresh	J	M	<a href="mailto:fslsuresh2015@gmail.com">fslsuresh2015@gmail.com</a>
63	FSL India	Chennai, India	LTV Coordinator	Mathew	K	M	<a href="mailto:fslmathew@gmail.com">fslmathew@gmail.com</a>
64	FSL India	Kundapur, India	LTV Coordinator	Naveen	Kumar	M	<a href="mailto:fslnaveenkumar@gmail.com">fslnaveenkumar@gmail.com</a>
65	FSL India - CP	Chennai	Field Officer	M. Antony	Pratheep	M	<a href="mailto:fslantony1991@gmail.com">fslantony1991@gmail.com</a>
66	FSL India - CP	Kundapura	Senior coordinator - HBP	JEEVAN	A	M	<a href="mailto:fsljeevan@gmail.com">fsljeevan@gmail.com</a>
67	FSL India	Bangalore, India	Documentation	Rahul	Raghavan.M. V	M	<a href="mailto:fslrahulthalavil@gmail.com">fslrahulthalavil@gmail.com</a>
68	FSL India	Bangalore, India	Documentation	Pratap	N.Krishnan	M	<a href="mailto:fslpratapkrishnan@gmail.com">fslpratapkrishnan@gmail.com</a>

## 2. Reports of the Reporting Committee

### *Day 1*

#### **Reporting Committee of the weltwärts Partner Conference - Asia Pacific 2015**

##### **Committee:**

Ana Laura Klaehn – Experiment e.V. - sending organisation from Germany

Tapas Kumar Sur – Human Waver – receiving organisation from India

Sadhana Streubel – Kalyani Institute – receiving organisation from India

Meena Bedarkar – Nirmalya Trust Pune - receiving organisation from India

The opening session created a comfortable and welcoming atmosphere for interaction. The presence of officials from the government institutions of both India and Germany highlighted the respect and importance given to the event – it was much appreciated by the audience.

Note to self: testing the microphone in different positions could avoid some technical setbacks but it would spare the audience priceless entertainment! ☺

The Market Place.... well on the first day it was more of a gallery where everyone could display their organisation or project – but it was not possible to go deeper into questions or issues intended to discussion. Will we find a way on the second session to organize ourselves in that? (any similarity to the attitudes of volunteers in their first days in the project is mere coincidence!!)

Nine active tables in the conference room gathered the expressed expectations of the participants into key topics to be addressed in the coming days. Most frequent opinions:

1. Wish to exchange ideas/experiences / best practices on eye level
2. Wish to have more **transparency** – this concerns information flow, program structures, and participatory tools
3. Wish to receive news and updates on the program – outcomes of evaluations
4. Wish to clarify questions and find out if there are existing standards for safety, volunteer selection and other topics

Strong statement of the German Embassy representative Mr. Koester on the undeniable responsibility and obligatory compliance of the volunteer towards guidelines of the program and attitude in the project impressed the audience:

“If volunteer is not following the rules and causing trouble, send him/her home! We cannot wait for the worst to happen – ONE LIFE LOST IS NOT ONLY ONE LIFE LOST”

This was food for thought for many in the room on the further implications that sparing an unsuitable volunteer from being sent home could have at the end for the entire program – even the relationships among countries.

Powerpoint Presentations – it would not be a conference if we did not have some of those - and how beneficial they are to bring a lot of points across indeed!

The organisational chart from Kirsti and clarifying speech from Tina on the complex structure of the weltwärts program came to some as a surprise; to some it was the right opportunity to voice some of their feelings and doubts.

“BMZ”, “Engagement Global Coordination Unit”, “4 Shared Interest Groups”, “6 Quality Associations”, “Steering

Committee”, “Country Contact Person”, “3 different work groups to the steering committee”, “Returning Volunteers representation”, “180 Sending Organisations”, “Partner Organisations”, “hosting Projects” etc...

Many Words, many concepts not known among them, especially the lines of communication among these generated many questions.

1. Am I being heard as a partner organisation?
2. Am I allowed to contact any of these levels of structure directly?
3. How do I receive information of the work in process - thus how can I participate actively in it?
4. What tools are there to ensure the partner organisation in the hosting country in all levels (including host projects and coordinators) receive complete updates and information on a regular basis?
5. Can we be represented in the steering committee?

Last but not least... the comments during coffee breaks or during the sessions that were loosely captured:

“Profiles of applicants need to be better matched to the project demands, hosting organisations need better qualified volunteers, more mature volunteers...” **comment from quite a few hosting organisations**

“The reality of the market in Germany is that the vast majority (over 85%) of applicants available are school leavers – just coming out of high school who are barely 18 or 19. We also would prefer the college students and graduates, but those are then busy on internships that are career oriented or getting their first job” **comment from a sending organisation**

“the low working moral of some volunteers always calling in sick /taking sick leave in the middle of the week but funny enough being perfectly fit to go on travels every weekend is really disturbing in the project routine and upsetting for the hosting organisation” **comment from a hosting organisation**

“If hosting projects have the feeling the selection of the participants is being poor, some pro-active attitude could be the solution, some partner organisations skype themselves with potential applicants before accepting them as volunteers to a specific project, others choose their best former volunteers to adjust expectations and check suitability of future applicants by liaising both before acceptance” **comment and recommendation of a sending organisation**

## Day 2

### Reporting Committee of the weltwärts Partner Conference - Asia Pacific 2015

#### Committee:

Ana Laura Klaehn – Experiment e.V. - sending organisation from Germany

Tapas Kumar Sur – Human Waver – receiving organisation from India

Sadhana Streubel – Kalyani Institute – receiving organisation from India

Meena Bedarkar – Nirmalya Trust Pune - receiving organisation from India

The useful presentation on quality also brought some more light on the structures and bodies comprised in the big weltwärts network. Issues touched in this topic were a hit to many to check the weltwärts page for the quality criteria catalogue and browse all that is in there. Most things are obviously in German but some important documents can be found in English there. So we finished the session knowing what is being done to improve quality and found out about the thorough certification process senders have to undergo to obtain their quality seal certification.

The question that wouldn't cease from some: But what is quality?

Again – Catalogue! Talk to senders about it should be a priority after the conference – they know what is being certified in the quality seal, and can further discuss it with hosting organisations.

Noted in a very positive way: everyone is interested in having good quality and work for it.

In principle – we could hear some simplified lines on it:

For this program, quality is fulfilling all its components with excellence:

How good is the information given to volunteers upfront, how good is the content of your orientation (are you always improving, updating, making it dynamic and fulfilling the political development contents, spicing it up with health and safety issues and so much more...)? And is your project placement adequate, safe, sustainable and meaningful? Are you giving your volunteer a good mentor and coordinator? Is always a support person available? Are you critically checking on the progress of the volunteering program – is your mid-term seminar a good platform for reflection, evaluation, etc? Is the communication between hosting and sending organisation seamless and timely when there are any issues? Just some simple questions (but not all) that in case of a YES answer would mean – YOU GOT IT! THIS IS QUALITY 😊

#### SURVEYS

On the topic of quality we all found out more about how it is being evaluated - through a online anonymous survey

that volunteers fill in 3 months upon returning home. The survey is a global one, not split in countries or organisations. Sending organisations received it and can share with you if it has not happened yet.

Question from the audience: What about a long term impact of volunteering?

That is not a planned survey on that yet – but good news first: the plan goes towards a future partner organisation survey to evaluate the program from hosting country side.

**Quotes loose from program but also connected to it:**

“The long term impact on volunteer or host organisation/project might not have been studied yet BUT WE ARE SURE OF IT HAPPENING - AND IT IS POSITIVE”

“It has been very nice to see all officials from Germany being so approachable and friendly, even very humble and simple... We started thinking and wondering how our Indian officials and authorities usually behave in comparison to that”

“Great people, great hospitality, great ways and methods to conduct a conference”

“Before coming here everything was abstract, but now everything is visible and clear, who stands where and what is the connection between each part”

**More quotes .... not all is perfect**

“Most participants got stuck and have no clear picture about the steering committee in Germany nor the country contact person”

“why can't we have simpler structures and systems?”

“can policy planning be drafted keeping the diverse hosting organisations and hosting countries into consideration and also be more volunteer friendly?”

**Market Place** got more shape today – practical and interactive like the bazar... In 10 tables some of the most catchy questions presented at the market were distributed for discussions. All participants could go shopping for solutions brainstormed on the questions that interested them the most. It was good!

Some reactions:

“partner organisations in India should build a network”

“It has been always wonderful to host volunteers because they help us and our organizations to grow from the inside”

New Chapter – theory on human interaction....

We talked about how we all go about observing/describing, interpreting and evaluating our counterparts.

Lesson learned or revised: DON'T JUMP TO CONCLUSIONS

We may be communicating in high context to someone who is literally meaning what they say (typically the Germans ☺). So either give them time to learn what your flourishing context means or for simplicity sake – tell the German precisely what he has to do at what time and keep it simple...

We all want to prevent (according to the first communication model) that volunteers are too challenged out of the **stretch zone** and find themselves on the **panic area**, then end up getting on a plane back to their **comfort zone**!

Some were repeating the facilitator like a mantra:

“the brain works faster than your thinking process – so don’t jump into action but give it time for consultation and verification”

“we found energizers very useful” **at this point in the conference it was the Indian way of saying within a lot of context – our batteries ran down at this point in the dimmed conference room...**

The activities after lunch and after market place consolidated dialogues among all conference participants and many many volunteer stories were shared as practical examples. It brings people together – they realize challenges are similar to many of them.

CULTURAL EVENING – what happen in India stays in India – but the you tube channel will tell! Great night with a highlight at the closing with all (or almost all) dancing on the stage ....