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FOR

GLOBAL GOALS



**PRACTICAL ACTIVITIES &
WORKSHOPS**

2020-1-FR01-KA202-080248



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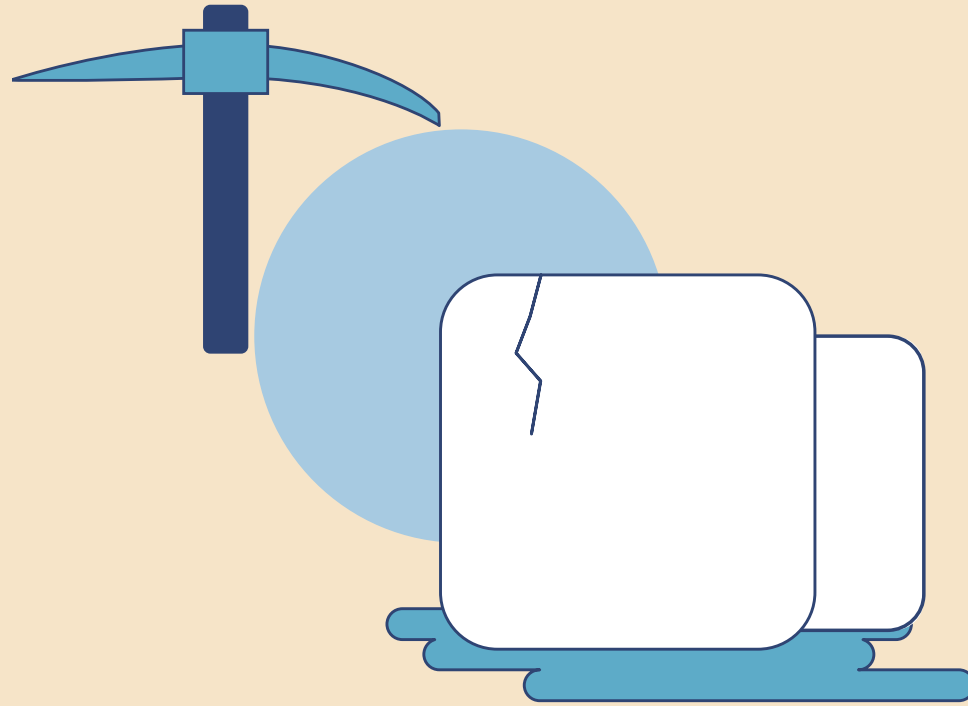


FORCOOP CORA VENEZIA
PROGETTI, FORMAZIONE, ORIENTAMENTO, EVENTI





2020-1-FR01-KA202-080248



ICE BREAKERS



2020-1-FR01-KA202-080248

Subject: Kahoot tool

Project: United for Global Goals

CONTEXT

Tandem plus used this tool for informal purposes and as an ice-breaker during an online networking event where new network members were introduced.

In particular, questions were asked about why the network was created, how many member organisations there were and where they came from, questions about the statutes and the board of directors.

The platform makes it possible to narrow the gap in a playful way and without the use of additional materials such as paper, cards, markers, etc., as it can only be implemented with a projector or TV and phones. It is not necessary to download the app.

OBJECTIVE

It is a platform for creating quizzes that can be used to test input and output knowledge or to create a common ground of knowledge through healthy competition. It lends itself to being adapted to both formal and non-formal contexts (school, community centre) and since it is possible to divide the group into teams, one can also work on team building. Moreover, since it is actually competitive, with a real podium at the end of the competition, this feature can be used to increase motivation.

Estimated time

minimum 30 minutes

Tools used

- Telephones (1 per person)
- Projector/television
- Computer

Available languages

Adaptable

Resources mobilized

- 1 facilitator minimum

Difficulties faced

To be on the safe side, do a test run before the presentation to check that there are no platform limitations (e.g. maximum number of participants)

Referent - contact

Aurora Ferri: tandemplus.trainee@gmail.com

Target group

No specific target group



CONNECTION WITH THE UGG PROJECT

As already mentioned, the Kahoot platform was used several times during the trainings.

In particular, it was chosen because it allows a game to be created without wasting materials, a feature that makes it both easy to use - as long as there is the possibility of using phones/tablets or computers - and sustainable.



2020-1-FR01-KA202-080248

Icebreaker "The big wind blows"

Project: UGG

CONTEXT

At the beginning of a cycle of meetings and/or training, it is necessary to break the ice with an activity that allows participants to get acquainted with the new context and the people in it.

The consortium used this activity during the training held in Lille (France).

During the training, there were both network members who already knew each other and many new faces who needed a welcome within an already established group.

OBJECTIVE

This is an ice breaker, that is an activity that usually takes place in the first period of a route - whether long or short - to get the participants to get to know each other.

Since it is an eventful activity, the ideal time to do it could be either at the beginning of the day or after a break, in order to exploit its energising power.

METHODOLOGY

The game consists of everyone standing in a circle, except for one person who remains on the inside.

The person on the inside has to think of a feature that several people in the circle have in common - or imagine one that is likely - and say "The big wind blows for ..." and state the feature that was thought of. For example "The big wind blows for anyone with blond hair".

Estimated time

30 minutes

Tools used

Room large enough for people to stand in a circle.

Available languages

English

Resources mobilized

1 facilitator minimum
8/10 people minimum

Difficulties faced

Ensure - both for space and possible disabilities - that all participants can move around adequately.

Referent - contact

Aurora Ferri - tandemplus.trainee@gmail.com

Target group

There is no specific target group - our participants were all adults, so it is adaptable to any age. Clearly each participant must have the opportunity to move around.

CONNECTION WITH THE UGG PROJECT

Ice breakers are transversal activities and can be linked to any of the other workshops proposed in this booklet as an initial part and thus to any sdg.

This ice breaker aims at a more playful and less superficial knowledge of the group, using playfulness as a propaedeutic tool for everything that comes later.



2020-1-FR01-KA202-080248



AWARENESS



2020-1-FR01-KA202-080248

Workshop on raising awareness of climate change and promote climate action

Project: UGG

CONTEXT

Undoubtely, our world is far from being perfect. Many problems threaten our planet's stability. It is a certainty that we would benefit from solving every single one of them but the only one that needs urgent action as it poses a threat to humanity as a whole is the impact of climate change. By the year 2030, the damage will be irreversible. Although scientists have repeatedly warned us about the dramatic effects this situation may have on our planet, it goes without saying that we have yet to do enough to face this problem.

Whom are we waiting to take action? Is private action as useless as many people try to present it to be? What can we as individuals do to solve and reverse the catastrophic results of our egotistical behavior?

Target group

- Youth workers
- businesses
- educators
- trainers

OBJECTIVE

The aim of the workshop is double. Firstly, the basic but most important goal is to raise awareness of climate change. How it affects humanity in the present and how it threatens to affect us in the future.

Secondly, the workshop sets the goal of informing about climate action and the things we as individuals can do to find another path, different from what we are heading to now. There will be an endeavor to merge sustainability and climate action practices with ethicality which will be done using acting methods.

Estimated time

Workshop - 35 min
Debriefing - 10 min

Tools used

- Pens
- paper
- laptop

Resources mobilized

Knowledge of the effects that climate change can have on humanity and of ways with which we can take action

Difficulties faced

The participants need to feel comfortable with each other as they will proceed to discuss many issues and act together. As a consequence, an introduction will be well-needed and the climate in the room should be relaxed and friendly

Referent - contact

Elli Nikolakopoulou: elli.nikolakopoulou@iasismed.eu

CONNECTION WITH THE UGG PROJECT

This workshop is highly connected to SDG 11: "Sustainable cities and communities."

Climate action is a goal set by United Nations when they formed their SDGs. The workshop is built around the necessity for more awareness in the general public about the issue and its catastrophic outcomes and aims to promote sustainable ways that people can do to be a part of the "wind of change"



2020-1-FR01-KA202-080248

Workshop on raising awareness of climate change and promote climate action

Project: UGG

METHODOLOGY

Workshop:

The facilitator of the workshop describes a year in the future in which the results of climate change are even more prominent than they are now. Drought and heat waves have hit most places in the world and others are suffering from weather that can be characterized as intense and erratic. The sea levels have risen and places that people lived in the past are now uninhabitable. The glaciers are melting and many animals have become extinct. The facilitator now asks the participants to become actors and imagine that they live in that year under those circumstances. The participants have to work as a group of people that are in someone's house to describe what their next actions will be to reverse as much as possible the effects and preserve energy. After the participants have finished the task they are asked to write down their ideas on a piece of paper.

Debriefing:

The facilitator of the workshop reads loudly the participant's ideas and suggests that, unfortunately, we are not far from being in that situation. Participants should leave the workshop knowing things that they can do to take action against climate change and understand the importance of the situation.



2020-1-FR01-KA202-080248

Subject: Workshop on raising awareness about sustainability and/or social entrepreneurship

Project: UGG

CONTEXT

The workshop focuses on sustainability within social businesses, organizations, and corporations. Participants through a roleplaying activity will experience the key elements behind decision making when there are certain criteria to take into consideration. They will put themselves in the shoes of the fashion industry's workers who constantly approach greener practices inside of their companies. Living in this environmental crisis, more and more professionals reach out for sustainable strategies. It is of great importance for businesses and organizations to thrive and grow while, at the same time, solving some of the world's most pressing problems..

OBJECTIVE

The aim of the workshop is a self-evaluation of the choices we make. Driven by the role-playing activity, we ask ourselves on our ethics. We must consider moral behaviour when making these decisions. It is critical that the approach to clothing sourcing, manufacturing, and design maximizes benefits to the industry and society as a whole while minimizing negative environmental effects. Trustworthiness, respect, responsibility, fairness, caring, and good citizenship are core character values that guide ethical behaviour.

Estimated time

Workshop - 40 min
Debriefing - 20min

Tools used

- Pens
- paper
- laptop

Resources mobilized

All the needed information (role characteristics, knowledge on ethical fashion and sustainability) will be provided by the facilitator.

Difficulties faced

The workshop affects issues about sustainability and ethicality so, the people taking part in the activity should be gentle with their tone of voice and use proper language.

Referent - contact

Elli Nikolakopoulou: elli.nikolakopoulou@iasismed.eu

Target group

- Youth workers;
- Green businesses;
- Organisations

CONNECTION WITH THE UGG PROJECT

This workshop is highly connected with SDG 12: "Responsible consumption and production."

A person who exhibits ethical behaviour demonstrates a strong moral code and a consistent set of values, which are the keys when we are talking about sustainability the SDG's. Additionally, there is a need to compile initiatives and workshops that endorse sustainable practices into a compendium.



2020-1-FR01-KA202-080248

Subject: Workshop on raising awareness about sustainability and/or social entrepreneurship

Project: UGG

METHODOLOGY

Workshop:

To begin with, the facilitator assigns each participant a role. It is up to him/her/them to decide which one. The roles are created based on the fashion industry's occupations. Participants are asked to initiate a debate and decide on the best option for them, based on their character. The positions that someone can be are "Fashion Designer", "Factory Owner", "Cotton Seller" or "Clothing Brand Worker". For example, "You are a cotton seller, and you are interested in working with green and eco-oriented brands. You are very well-known in your region and many companies want to collaborate with you. Recently your cotton production was awarded for its green practices as you are using innovative techniques of cultivation that do not harm the soil. During this debate, try to attract as many buyers as possible and achieve the highest profit for your worthy product. Note that there are more cotton sellers out there and they are trying hard to reach out to the same market as you."

The activity's facilitator is free to include more roles as desired. Brief descriptions of every role will be distributed to the participants. Finally, the "Clothing Brands" should start the negotiation and end up with one fashion designer, one factory owner, and one cotton seller, within the budget, in order to achieve their desired outcome.

Debriefing:

The activity's debriefing section gives participants the opportunity to evaluate their performance. The trainer should encourage them to talk about their strategy. Introduce the following questions to participants to engage them more in the reflection process:

What were your thoughts/emotions while negotiating?

How much profit do you have?

What was your main goal while bargaining?

What are your plans for the remaining profit?



2020-1-FR01-KA202-080248

Subject: Prevention of cyberbullying among children and young people

Project: I am safe on the internet too

CONTEXT

By cyberbullying we mean any communication activity via the Internet (through the use of e-mails, websites, blogs, etc.), videos or mobile phones, which serves to humiliate, tease, threaten or he was terrorized in some other way.

Constant access to the Internet and constant use of it increases the risk of anonymous threats, abuse and harassment on the online platform. Nowadays, everyone uses the Internet, which has become an integral part of everyday life. Today, everyone needs it because of the many advantages it provides, and it is an essential source of information and entertainment. The Internet is becoming a lifestyle and in this way young people are increasingly socializing, having fun, playing, learning and spending their free time. However, we should all be aware of the dangers associated with it. Many young people use the Internet without any supervision and often do not understand the dangers of modern forms of communication.

Target group

- Young people
- Children



OBJECTIVE

The main goal of this project is to prevent electronic violence against and among young people, to influence the reduction of cyberbullying, all thanks to quality education of young people and parents.

Through the workshops, children and young people are educated about the dangers of the Internet and about safer and more responsible behaviour on the Internet. We are also implement a module intended for parents, because we believe that without their help and positive influence on young people, changes and awareness among young people are difficult to achieve. Also, as innovative part of the project we created "Facebook patrol", where young people volunteer to help and give advices to those who say are victims of Internet violence.

Estimated time

1h per workshop, 1 month per cycle

Tools used

- Paper
- Markers,
- Flip charts
- Projector
- Laptop

Resources mobilized

Employed Psychologist of the organization

Difficulties faced

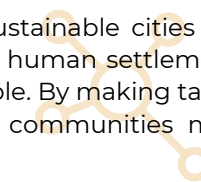
COVID19 pandemic when schools were closed

Referent - contact

Martin Makarun: martin@isum.hr

CONNECTION WITH THE UGG PROJECT

This project relates to SDG11 Sustainable cities and communities – make cities and human settlements inclusive, resilient, and sustainable. By making target groups resilient we make our communities more inclusive and sustainable.





2020-1-FR01-KA202-080248

Subject: Prevention of cyberbullying among children and young people

Project: I am safe on the internet too

METHODOLOGY

Methodology used in this project are workshops, forum theatre and Facebook patrol.

WORKSHOPS

Through workshop modules, young people are educated about electronic violence, its consequences and other "dangers" on the Internet, all with the aim of preventing online violence.

The workshop are conducted through three modules:

Module 1: What are the dangers of the Internet?

Through the implementation of the module "What dangers the Internet hides", children and young people receive information about the safe use of the Internet, about how to find information on the Internet, and about the contents that are available to them and those that they make visible.

Module 2: Politeness on the Internet

Young people are warned about their mutual online interaction where cyberbullying occurs. It is important that young people learn to understand the consequences of their actions, therefore through this module they are introduced to the concept of cyberbullying, what it can be specifically and how it can affect their peers, i.e. friends and acquaintances who are victims. Young people are often not aware of the consequences of their behaviour and words, therefore, by implementing this module, it is necessary to make them aware of their interactions with each other, which includes the Internet, especially social networks.

Module 3: I want to protect my privacy

While the second module focuses on mutual relations among young people, the third module wants to familiarize them with the importance of their privacy and warn them of dangers. Young people do not understand that by publishing their pictures, videos, etc., they are giving others a glimpse into their lives. It is important that they understand what privacy means and how it can be compromised. Young people at that age do not understand how many dangers lie in wait for them if they do not protect their privacy, especially on social networks, and thus also the privacy of their friends and family; they don't understand how by not protecting their privacy, they can indirectly become victims of its endangerment. The only way they can protect themselves on the Internet is by preserving their privacy. Unfortunately, they are not the only actors in this story, so many dangers lurk.

FORUM THEATRE

The forum Theatre method is used to go deeper into the matter and to introduce children and young people in a fun way to the concept of cyberbullying, how to recognize it and how to prevent it. Through forum Theatre and acting, users are put in a problematic situation, and viewers of the "play" try to find a positive solution to the situation presented.

FACEBOOK PATROL

Facebook patrol is an innovative method where volunteers are in the role of "online policemen". Selected volunteers have access to our Facebook profile, through which anyone who thinks they are victims of internet violence and need advice on how to deal with it or who to contact can contact them. Our volunteers then give them all the necessary information about the problem and direct them to whom they can contact if their rights have been violated. Facebook patrol is available every day from 8 a.m. to 10 p.m.



2020-1-FR01-KA202-080248

Subject : Décolonisation de l'espace public

Project: Decolonial walk

CONTEXT

The questioning that the public space of Mons has been arousing for some time and the colonial question have led the "Village du Monde" to identify places and monuments linked to Belgium's past, specifically that of Mons.

Following this reflection, the "village du monde" expressed the wish to make history known and to train people to make history known. Thus, we have Afro-descendant and European guides who pass on to the public the knowledge they have learned about the history of some of the monuments and buildings in our city.

Over time, the "village du monde" has developed its expertise on the coloniality of the Belgian public space and has created a decolonial guided tour of the city of Mons.

OBJECTIVE

The Belgian public space, far from being neutral, is one of the tools we use in the "Village du monde" to achieve our goals. The colonial propaganda can be seen in buildings, street names, monuments and commemorative plaques all over Belgium. It is not a question of approaching the colonial question only through the prism of 'memory' or 'repentance' for past crimes, but rather of understanding that current social, economic and political relations are the result of a historical process that continues to this day.

It is an opportunity to reflect on the legacy of this period, with the still present domination of the countries of the North over the South or the racism towards the descendants of the colonies. It is a story that continues, and we believe that it is important to know the past in order to better understand the present.

Estimated time

2 heures

Tools used

no particular material.

Resources mobilized

- a guide
- 5 and 20 people visiting people.

Difficulties faced

- be well informed on the subject
- risk of disturbance by the introduction of people from outside the group during the walk which takes place in a public space.

Referent - contact

Jean-Paul II Foki: j-p2.foki@ciep-hainautcentre.be

Target group

Adults



CONNECTION WITH THE UGG PROJECT

This decolonial walk is linked to the SDG 11 on building safer, more resilient and sustainable cities. Indeed, the main objective of this project is to make public space more welcoming, safe and inclusive. This historical approach to space aims to raise awareness of the symbolism behind certain elements of our environment and to introduce a change so that every member of the community feels comfortable, welcome and dignified in this space.



2020-1-FR01-KA202-080248

Subject : Décolonisation de l'espace public

Project: Decolonial walk

METHODOLOGY

This decolonial tour starts at the Town Hall where a commemorative plaque honours the pioneers of the Belgian Congo. "We make a loop to return to the Town Hall where a plaque in homage to Patrice Lumumba was affixed next to that of the pioneers in 2018," continues Manu Scordia. "Between the two, we can see that there are still many traces of colonialism, such as the statue of Leopold II (Belgian king) or a monument in homage to Jules Cornet (geologist).

The pedagogical approach of the guided tours allows the deconstruction of colonial propaganda but also and above all the links of this issue with racism today. To do this, it is necessary to place this public space in its historical context, not to justify it but to explain it in order to understand it today. The inaction of public policies on this issue bears witness to the tensions of colonial memory.



2020-1-FR01-KA202-080248

Subject : Making public and administrative institutions more inclusive

Project: Interculturality: a challenge for our society

CONTEXT

The project was born from the will of several associations active in the field of popular education and culture.

The project was born from an observation: in our society, there is a tendency to remain in an "inward-looking" environment.

People of foreign origin are often de facto excluded from certain activities, from certain places where society is made. They are victims of various forms of discrimination that hinder their integration.

The aim of this project is therefore to accompany foreigners and enable them to find their place in society, to identify places or systems where they are discriminated against, to engage in dialogue and to develop proposals for change.

Whereas most of the time, solutions are thought out and imposed by institutions, this project is built in a dynamic of permanent education. Indeed, it gives the public concerned the possibility of identifying the problems they encounter themselves and of taking charge of the resolution of these problems through the development of projects or demands.

OBJECTIVE

- 1.The highlighting of institutional problems: accompanied by concrete demands and questioning of the institutions concerned leads to certain changes when the institution is receptive or allows a seed to be planted.
- 2.Socialisation of migrants: Acting directly on the integration process of migrants. The project is therefore successful if it has enabled work on the socialisation of these people seeking integration via a mix and encounter with Belgian citizens.
- 3.The liberation of speech and the revaluation of capacities: access to the realities of migrants leads to an awareness, a critical knowledge, a development of analytical capacities and a development of autonomy in order to change society.

Target group

According to the principles of the Lifelong Learning Decree, it is required to work with the popular environment. The latter is very broad and difficult to define. It can therefore be addressed to any public.

METHODOLOGY

Establish a mixed group of people from different nationalities (i.e. Belgian + foreign nationalities if the implementation in Belgium). Draw up a charter with the group to guarantee a confidential, secure and caring place for exchange to:

- Work on the understanding of certain concepts that need to be addressed when working on interculturality.
- Exchange experiences in their daily lives, and more particularly in contact with services or institutions (e.g. going to school, getting medical treatment, giving birth to a child, etc.).
- Identify differences in rights and places where intervention is needed.

Depending on the theme chosen by the group, the members will have to collect testimonies from their environment in order to understand the theme and make a list of questions raised by the testimonies.

The group identifies and invites institutions that can shed some light on these different issues for a discussion.

The group drafts a "Trace" document of this process and the claims that have emerged from the research, in order to propose changes.

The work is then disseminated to the widest possible audience.

Tools used

No particular material. It depends on the project's needs

Resources mobilized

At least one trainer and a group of 4 to 20 people

Referent - contact

Vie féminine :
responsable-
centrhainaut@viefeminine.be
CIEP HC :
e.dumoulin@ciep-hainautcentre.be

CONNECTION WITH THE UGG PROJECT

This project allows for changes to be made to the SDG 11 on building safer, more resilient and sustainable cities. Indeed, the main objective of this project is to make public space and institutions more welcoming, safe and inclusive for generally discriminated audiences.



2020-1-FR01-KA202-080248

Workshop on developing awareness of reliable and modern energy

Project: UGG

CONTEXT

When forming their sustainable development goals, United Nations had in mind cooperation between nations and organizations to realize a change of policies and promote the implementation of modern solutions. One of those goals was devoted to ensuring wide access to affordable, reliable, sustainable, and modern energy. The progress is undeniable but at the same time slow. 733 million people still have zero access to electrification while 2,4 billion people, a terrifying margin, still use inefficient and polluting cooking systems.

What we need at the moment to come closer to the realization of this essential goal is a change of pace, and awareness is the tool to achieve it.

OBJECTIVE

The workshop aims to promote awareness of the need for a change of pace in the realization of the goal of providing the globe with affordable, reliable, and sustainable energy. The recent energy crisis has come to remind us that not only do we need large amounts of energy as a race, but we also need to make sure that we are in a position to provide them. However, it holds utmost importance the fact that we have to "clean" the energy we use as we have no limits to polluting our planet any further. Tackling those problems should be a priority not only for people in power but also citizens around the planet. We can make a change, but altering our daily routines and by asking with our voices and actions for improvement.

Target group

- Youth workers
- Beneficiaries of the UGG project
- Educators
- Trainers



CONNECTION WITH THE UGG PROJECT

Providing affordable and sustainable energy for everyone is one of the 17 goals that were set by the United Nations when forming its SDG. The goal is not only to promote good practices surrounding the issue of sustainability and energy but also to provide people with electricity, which for most of us is often taken for granted. Our workshop will try using experiential methods to raise awareness of those essential goals and concepts.

Estimated time

Workshop: 30 min, Debriefing: 15 min

Tools used

Pens, paper and laptop

Available languages

English

Resources mobilized

Knowledge of experimental learning activities and engagement methods

Difficulties faced

The workshop requires participants to open up a bit about themselves so a friendly climate is necessary for the activities to take place and for the participants to enjoy the process

Referent - contact

Elli Nikolakopoulou: elli.nikolakopoulou@iasismed.eu



2020-1-FR01-KA202-080248

Workshop on developing awareness of reliable and modern energy

Project: UGG

METHODOLOGY

Workshop:

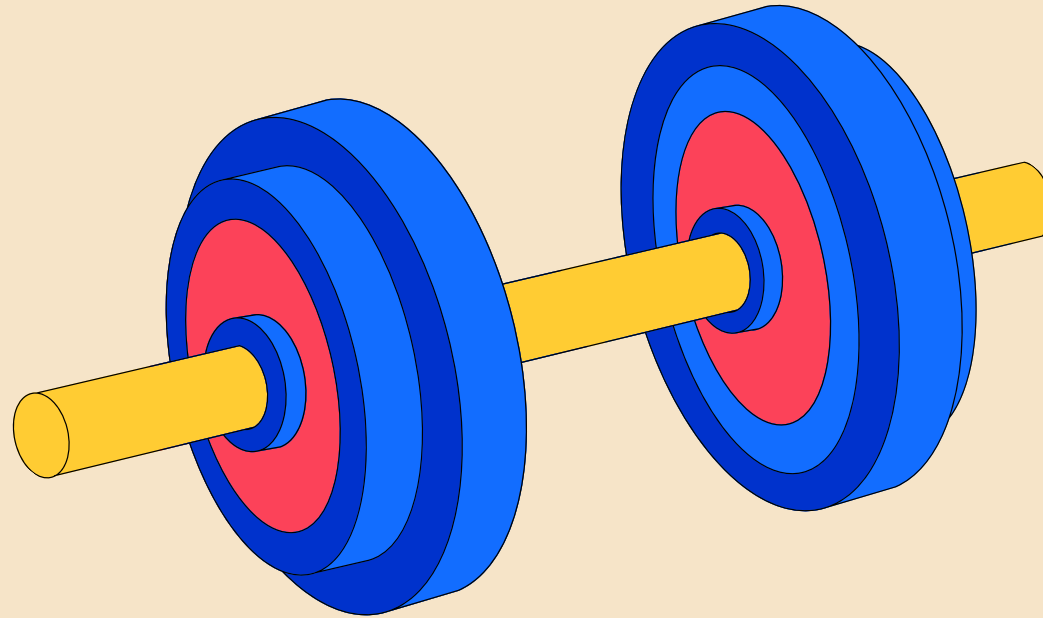
The facilitator of the workshop hands each participant a piece of paper and a pen and after proposing to everyone to introduce themselves asks them to write down their practices that, in their opinion, preserve energy. The facilitator evaluates the answers and poses the following question: "What can you do to increase your preservation of energy?"

Debriefing:

The facilitator communicates the importance of taking action and suggests ways we can do that in our private life.



2020-1-FR01-KA202-080248



**EMPOWERMENT
ACTIVITIES**



Subject: Strengthening the competencies of young people for employment/self-employment with an emphasis on green and digital occupations.

Project: Active for work

2020-1-FR01-KA202-080248

CONTEXT

According to the "Croatian Strategy for Combating Poverty and Social Exclusion", young people belong to one of the four large groups at the highest risk of poverty and social exclusion. These workshops work to reduce social inequalities among young people and, with the services developed as part of this program, try to help them find employment so that they can have an income, become independent and become equal members of our society. Psychological aspects of unemployment can be found many facts that show that the status of unemployment affects not only the financial aspect of the current state of the individual, but also dissatisfaction with life, tension, lowered self-esteem, feelings of hopelessness and other emotional states. It also contributes to social isolation and a lower level of daily activity. Also, it is important to mention the benefits provided by employment, such as: earnings, increased level of activation, variety of environment and variety of social interactions. The activities themselves are designed to provide complete and rounded support and support on the way to employment and psychosocial well-being, i.e. a better quality of life. Through various forms of services, participants will be given the opportunity to learn, gain experience and insight, work on themselves and improve in general.

Target group

Unemployed young people who enter the labor market or have the desire to start their own business (aged 15 to 29). Over 50 participants were involved in this specific project.



OBJECTIVE

We can conclude that some of the reasons why young people are unemployed are that they lack self-confidence and motivation, they lack informal education and communication skills, and insufficient availability of information.

Taking all these reasons into account, the ISUM wants to positively influence the environment in which unemployed young people find themselves with specific group and individual counseling activities and encourage and empower them in their current position on the labor market. Also, as part of phase 2, young people were presented with the option of self-employment with an emphasis on the use of active employment policy measures by the Croatian Employment Service.

Estimated time

60-90 min per workshop

Tools used

Paper;
Markers;
Flip charts;
Projector;
Laptop

Resources mobilized

All workshops are designed interactively, so that the content is delivered in an interesting and attractive way to young people.

Difficulties faced

There is a possibility of lower response of participants to this type of workshops, possible cooperation with secondary schools is needed. Also, previous experience has shown us that the problem with young people is caused by the fact that young people believe that any change or work on themselves does not guarantee success.

Referent - contact

Martin Makarun: martin@isum.hr

CONNECTION WITH THE UGG PROJECT

This workshop is completely related to the goal 7 - through the held workshops, emphasis is placed on starting one's own businesses with an emphasis on digital and green businesses, as the goal itself encourages.



2020-1-FR01-KA202-080248

Subject: Strengthening the competencies of young people for employment/self-employment with an emphasis on green and digital occupations.

Project: Active for work

METHODOLOGY

The workshops in the project are divided into three phases:

1. Individual psychosocial counseling-The counseling center is designed so that it is open to young people who, after making an inquiry, arrange an appointment that suits them. Counseling is conducted by psychologists and psychotherapists under the supervision of employees of the association. Young people are not limited in the number of counseling they can use and it is actually based on individual needs. Likewise, the counseling content itself is adjusted to the user with regular evaluation of progress and the above-mentioned outcomes.
2. Group activities for employment (CV, motivational letter, presentation skills).Although researches give different figures, they all agree that employers spend only a few seconds reading a resume. Although the information at first gives the impression that the resume is not important, the message is exactly the opposite - it must be so good that someone in a short time evaluates it as worth giving a chance. Therefore, a lot of effort is invested in its creation. The idea of this project is to provide young people with basic guidelines through a group workshop, while they would then be invited to perfect their own copy through individual counseling.
3. Speed dating with real employers. All the preparations that were included in phase 1 and 2 will now come to the fore and they will be able to present themselves to employers.



2020-1-FR01-KA202-080248

Subject: Design personal branding journey - Empowerment

Project: We for me project

CONTEXT

Empowerment means that all people have the ability to be aware, to express their worth, to rely on their own resources and make decisions. But for women, the stakes are even higher: it means countering the gender biases that have historically led them to underestimate their own value and goals. With WE FOR ME, a project developed by Linkbeat Benefit Organisation, a community learning and coaching path focused on the topics of Personal Branding and Life Design, to help women understand who they are and what they really want today, supporting them in planning their personal and professional life.

OBJECTIVE

With the WE FOR ME path, Linkbeat intends to promote the professional employability of women and the development of the "growth mindset", accelerating the upskilling of digital skills: innovative tools, work tools and shared digital environments will accompany the participants throughout their path, to live the community learning experience in a profound and engaging way. We also wish to accompany women in the awareness of how much everything they have done and learned up to now in the integrated life-work dimension can be capitalized efficiently for the benefit of an authentic and valuable professional expression

METHODOLOGY

Choose 5 people that know you very well and are different by gender, age and reason they know you

Send them this message:

"Hi *Name*, I am doing a Personal Branding exercise and I'm committed to exploring how I can bring out my personal and professional value. Would you like to take a few minutes to answer these questions, spontaneously? Imagine meeting a person who is important for me to know for business reasons:

1.What words would you use to describe me so that person would want to get to know me?

2. if you were to tell him/her what I am good at and what my value is, what would you absolutely not miss?"

Estimated time

1 hour

Tools used

- Mobile or email
- Notes

Resources mobilized

1 facilitator

Referent - contact

Francesca Parviero: hello@linkbeat.life

Target group

Different target: it was tested with women in situation of professional and life change, but is good also with young people in guidance.



CONNECTION WITH THE UGG PROJECT

This activitie is linked with SDG 5 is aimed to "achieve gender quality and empower all women and girls" above all. the reinforcement that people receive from others is very useful for finding reasons for change and for defining a path of development and empowerment





2020-1-FR01-KA202-080248

Subject: Free education and supervision for mental health workers

Project: On the Wings of Profession

CONTEXT

After two intense years in the area of the City of Zagreb and its wider surroundings, there was a great need for experts in the field of mental health in order to provide support and empowerment to people who requested professional psychological help. Providing psychological and advisory support is work that requires lifelong education and constant upgrading of knowledge and skills, as well as supervision of one's own work and processes. In that period, it became clear that there was a great need and opportunity for education in different areas of mental health, in order to empower experts in fields where they noticed deficiencies in their knowledge or techniques. With this project, mental health workers were provided with free training in order to make their services even better, and in addition to training, free supervision was also provided. Supervision provides counselors with a better understanding of themselves and their clients through reflection and decision-making processes on current professional issues.

Target group

Target group are persons engaged in consulting work in civil society organizations



OBJECTIVE

The main objective of this project is to provide quality education for mental health workers and also supervision of their work.

Through project activities, education and supervision will be designed and implemented as forms of training, strengthening and improving the capacity of employees and volunteers of NGO for direct work in the field of employment and social inclusion, that is, the provision of psychological and counseling services help.

CONNECTION WITH THE UGG PROJECT

This project relates to SDG4 Quality education



Estimated time

8h per workshop, 4 h supervision

Tools used

Paper, markers, flip charts, projector, laptop

Resources mobilized

Employed a certified supervisor for 8 counselors, hired experts in different fields of mental health.

Difficulties faced

We had no difficulties except high demand for educations, but no capacities to have everyone be involved.

Referent - contact

Martin Makarun: martin@isum.hr



2020-1-FR01-KA202-080248

Subject: Free education and supervision for mental health workers

Project: On the Wings of Profession

METHODOLOGY

In order to ensure the quality of the work of experts in the helping professions, one of the activities in the project is supervision. Supervision serves the purpose of understanding complex professional issues, support in the reflection and decision-making process on current professional issues, support and guidance of the change process, research of creative solutions for new challenges in working with clients, discovery and expansion of personal resources, etc. Supervision takes place once a month and is led by an expert supervisor.

In addition to supervision, 5 free training sessions were organized for experts engaged in advisory work in NGO during the duration of the project. Education topics are focused on improving the knowledge and skills of mental health experts, such as techniques, elements of body-oriented integrative psychotherapy in counseling work, ACT techniques in counseling work... By providing free education of this type, we take care of their availability because often NGOs do not have the financial means to provide its employees and volunteers to this type of education that insures professional development.



2020-1-FR01-KA202-080248

Subject: Empowering workshop for young people

Project: Support the change - get involved

CONTEXT

Looking at young people today, it can be concluded that they are not very active in interpersonal and social activities, which we recognized as the main problem. The term "active youth" implies training young people to assume and practice the role of an active citizen in various segments of social life, through various institutional and non-institutional projects and activities. Through a workshops we will increase the awareness of young people for active participation in society. today, young people are less and less involved in both social and political activities. A large part of this was due to a distrust of politics and politicians as such. We want to enable young people to acquire knowledge, skills and improve the quality of life in accordance with their own interests and abilities. The specific goal of the workshop will contribute to increasing young people's awareness of human rights and active citizenship. This type of workshop offers young people the opportunity to improve their quality of life. The involvement of young people in various activities in society opens spaces where young people will be able to freely express their opinions.

Target group

The target group is young people aged 15 to 29 from the area of the City of Zagreb. We plan to include 50 young people in this type of workshop.



OBJECTIVE

Participants will go through 3 cycles of active policy workshops that will cover various topics. The knowledge they will get when participating in this type of workshop is informal and cannot be acquired through regular education. By participating in the workshops, young people would acquire the necessary knowledge and skills to positively influence the social climate and themselves. It is also an opportunity for them to gain new acquaintances, knowledge and experience. The active involvement of young people in society would improve the quality of life of the participants.

CONNECTION WITH THE UGG PROJECT

This workshop is completely related to the goal 11 - Sustainable cities and communities. Goal The workshops empower young people to be equal members of society who want to make a change for a better tomorrow.

Estimated time

1,5h per workshop

Tools used

Paper, markers, flip charts, projector, laptop

Resources mobilized

For this type of workshop, we hired a representative of the Youth Council of the City of Zagreb, who gave the young people an overview of her work. Also, we used the space of the City hall was used for a better atmosphere.

Difficulties faced

There is a possibility of lower response of participants to this type of workshops, possible cooperation with secondary schools is needed. Also, previous experience has shown us that the problem with young people is caused by the fact that young people believe that any change or work on themselves does not guarantee success.

Referent - contact

Martin Makarun: martin@isum.hr



2020-1-FR01-KA202-080248

Subject: Empowering workshop for young people

Project: Support the change - get involved

METHODOLOGY

The workshops are actually divided into three cycles throughout the project.

- 1.The first cycle of workshops is focused on an introduction to political topics, electoral authority, government, parties and the electoral system itself. In the initial part, the desire is to explain to young people how government works and how it is divided. After the initial familiarization with the terms, the second part of the workshop will focus on strengthening the competences of the young participants
- 2.Second cycle of workshops is focused on presentation and speaking skills - it will be based on the acquisition of knowledge and skills how to present during a public performance, how to be confident in speaking
- 3.Political engagement workshops/simulation of the work of representative bodies - we will provide the project participants with a practical part of the engagement, where they will be able to use all the acquired knowledge to simulate real situations.



2020-1-FR01-KA202-080248

Subject: Appraising transversal skills in green jobs for employability of youth and workers in restructuring processes

Project: Across - green your Skills

CONTEXT

The ACROSS project has been developed as a contribution to such a mutable context by focusing on the importance of transversal or portable skills.

Our economies face structural changes due to many factors, one of them is the sustainability of productive processes vis à vis scarce resources and environmental protection, triggered by climate change and globalization.

The emersion of new jobs – and complex skills associated with them – force stakeholders to use innovative approaches apt to enhancing and developing human capital and social development in our territories, along the whole value chain of initial and continuing training and education

OBJECTIVE

This tool consists in supporting the development of specific competences for the transition to green jobs/entrepreneurial ideas. On the other side, it is also a training tool embedded in ECVET standard to be used in LLL and/or initial training strategies as a guidance tool, that trainers can use to help beneficiaries develop a plan with personal/professional objectives, to accompany job placement, professional development or career change.

METHODOLOGY

Designed to assess your soft skills through a self-assessment exercise.

You will reflect on 5 different "competence areas": Communicating effectively, following ethical and sustainable work practices, dealing with challenges, demonstrating commitment, using your mind.

For each area of competence, there will be some factor that characterizes it and its definition.

1st step: think and write down your considerations for each factor, describing an example of a situation you remember in which you performed/did not perform that behavior. If you have the opportunity to discuss the statements with someone in the same situation, you should.

Step 2: Rate yourself from 0 to 5 (highest) by asking yourself "How well do I believe I have this factor?"

At the end of the assessment, you can merge your diagrams and analyze the result

Estimated time

2 Hours

Tools used

Questionnaire on Paper/Online

Resources mobilized

- 1 Animator
- 1 Room
- Internet connection/ or Questionnaires or Paper/Pens

Difficulties faced

People resist to self assessment/evaluation

Referent - contact

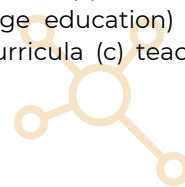
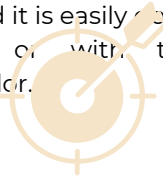
Tandem plus: tandemplus.coordinator@gmail.com
[Across project](#)

Target group

People who want to reflect on their transversal skills and it is easily done without support, or with the support of a counselor.

CONNECTION WITH THE UGG PROJECT

SDG 12.8.1 Extent to which (i) global citizenship education and (ii) education for sustainable development (including climate change education) are mainstreamed in (a) national education policies (b) curricula (c) teacher education and (d) student assessment-





2020-1-FR01-KA202-080248



**FACILITATING
ACTIVITIES**



2020-1-FR01-KA202-080248

Subject: Brainstorming exercise "In one word"

Project: United for Global Goals

CONTEXT

During trainings-especially if the participants do not know each other or each other-it can be useful, if not essential, to contextualize the topic that will be covered, not assuming:

That everyone has the same knowledge about a particular area and/or context

That everyone applies the training topic to only one context and that this is common to all

That everyone is immediately comfortable expressing their knowledge.

Brainstorming then in the training context-whether formal or nonformal-can serve to create an initial synergy and collaboration among the various participants, thus forming the foundation for everything that will happen in the next steps.

OBJECTIVE

The goal of this activity is to seek a common ground on which all the activities of the training can rest. Obviously this ground will be heterogeneous, so to achieve the main objective we will go through the different backgrounds, focuses and interests of all the participants who in this activity will have a chance to give their first opinion about the training. In conclusion, therefore, to be common will be more the value given to each opinion, in when in this brainstorming through dialogue any kind of hierarchy of needs will be avoided.

In addition, the use of the written sheets may be useful to:

Having an outline of what was said;

Make a discursive pre- and post-training evaluation by re-presenting, during the last day, the sheet with all the things written during the first day.

Estimated time

1 hour minimum, depending also on the number of participants

Tools used

- a sheet of wrapping paper (100x140)
- colored sheets of paper
- black markers or pens

Resources mobilized

- 1 facilitator minimum

Difficulties faced

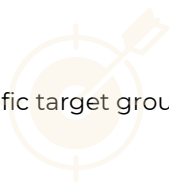
Coming to the end of the circle, one may feel that the activity is over, but it was found useful to point out differences and assonances within the group so that conversation could be stimulated

Referent - contact

Aurora Ferri: tandemplus.trainee@gmail.com

Target group

There is no specific target group



CONNECTION WITH THE UGG PROJECT

This activity was proposed during the training on "Quality education," but it can be adaptable to any SDG or even other topics.

It lends itself to the theme of the SDGs in that each of the SDGs can be declined on several fronts, which is also confirmed by the division of the various indicators in the various SDG sections at <https://sdgs.un.org/goals/goal4>.



2020-1-FR01-KA202-080248

Subject: Brainstorming exercise "In one word"

Project: United for Global Goals

BEFORE THE ACTIVITY!

Prepare the sheet of wrapping paper with the words "What is quality education for you in just one word?"

STARTING THE ACTIVITY

Everyone stand in a circle (facilitator + participants)

Everyone is openly asked what quality education is. It might be helpful to give some examples belonging to different contexts, e.g., "You can talk about quality education in so many contexts, right? For example, in elementary schools, in universities, but also in community centers. Now, I guess you have different thoughts and backgrounds and I would like to know what quality education is for you."

Give time to respond to those who spontaneously want to do so.

Take the poster board and start the actual activity, e.g., "We have told each other many things about the topic, however, now let's try to find just one word, the one that is most important to us, that can represent quality education."

Hand out coloring sheets and markers/pens to everyone.

Give time for all participants to find the appropriate word (about 15 minutes).

Have the restitution begin in which everyone says his or her word, lays out the rationale and give room for possible discussion with others by also asking what they think and hand-attaching each note to the poster board. Meanwhile, the facilitator should note similarities and differences between the different opinions.

Initiate a final guided discussion in which first the facilitator will give input regarding assonances and differences found and then give free rein to the participants to talk about the topic as long as they feel it is useful.



2020-1-FR01-KA202-080248

CONTEXT

Project-based pedagogy is a learning process that puts a group of people in a position to:

- Express needs,
- Analyse collectively the needs expressed;
- Look for possible solutions
- Identify a project, plan it, carry it out and evaluate it.

This requires organisation, involvement and participation of the group members at all stages.

The project may arise from

- The expression of a need, a wish, by one or more learners (sport and health project, trip to Paris, etc.)
- An opportunity (participation in the Christmas market)
- An event of external origin
- A project in which the institution or partner is involved

Several types of projects are carried out by the groups:

- Socio-economic projects: participating in the Christmas market, etc.
- Socio-cultural projects: International women's rights day, sport and health, cooking workshops,...
- Artistic/media projects: booklets, films, videos, plays, etc.
- Discovery projects (trips to Belgian cities and neighbouring countries)
- Solidarity projects (purchase and collection of materials and visits to women in refugee centres, etc.)

OBJECTIVE

At the individual level :

- To develop self-confidence
- To develop autonomy
- Acquire new and multiple skills
- To develop group work skills
- Opening up to the world

At the group level:

- The project-based teaching method enables the development of the following within the group
- Solidarity
- Mutual aid
- The culture of debate
- Democratic decision-making
- Mutual respect
- Acceptance of the other's point of view
- Reflection, collective construction of ideas and actions
- Collaboration
- And so on.

Target group

The project-based pedagogy can be addressed to any audience. In this case, it was used with the CIEP's learners. That is, adults learning French as a foreign language (FLE)

METHODOLOGY

- Emergence of the idea and the negotiations for the choice of the project: the participants have all the freedom to propose projects that involve them, or at least, they choose among the proposals that the trainer can give them. The choices must be democratic, not imposed by the strongest

- The analysis of the chosen project and its planning: the group analyses the modalities of the project (economic, time, framework constraints etc.), classifies and schedules the stages of the work, the work plan is schematised.

- The realization: the group carries out the necessary activities and the indispensable learning, taking care to keep the coherence and to adjust if necessary.

- The evaluation: to appreciate the work and its result, we check if the project is achieved, the objectives are reached and if the group's way of functioning was satisfactory.

Estimated time at least 4 times of 3 hours

Tools used

No particular material. It depends on the project that emerges.

Resources mobilized

At least one trainer and a group of 4 to 20 people

Difficulties faced

Pitfalls to avoid:

Making the project an end in itself = Productivist drift
Excessive planning = technical drift
being totally non-directive = spontaneity drift

Referent - contact

Eva Dumoulin: e.dumoulin@ciep-hainautcentre.be

CONNECTION WITH THE UGG PROJECT

Project-based teaching can be used for various themes. It starts from the interest/needs of the group to make a common project built by the group. The methodology can therefore be applied to the theme of the SDGs and can lead to the emergence of projects that make the environment in which we live more resilient and inclusive (energy, consumption, water, etc.).





2020-1-FR01-KA202-080248

World café

RAINBOW FAMILY CENTER

CONTEXT

The workshop served to nurture the zero six charter, a document that aims to accompany families to discover their own resources, to understand them more clearly so that they can put them in network available to all other families. It was created in January 2022 and published on internet in October 2022.

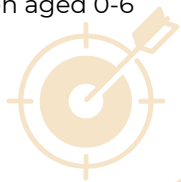
The primary need was directing and accompanying families to the system of existent services in daily parenting support.

It is now consultable at family centers and online on the website of the Piedmont region.

The World Café Workshop served to identify and understand the needs of families.

Target group

Parents with children aged 0-6



OBJECTIVE

The objective of the world café workshop is to detect common and uncommon needs within the families in order to have the material to be included in the zero six charter, which aims at the promotion and integration of services for the families.

The world café is a methodology that aims to discuss a topic by dividing the group into several tables.

Each table answers a different question and the discussion is divided into several 20-30 minute rounds.

The methodology is based on the assumption that group discussions are actually the most fruitful, bringing together more people and thus more opinions, reasoning, needs and possible proposals for solutions.

The sharing made it possible to identify good practices already existing, needs and proposal for the future and the work team could send to the regional administration the most cited answers for each question.

METHODOLOGY

Each working table must consist of at least four to five people. As there are 3 questions to be asked, the minimum number of participants must be 12: in this case you will have 3 tables (one for each question) with 4 participants. If the number of participants increases, you can easily add a table by repeating the questions.

Remember that the discussion around a World Café table must last at least 20 minutes, after which you can have the participants change tables until everyone is seated around all tables.

Once the round is over, the table facilitators will present what emerged from the discussion, showing the 'tablecloths' of the tables.

Estimated time

3 hours

Tools used

- 3 white paper tablecloths;
- colored markers;
- colored pencils;
- pens;
- glue;
- cardboards;
- written question (3 copies for each group)

Resources mobilized

5 operators (3 facilitating educators and 2 supervising social workers).

The questionnaire was designed during the training course promoted by the Piedmont Region, which preceded and enabled the implementation of the world café

Difficulties faced

Maintaining contacts with all stakeholders: with regard to the world café there was high participation, while maintaining contacts was much more difficult (except with referents).

To solve this problem in recent months we tried to involve families directly by creating educational and informational events to raise awareness about issues concerning the 0-6 range with good participation.

Referent - contact

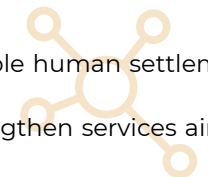
Maria Virginia Benzo - mavibenzo@cssovadese.it

CONNECTION WITH THE UGG PROJECT

GOAL 11 "Sustainable cities and communities"

This workshop supports a resilient, participatory, integrated and sustainable human settlement planning.

Understanding what are the families' needs can help to create and strengthen services aimed at them, thus improving the quality of their lives.





2020-1-FR01-KA202-080248



**STRENGTHENING THE
COMMUNITY**



2020-1-FR01-KA202-080248

Subject: Active ageing – intergeneration cooperation and support

Project: We are here – Active in the community

CONTEXT

When we talk about intergenerational cooperation, we can say that the emphasis is on connecting different generations, encouraging cooperation and developing awareness of how pensioners are important members of our society. The World Health Organization has defined active aging as a process of optimally achieving health, inclusion in society and safety in order to increase the quality of life during aging. There is also the coexistence between generations, and it is crucial to keep in mind the coexistence between the young and the elderly.

We live in a modern age, with new views on life, but in us there are old needs for love and understanding. As sentient beings we can influence our actions and care for each other, whether we are young, old or somewhere in between. Some cultures in the world today honor the elders of their communities as an example of magnificence and respect for their experience and wisdom. Some consider them primitive, simple peoples. I believe that we need to stop in this fast pace of life and show young people the right path with an example of respect for people of all generations. The time is not far when these young people will also need the attention, love and acceptance of younger generations to come.

In our projects with elderly people emphasis is on sharing of life wisdom, experiences, learning, but also mutual help between generations. It is absolutely important to work on tolerance and mutual understanding, to build a positive attitude among young people towards aging and older people in society. Intergenerational cooperation contributes to increasing the quality of life for everyone involved, promotes a sense of acceptance, security, reduces loneliness and strengthens mental and physical health. The activities represented our projects increase the involvement of retirees in group activities, socializing with younger generations, and thus strengthen connections with the local community. Intergenerational bonding and solidarity are also important for the individual's personal well-being.

Life for the elderly, and especially life in retirement in Croatia, can be difficult. The main reason is low pensions, which is why pensioners in Croatia cannot afford the same pleasures as retired people in other European countries. According to the statistical information of the Croatian Institute for Pension Insurance from January 2023, there are 1,226,775 people in the Republic of Croatia who are pension beneficiaries. The average pension amounts to 351.17 euros, which is significantly less than the average European pension, which is about 1200 euros. Retired people in Croatia belong to a rather risky group because their pensions are small and therefore often cannot afford many activities that are chargeable. By implementing activities in our organization, we strive to raise the level of activation of pensioners in Croatia and thus include them in the community through free activities.

OBJECTIVE

A greater connection and transfer of knowledge and experience between different generations will be enabled, the capacities of all involved stakeholders and volunteers will be increased through the project. Achieving greater involvement of the elderly in the community.

Target group

Elderly people (mostly retired people)

Young people in workshops including intergeneration cooperation



Estimated time 1,5h per workshop

Tools used

Paper, markers, flip charts, projector, laptop

Resources mobilized

Volunteers of different age groups who will lead the workshops, and have special knowledge and skills corresponding to the type of workshop being conducted

Difficulties faced

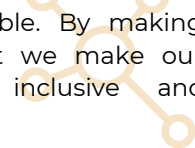
Involvement of elderly people, dissemination of available free workshops since elderly people don't use new technologies where we mostly publish

Referent - contact

Martin Makarun: martin@isum.hr

CONNECTION WITH THE UGG PROJECT

This project relates to SDG11 Sustainable cities and communities – make cities and human settlements inclusive, resilient, and sustainable. By making target groups resilient we make our communities more inclusive and sustainable.





Subject: Active ageing – intergeneration cooperation and support

Project: We are here – Active in the community

2020-1-FR01-KA202-080248

METHODOLOGY

WORKSHOPS

Project covers various subjects of interest for elderly people. Some of activities include intergenerational cooperation where elderly people and young people work together. Subjects covered in workshops are:

A1.01 Strengthening of cognitive skills through activities based on the principles of neuro-psychological rehabilitation: workshop activities intended to preserve short-term and long-term memory, eg training of metacognitive abilities, mnemonics and shared cognition. A1.02. Strengthening social and emotional skills through the organization of peer support groups for retirees in which elderly people, under the moderation of the group leader, will bring the cognitive, emotional and physical consequences and challenges of growing up and aging closer to young people, using the technique of autobiography; giving them valuable life advice, at the same time socializing and working through their life experiences and difficulties. A1.03. The development of creative skills that takes place through a program of daily activities, where pensioners will have access to stimulating materials through which they will be able to engage in methods of creative expression (primarily in the field of visual arts), at the same time practicing fine motor skills. A1.04. Activities to encourage regular physical and mental activity by establishing cooperation with dance and sports clubs, majorettes, hiring physiotherapists. For people with disabilities, walks and/or appropriate exercises with volunteers would be organized around the city or in nature. A1.05 Lifelong learning and acquisition of new knowledge and skills will take place through lectures on the topic of psychological, biological and social aspects of aging. Needs will be examined, and educational workshops will be organized for retirees on the possibilities of using technology, strengthening digital competences, as help in performing daily tasks (shared cognition, reminders, e-services, e-citizens, mobile banking, use of e-mail, skype- and with the purpose of contacting grandchildren, etc.). There will also be learning of foreign languages, new cultures, lectures on health in general, workshops on rights and services for pensioners, lectures on palliative care. A1.05.01 "What did our ancestors hunt" - a series of theoretical and practical workshops on fishing will be held. Fishing, as a hobby, is very common among the older generations, and the users of the project will hold a series of workshops for all those interested, which will work on strengthening knowledge about fishing. A1.05.02 Medicinal herbs: the transfer of knowledge about medicinal herbs and workshops will be held in the organization of pensioners through mentoring, and for the public. A1.06 Cultural-artistic activities - based on activities and collected autobiographical data among peer groups: a performance will be organized on the theme of growing up and aging.

INFO CENTER FOR ELDERLY PEOPLE

An "Info center" was developed as a social innovation in this project. The work in the info center cover all topics of interest to pensioners and include a spectrum of various activities such as information, advice, support, teaching, mentoring, networking and referrals to specialized services with the aim of including and empowering pensioners. The Info Center is a place where pensioners have access to all the information on topics that are important to them, and they are able to get answers to their queries within 72 hours. Information is provided by our volunteer that work with retired people.