

“Everything you always wanted to know about Inclusion – and how to...”

# Involve young people who face unemployment!

**Inclusion**  
**Colleague Support Group**  
Istanbul, Turkey  
18-20 February 2009  
[www.SALTO-YOUTH.net/...InclusionColleagueSupportGroups/](http://www.SALTO-YOUTH.net/...InclusionColleagueSupportGroups/)



A collection of **great ideas** from NA Inclusion Officers about:

- ☆ How to understand the links between unemployment and social exclusion? Why dealing with the topic of **unemployment** as an NA, in YIA?
- ☆ What is the **added value of YiA** for this target group?
- ☆ What are the possible **challenges and obstacles** for your NA when working on unemployment and YIA?

Started in 2008 and been welcomed as a good practice to support the inclusion work of NA-s, SALTO RC Inclusion continues with Inclusion Colleague Support Groups also in 2009. The first one focused on **inclusion of young people who face unemployment** – the topic being very relevant in current economic situation but also following the political developments of European youth field.

- ☞ We start with a brief look into the background of this Colleague Support Group and a group of NA colleagues who were there, see pages 4-5.
- ☞ On pages 6-10, you will find an overview of unemployment among youth in different countries, as presented by NA colleagues.
- ☞ Pages 11-18 we explore the concepts of unemployment, social exclusion and its links to YIA.
- ☞ After this we will look into possible arguments how to motivate different stakeholders on this specific issue, pages 19-22.
- ☞ And will let the “steam out” by discussing possible challenges and solutions towards difficulties for NAs to work on unemployment within YIA, 23-25.
- ☞ Page 26 and following, you can read about the example from Estonian NA in the field of inclusion of young jobseekers.
- ☞ After that get inspired by Action Plans of colleagues as described in the end of the Colleague Support Group

And we round off with a ‘**KATCh’y evaluation** of the Inclusion Colleague Support Groups (page 31) and a short description of the **concept and format** of the Inclusion Colleague Support Groups (page 35).

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*(meaning – who can you contact for more information?)*

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*Note: All photos used in this report are either from the Colleague Support Group in Turkey, Feb 2009 or used during its programme parts (taken from Google Images).*

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## Background of the Inclusion Colleague Support Group on unemployment

In 2009 one of the priorities of SALTO Inclusion Resource Centre is on young people who face unemployment. The decision to focus on this topic has references to political priorities on European youth field as put forward by European Youth Pact and later developments (such as structured dialogue etc) but also, it is obviously very relevant in the current economic situation.

In order to stimulate exploration of unemployment among young people from the perspective of inclusion, three key events will take place under co-ordination of SALTO Inclusion RC in 2009:

- an Inclusion Colleague Support Group for National Agencies (18-20 February in Turkey);
- an international training course “Unemployment – I do not have the job but I am working on it!” (7-13 June in Portugal in co-operation with Portuguese NA);
- in the end of year an educational publication will be published, based on the know-how of these above-mentioned events.

While preparing and further developing the concepts of these initiatives, SALTO Inclusion has been searching for other initiatives as well as support materials from the field to learn and get inspiration from.

European Youth Pact; Communication from the Commission on Promoting young people’s full participation in education, employment and society; European Youth Forum policy papers on youth employment and early education leaving as well as some other materials are all available <http://www.salto-youth.net/tcunemployment/> .

### **UNEMPLOYMENT**

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**I DON'T HAVE A JOB  
BUT I'M WORKING  
ON IT**

*Loesje*

The slogan for the SALTO TC is in co-operation with Loesje International.

**We are very grateful to all partners who have made their resources available to us!**

As you will notice in this document, a thematic “red line” through the Colleague Support Group a metaphor of jobs was used, so in different programme parts the participants took the role of bakers (to bake the cake of their national reality), a coach (to discuss the challenges in pairs of colleagues), a salesman to find arguments how to approach different stakeholders etc. Some fun added to serious discussions! ☺

## Participants and expectations

- ☆ **Oya (TR)** – Working since 5 years: Euromed, TCP officer, 5.1 officer. To take a look at the YiA from a different point of view, esp in inclusion field since so far the most beneficiaries are university students. They are disadvantaged when their family is poor or come from rural areas. To share and learn with colleagues on how to work with unemployed youth using YiA as a tool. To investigate to do something together?
- ☆ **Alenka (SI)** – Working in NA since February 2008, on EVS and linked activities, inclusion officer. Before she used to work in NGOs. She has recognised that the youth sector needs more support in inclusion (specific inclusion organisations/institutions to find their way to YiA), also is eager to support further developments of inclusion & EVS.
- ☆ **Ellen (SE)** – Since October 2007. Inclusion officer, EVS, action 4.3, training and networking of Youth in the world. To learn from other NAs on what is their understanding and opinion about this target group and how to deal with this target group: unemployment is part of inclusion backgrounds, but in YIA there are rarely projects targeting this target group specifically. ESF projects on youth and unemployment. Cooperation with Swedish Youth Board on this topic.
- ☆ **Laszlo (HU)** – TCP officer, inclusion, cultural diversity. Since more than one year. Main reason to participate: how to involve also different structures for inclusion of unemployed youth as in HU the plan is to reach unemployment offices. These young people are in a fragile situation and why should they take part in YiA. What is the value of NFL to this target group? Expectations: to share experiences, develop future plans. Our target group was recently Roma youth. The plan is to continue this, and this is also connected to the unemployment issue.
- ☆ **Lucia (SK)** – About 3 years: inclusion, action 1.2, consulting projects. 1,5 years ago they started with training for Roma youth and since then Roma communities have been priority in inclusion. Next priority? They have analysed past projects about who is included and who isn't: conclusion is that unemployed youth isn't. Roma work is more specific then the work with this target group. We did not start yet, but did some research about the SK situation. Great opportunity to concentrate on one topic, exchange experience.
- ☆ **Petar (BG)** – Since March 2008. responsible for action 2. Expectations: exchange of experience about this target group and how to support young people in EVS in order to increase our activities and how to advice them to manage their project.
- ☆ **Lilia (BG)** – TCP officer, experienced also in almost all other actions. No specific inclusion officer, but she deals with this issue. Expectations: to contribute and to develop our future work concerning concrete actions towards this target group. How to contribute more to the society with our work?
- ☆ **Branca (PT)** – Since November 2007, Action 4.3, centralised actions, TCP officer. Inclusion responsible is another colleague. Youth unemployment is very important issue in PT. Hosting TC Unemployment in cooperation with SALTO Inclusion in June 2009.

## Snapshots of reality: national situations of unemployment among youth

*Since 2008 the economic situation has shown rather worrying trends globally and in Europe, which has also brought along continuous increase in unemployment among youth population. While the situation is changing rather rapidly and it is not so easy to gather some statistical overview on pan-European level, during the Inclusion Colleague Support Group some time was taken to explore the situations in participating countries. What are the main characteristics when we look at the unemployment among youth in these countries?*

**Start from exploring the issue and mapping the situation!**

*The colleagues took the role of „bakers” in order to „bake the cake” of national situation of youth unemployment.*

*Following is the summary of main aspects mentioned in presentations of “bakers”:*



### **Branca from Portugal**

In 2009 Portugal has launched a national strategy for inclusion of young unemployed people through YIA. 7 forums are being currently organised by the NA in different regions of the country as part of the national inclusion strategy. The focus of the strategy is on how to use the programme to develop their skills of young unemployed people, seeing that the participation in YIA is not an aim in itself but the start for their better integration.

In the strategy, the target group has been defined as follows: these are young people in their age of 18-30 years; young people who cannot enter the university because of not sufficient results in previous level of education; they are looking for their first job; young people with fewer opportunities.

In the implementation of the national strategy, there are 3 organisations as partners for the NA: ISCTE, PROACT, Minister of Labour.

### **Ellen from Sweden**

Though youth unemployment is higher than the unemployment among adults in many countries in Europe, in Sweden the general unemployment is approx 5-6% but youth unemployment is around 20%! Why? There are several reasons for this like very high minimum wages in the country, restrictive collective agreements are common which regulate the hiring of people, rather small tourism sector which does not provide enter jobs for young people, requirements for educational background are very demanding etc.

Also, there are large immigrant communities, for whom the integration to labour market is extremely problematic. Very often their language skills are poor and there are lot of prejudices among employers (studies show that chances to be invited to a job interview when you have a

name referring to immigrant background are much lower than if you would have a typical Swedish name).

At the same time, not a lot has been done about – discussions have been going on about changing education system; some changes in government regulations (for example the social costs for employer are lowered when they employ young people).

When trying to characterise the group of young people who mostly tend to face unemployment, we see that immigrants are overrepresented, often they have not finished secondary school as well as boys drop out of school early more frequently than girls. Still, that does not mean that the general profile is a young male immigrant!

In Sweden the population of elderly people is very high, compared to many other European countries. Some time ago in Sweden we used to say that we have the most educated cleaning staff because esp. many immigrant who had education from law, medicine etc were working in these positions. Today Sweden is lacking staff like doctors who are seeked for from Poland and other countries.



### **Lucia from Slovakia**

When researching about the situation in country, quite some tragic trends became evident: among OECD countries one of the highest youth unemployment rates is in Slovakia. The unemployment is the highest among 25-29 years old young people and in Eastern part of Slovakia.

The long-term unemployment is 15-17% among young people.

When looking at the profile, we see that among the group of young unemployed people, there is a rather low education level, often the background of being from remote areas, people with disabilities, people from Roma communities (where it is also the question of culture).

Also in Slovakia one of the challenges is that in technical secondary schools (vocational training) the general level of education provided is not so high in quality and young people who finish these schools do not have the required skills to enter the labour market.

### **Lilia and Peter from Bulgaria**

Currently the youth unemployment is approx 7% and the ambition of the government with the national annual plan is to decrease it below 7%. So the focus is on increasing population of youth who are employed.

When looking at the possible profile, it is difficult to say about certain age group because the situation varies, related to education background, among people with migration background etc. Still, the following tendencies play a role in youth unemployment: youth without or low level of education; youth without professional skills; young people with fewer opportunities (with health problems, from rural and remote geographical regions etc); young people with high level of

professional skills, specialised in some very specific field; young people with higher level of education without any work experience.

The annual national plan brings out the positive macro-economic situation in 2008. For young people it has been rather high employment in past two years, which can be related to belonging to EU. The annual national plan also defines the policies, possibilities and programmes available, also institutions and their responsibilities related to supporting youth employment. For example students have the possibility to work part time to get the work experience, it is now the focus of the government because of the trend of high educated young people not finding job later if they have no previous work experience.

There are also several questions which relate to the topic, for example how to keep young people in Bulgaria? Especially for very educated young people (who also have studied abroad), speaking many languages...they do not find job opportunities in Bulgaria attractive enough compared to opportunities abroad.

### **László from Hungary**

Life is not a cake with cream! It is an old Hungarian saying which reflects well the situation of young unemployed people! Life is sometimes difficult indeed!

In Hungary the youth unemployment is about 7-8% and is increasing now. When trying to characterise, first of all, there are big regional differences and as general trend in eastern part the unemployment is higher than in western part.

Two trends we see among young people who face unemployment: it is youth with low level of education (early school-leavers) as well as very educated young people. This is partly also because there is a big gap between the education system and needs of the labour market. So young people finish their education and the labour market does not need the skills and knowledge they have been prepared to. It is often also the lack of practical knowledge as well as practical experience. So one of the questions to reflect is if and how could non-formal learning fill out these gaps?

Some more tendencies: the foreign language knowledge is rather poor among young people which often is additional factor to influence on youth unemployment. Also, many young people who are unemployed come from a disadvantaged social background.

Also, in Hungary the „black“ (illegal) labour market is active, not good for the state neither for the young people as individuals as well - so we should not forget about them and not only concentrate on young people out of job but also on those engaged unofficially/illegally in employment.





## Oya from Turkey

As first of all, some statistics to illustrate the situation:

- Total youth unemployment ratio is higher than the adult unemployment ratio (like in many countries). Total unemployment rate is around 11%, total youth unemployment rate is around 20%
- The youth unemployment ratio is in the age group of 20-24 years old.
- In the age group of 20-24 years old, according to their educational background, there are following distributions: Illiterate: 1%, Under high school graduated: 40.9%, High school graduated: 39.5%, University graduated: 18.5%. So that is evident that the unemployment is not necessarily connected to low educational background.
- The highest unemployment exist among young women who work outside of the agriculture sector.

All those tendencies indicate that youth unemployment is an important issue faced by Turkey.

## General observations

After these presentations from participating countries a general discussion took place. First of all, some **general common observations** about the target group in different countries:

- youth unemployment is often higher than general unemployment.  
Denmark is the only country by statistics in Europe where the youth unemployment is lower than unemployment among adults! Would be interested to get to know why?
- youth from migrant backgrounds is well represented among unemployed;
- Education extremes, meaning that both young people with low education as well as those with higher education (but often those who have no job experience or are educated in a very specific field) face unemployment;
- Regional differences; especially youth from remote and rural areas;
- more male than female;
- youth who do not know foreign languages
- youth without previous work experience

The question raised also about young parents as in many countries it is also an evident risk group (because not sufficient support system for child care, staying home with kids does not support of staying „updated“ with the needs in labour market etc).

In any case, what we see now in past months, is the changes due to rapidly changing economic situation. F.ex in Portugal many young people are leaving to US, so the government needs to respond to these trends as well.

In many times it was brought up that young people do not have the skills needed in labour market... if and how could YIA and non-formal learning more widely contribute in this part? Which competences could be developed with the help of YIA as a tool?

At the end of this discussion, the participants also expressed the need to go deeper into discussing the relations between the inclusion field and the young unemployed people as target group in YIA. If and how being unemployed influences so that a young unemployed person should be considered as one with fewer opportunities, as inclusion target group? What exactly is possible with the help of YIA considering the needs of this target group, for example is it that we work more preventively? etc. These discussions are going to be continued in next programme sessions...



## Concept of unemployment and its links to social exclusion

After having taken a look at the situation in different countries, it was the time to explore a bit more about our understandings about origin of the theme – unemployment among young people.

Following different jobs and working as such as thematic “red line” of this Inclusion Colleague Support Group, the thematic intervention focused on ...strike ☺



So it was introduced to the group that for this part of the programme we do not take any job as a role but we are on strike. And at least in Belgium, what people do during the strike days is that they go to cafe and spend time discussing matters of interest. And that was exactly what happened in the programme session, inspired by the approaches of World Café method.

World Café can be described as a simple methodology of hosting conversations about subjects that matter, please see <http://www.theworldcafe.com>



### ***Some principles to keep in mind when setting up a World Café***

In our collective discovery of unemployment and its links to social exclusion and possible contribution of YIA programme, following questions were set for discussions at café tables:

1. **What are your personal links to unemployment?** If and why would you care?...Share your experiences, stories, feelings...
2. **Where do you see the links between unemployment and social exclusion?** If and how the unemployment causes social exclusion? Are all unemployed young people socially excluded, with fewer opportunities? How does that all impact on what should be the focus of inclusion of unemployed youth?

3. **Where do you see the links between unemployment and YIA programme?** Is unemployment an evident topic for YIA? Can YIA really do something for the unemployment of youth or are there other programmes/measures more appropriate for that?  
 Do we work for abilities to work or opportunities to work?  
 Prevention or dealing with consequences?...



Following is the summary of the discussions with some theoretical interventions by SALTO Inclusion:

Extract from „Social inclusion for young people – breaking down the barriers“ – A Council of Europe Publication 2007 –“Executive Summary” page 199

By Helen Colley, Bryony Hoskins, Teodora Barveva and Philipp Boetzelen

“(…)

- Economic poverty is a prime cause of social exclusion, although it invariably combines with other social and cultural factors.
- While a lack of job opportunities causes social exclusion for young people, so too do jobs with poor conditions and low wages, low-quality training opportunities, and stereotyping and discrimination on the basis of race, gender, class and disability. (…)”

### Personal links to unemployment - short summary

- People with more problems are more creative in ways to earn money.
- What is the focus of our work: to focus on those young people who have more problems and sit at home and wait? Or the more active ones? Probably the first ones will not use YiA.
- A discussion on whether or not to cooperate with institutions.
- Some discussed the fragile situation of unemployed young people, but also the influence of this situation on the future generation.
- How to motivate employers to employ these young people?



### Links between unemployment and social exclusion

- When a young person is economically not strong, h/she is not able to move away from his/her parents and start his/her own independent life. But be careful: this also differs from country to country. E.g. in Italy it is quite common to live with your parents until you are thirty-something. This is due to the real estate-market: buying a house costs so much that it is just impossible to live on your own.
- Unemployment has an impact on the persons' self esteem, on his/her social network. It has a social, economic and personal impact. Unemployment does cause exclusion.
- Everybody agrees that not all unemployed people are young people with fewer opportunities. Sometimes a young person has a university degree, but still isn't able to find a (proper) job. H/she is not considered being a YPFO.

**Extract from „Social inclusion for young people – breaking down the barriers“ – A Council of Europe Publication 2007 – page 25**

**By Howard Williamson**

„First, social exclusion is more than just income poverty: beyond economic marginality, there are political and cultural dimensions.

Second, social exclusion is manifested through a combination of linked problems: it is the accumulation of interrelated difficulties that typifies the condition and experience.

Third, social exclusion is not characterised by random distribution across individuals or households but concentrated spatially – a product of increased social polarisation between neighbourhoods. Fourth, social exclusion is a consequence of a political economy by which some groups secure privilege and power at the expense of others.

Fifth, social exclusion is a dynamic process that takes place over time.

And sixth, social exclusion carries the risk of producing inter-generational effects, as cumulative disadvantage is passed on from one generation to the next.“



- The description of YPFO in the Inclusion Strategy of the EC is wide/open enough to decide for each NA who to consider as belonging to this group of YPFO, taking into consideration the national context.
- In SK Roma young people are a priority anyway, and are considered as YPFO. However, this doesn't mean that other groups will be excluded from YiA! Working on a priority means that the NA will focus with specific activities on this target group, without excluding other specific target groups.
- Sometimes education and the degree has more impact on their unemployment situation than their economical situation.
- Every NA has its own decision and view on YPFO and whether or not unemployment is a key issue or not.
  - Sometimes it happens that there are different opinions within the same NA to define who is YPFO and who isn't. This means that 'being a YPFO' depends on whose desk the application will end, unfortunately...
  - An idea is to send standard questions to applicants with questions as: what is their background and how has this affected the life of this young person to cope with life, how does the organisation plans to support this young person. The aim of these questions is there is less discussion in the NA about whether or not this person „is disadvantaged or not.
  - We need to have a multilayered way of taking a look at their situation.

*Young people with fewer opportunities face a constellation of disadvantages and obstacles. Unemployment is just one element of their situation, meaning that having a job will not solve their situation of exclusion. In contrary, their vulnerable situation will continue and many times they end up in fragile jobs, meaning these jobs are the first ones to be cancelled in difficult economical situation, also the job itself is not that appealing and of low quality and often temporarily – those job these young people end in to, need low qualified people, which means that recognition of NFL will add nothing to their situation on the labour market nor or content of the job itself.*

**Extract from „Social inclusion for young people – breaking down the barriers“ – A Council of Europe Publication 2007 – page 24**

**By Howard Williamson**

„It may be that we have become too comfortable, perhaps comforted, by the somewhat vague and generic concept of “social exclusion”. Poverty may remain a more apt term, for there is little doubt, within youth transition theory, that the broadening of opportunity for the majority of young people has been matched with corresponding risks, to which a significant minority of young people have been particularly vulnerable. This has been manifested in growing levels of early drop-outs from learning, non-participation in vocational preparation and subsequently marginalisation from the labour market or engagement only with low-level, always low-paid, and often casual and short-term employment. “

### Links between unemployment and YiA programme

- Is unemployment an evident topic for YiA?
- There are clear links between YiA and unemployed young people:
  - It is the best tool to help young people to find a job
  - The programme creates more opportunities, additional support and skills, to be included into a network, ...
  - The best possibility for unemployed young people in YiA programme is EVS: to gain easily new skills and foreign language skills in SK, which might create more opportunities on the labour market
  - Another interesting opportunity within YiA are Group initiatives: this format creates opportunities for learning skills and competences, in order to improve their life skills, cooperation with local organizations and local authority... There is no need for international experience in order to learn!
  - Use the opportunity to promote Action 5.5. projects. These are youth seminars to increase what YiA could mean for YPFO and unemployed youth.
  - Also Action 1.3. (Democracy projects) might be interesting to promote as a way to integrate unemployed youth in society.
- Involve local authorities in taking up the role of a hosting or sending organisation. In some countries, the volunteer lives in a community which acts as the sending organisation. So they are not obliged to find a specific sending organisation
- Labour offices need to follow these young people also when they are sending the volunteer.
- In SL the unemployed young people stay registered as unemployed when participating in EVS.
- Leaving their parents could be the best opportunity to move away from their community, and create possibilities to change their life.



Extract from „Social inclusion for young people – breaking down the barriers“ – A Council of Europe Publication 2007 – page 10

By Helen Colley, Bryony Hoskins, Teodora Barveva and Philipp Boetzelen

“... In particular, the youth sector, with its commitment to **non-formal education** and to fostering democratic participation and active citizenship, cases new **opportunities and challenges**, especially those presented by the **Youth Pact** within the Lisbon Strategy for growth and employment.

...

The **Youth Pact** (...) places its priority on a “concerted, cohesive and cross-cutting policy focussed on young people (...) , with an **emphasis on measures to integrate more young people into the labour market.** (...)”



## Why so many NAs are interested in this topic?

YIA is dealing with Non-Formal Learning, meaning mostly youth work and free time activities. When young unemployed people are connected to the labour market, it is mainly through formal sectors .. so why your NA decided to work on this target group?

### Some answers:

Are young unemployed people different from other inclusion groups, in terms of what we as YIA can do? One difference, in case of unemployed youth, the Youth in Action programme can work preventively, compared to some other groups in the inclusion field!

The main point of youth work and YIA is to prepare young people to actively participate in society, of which the of labour market is a part.

How can you be an active member of society if you do not have a job? Also from the individual dimension, being unemployed affects the individual so strongly and since our mission is to support integration of young people, this is also our „cup of tea“.

The NA and the YiA programme have specific objectives - cohesion in society and integration - and young people look from their personal point of view “I want to have fun and feel belonging to a (peer)group ...”. Isn't this contradictory?

The life of young people (also those with fewer opportunities) is influenced by different spheres of life: education, free time, labour, housing, health, ...

Giving them a job, does that really change their life, as there is so much more needed in order for being able to change their life context?

The question is “how has being unemployed, affected his/her life”? That should be the point to start from.

Long term unemployment leads to social exclusion. The aim of YIA is not to give jobs but to help to break isolation. As YIA, we are limited in our opportunities to contribute to their life...

I have got all my jobs because of my Non-Formal Learning experiences! I do not agree as there is an important part of the family background that might influence the way young people deal with life issues.

We live in societies where having job is an important part of your life - not having a job affects the life more than for example not having a hobby.

The ministry has determined this target group as priority due to national situation and NA as a governmental structure follows and supports this also through their own measures.

**Extract from „Social inclusion for young people - breaking down the barriers“ - A Council of Europe Publication 2007 - page 12**

**By Helen Colley, Bryony Hoskins, Teodora Barveva and Philipp Boetzelen**

“... Employment is a key issue for the social inclusion of young people, since they face particular difficulties in entering the labour market and accessing sustainable employment and social protection. These are considered important aspects of creating a socially cohesive society, so the social cohesion strategy emphasises **decent employment opportunities, rather than short-term contract or poor quality training that lead to further social exclusion.** It also highlights the need to invest in human resources, and create participatory forms of social protection that lead toward employment. “

## Curious for more background material? Check these ones:

**European Youth Pact:** focusing on three strands: employment and social integration; education, training and mobility; reconciliation of work and family life:

[http://ec.europa.eu/youth/youth-policies/doc44\\_en.htm](http://ec.europa.eu/youth/youth-policies/doc44_en.htm)

**European Commission:** Promoting young people's full participation in education, employment and society:

[http://eur-lex.europa.eu/LexUriServ/site/en/com/2007/com2007\\_0498en01.pdf](http://eur-lex.europa.eu/LexUriServ/site/en/com/2007/com2007_0498en01.pdf)

## European Youth Forum:

- Policy Paper on Youth Employment:  
[http://www.youthforum.org/Downloads/policy\\_docs/social\\_conditions/0813-07\\_Employment\\_FINAL.pdf](http://www.youthforum.org/Downloads/policy_docs/social_conditions/0813-07_Employment_FINAL.pdf)
- Policy Paper on Early Education Leaving:  
[http://www.youthforum.org/Downloads/policy\\_docs/learner-centred\\_education/0052-08\\_FINAL\\_%20Early\\_Education\\_Leaving.pdf](http://www.youthforum.org/Downloads/policy_docs/learner-centred_education/0052-08_FINAL_%20Early_Education_Leaving.pdf)
- Youth employment in times of crisis. An EU Youth dialogue in Zlin Region:  
[http://www.youthforum.org/Downloads/Press\\_publications/press\\_releases/2009/0008-09\\_Conclusions\\_Zlin.pdf](http://www.youthforum.org/Downloads/Press_publications/press_releases/2009/0008-09_Conclusions_Zlin.pdf)
- Symposium on Youth Employment: <http://www.salto-youth.net/download/1761/>

## Motivation to work towards inclusion of young unemployed people in YiA?

*Unfortunately it is not enough if an inclusion officer is the only one convinced that YIA can bring something valuable to young people who face unemployment. What is in it for young people? How to motivate staff working with young people in employment offices? And first of all, how to motivate NA colleagues to focus on this target group on national level implementation of YIA?*

*Small groups were working on these 3 target groups, trying to identify possible arguments for motivation.*

*Or following the "red line" of different jobs: If you would be a salesman, what would be your main arguments?*



### **How to „sell“ the idea of inclusion of young unemployed people as a target group to the team of NA colleagues**

Some of the arguments the participants found that might work to motivate the colleagues:

- These young people need non-formal learning experiences to realise what they want to do with their life. Often they have been through experiences that have not really supported their self-reflection or step towards what they really are good at or would like to be involved in.
- YouthPass - we have this tool which can be a new and different way of recognition of their knowledge and skills.
- Because we are good people! :)

It was also discussed that of course, the priorities in YIA should reflect on what is happening in society. Today in EU the youth unemployment is about 15%, with current economic situation it will probably continue to show increase. It is thus logical that also YIA as one of the main instruments in youth field tries to contribute to this urgent problem by its own means and measures.

### **How to „sell“ the YIA as a good tool for the target group of young unemployed people to external stakeholders?**

The group started their presentations with a story of the girl who was studying and after some years realised that this field of her studies is really not her cup of tea. Being a bit lost in her ideas what she should do next and not really wanting to start a professional career in the field either, she accidentally heard about opportunities to do international

volunteering. So she decided to take this chance and started preparations for the project but it also brought along a long waiting time for getting a visa for the country of her volunteer destination. While waiting (and being in a very unstable situation and could not really apply for job either as the visa could have been expected any day), she got an offer from her sending organisation to start active volunteering with them. Finally it took 6 months before her visa was ready and...meanwhile it had already happened that she has done a very good job as volunteer in the organisation and was offered a job in this organisation!

So this is just an example that as a first thing, the group had found that some inspirational stories from real life would be a good to motivate different stakeholders. But in their discussion (and also in following now), the focus is on labour offices as possible stakeholder.

### Why this target group? Some arguments:

- Because of the skills they can get, inclusion practical experiences (work, project management skills etc), social skills...
- better integration to society and participation
- can give immediate solution for their situation (f.ex. If young person goes to employment office, normally the expectation from her/his is for quick change. In some cases it might be possible with EVS to apply with short notice and work out a project placement rather soon, especially between experienced organisations).
- wider horizons, to open the eyes as often these young people feel so „stucked“ in their every-day reality.

### How? Some ideas..

- through motivation and activation
- good practices and examples
- promotional materials
- presenting the programme on meetings of stakeholders, for. example info session for employment officers and present them with success stories as well;
- negotiations with director/head of labour office.

It was discussed also that in some countries the staff of unemployment offices is already very overloaded with their „minimum tasks“ and are not very easy to motivate to learn about EVS as alternative as they might see this as extra work. Otherwise it can also be that there are not enough other measures they can apply in their work to support young unemployed people and they find YIA as a clear new tool for their work.

### How to „sell“ YIA for young people directly?

Of course, it is rather a trap to talk about young people in very general terms as the needs and thus also the approaches differ enormously. Although the lack of time did not allow the group to define the profile of young people very detailed, they decided to focus on young people who are not so motivated and thus not so easy to reach or at least not approached first by themselves.

As one of the first conclusions, the group said that there are obviously so many different ways. They had found it interesting to try for example festivals or different workshops to get into contact with these young people. Also the use of living examples, stories was brought up as a good way.



The challenge is how to translate the opportunities of YIA in a responding way to what young people are interested in? Some ideas:

It is a chance:

- for you to put your dreams into reality
- to meet friends in other countries
- combine fun and interesting experiences and new things to learn
- It is free! But be aware of not presenting it as pure tourism! Here also some debate provoked how much we should already in the beginning concentrate on pedagogical aspect of projects or rather not focus on that in first motivation as it might be not so attractive element for young people at first sight...

As one of the good practices, an example from Sweden was shared how an EVS volunteer was encouraged to a short video diary „One day in the life of the volunteer“. This can be used as short and catchy inspirational tool now for future volunteers.

As part of the general discussion, inspired by presentations from groups, Ann from SALTO also pointed out the AIDA principles in communication:

**A**ttention (catch their attention, make your message attractive)

**I**nterest (try to build up their interest)

**D**esire (build up their will, motivation to take part)

**A**ction!

Thinking of reality of the programme implementation, also the question raised about the gap between desire and action. As we all know, it takes time from the decision of young person that she/he would like to go as volunteer, for example, until it is really possible. How to build up this period, how to keep the motivation up?

In any case, it is also important to support the competence of organisations who can then provide more quality support for young people. For example in Slovenia these kind of issues are tackled in meetings for EVS mentors and organisations. Also, in Bulgaria they are currently starting a network of organisations, so it is also easier to exchange information, motivate and support each other within this network. From the perspective of NA, it is one way to „safeguard“ the support from organisations to each other as well.

- **Different stakeholders need to be approached in a different way. Identify the groups of stakeholders and possible ways to motivate them!**

Find more about how to work with different stakeholders in the report of the Inclusion Colleague Support Group (September 2008)  
<http://www.salto-youth.net/InclusionColleagueSupportGroupsWhat/>



## Challenges and obstacles for NA work on unemployment & YIA?

*After having explored the concepts and possibilities of YIA to contribute to opportunities and inclusion of young unemployed people, it was time to look also if the NA colleagues have any fears in mind when starting to work with these issues... Cut the crap! It's the time for real colleague support!*

**Timing:** 40 minutes

### **Aim:**

What are challenges and obstacles for the National Agency when aiming for this target group?

The project officer/inclusion officer is not a specialist, cooperation is needed. But where to find these young people and how to convince these them?

Discuss the difficulties, fears, obstacles: to think along with your NA colleague to try to understand what could be done, how to overcome obstacles – the role of coach is to see the possibilities and options; to encourage.



The aim of this exercise was to reflect, provide support, brainstorm on ways to overcome obstacles that prevent them to participate in YIA. Take into account there isn't a solution for every problem.

### **Method:**

- The group is divided into pairs – which creates a more intimate atmosphere
- 20 min per person: one is coaching the other one – we stay in the role of NA – no simulation
- 20 minutes to discuss difficulties, problems, challenges and being coached, supported, given feedback and advice from your colleague.

### **Feedback:**

General feedback in plenary in order to collect the obstacles and fears AND solutions (if they managed to find some)

### **Some general thoughts:**

- Being unemployed

- is a situation to find in almost every target group
- is (often) a situation between study and work
- Unemployed young people are not necessarily a specific inclusion group, but it is still a remarkable group. For example: 20% of young people in SE is unemployed

### How to reach and find young unemployed young people?

- We have difficulties to reach them: geographical, demographical, ... They are part of different groups among youth population.

### How to motivate these young people?

- A positive element to stress towards these young people is that since they are unemployed, they have time to participate in order to discover their strengths with the help of YiA. Non-Formal Learning is very useful for these young people. Maybe they don't recognize the opportunities of these projects. We want to motivate them to catch this opportunity and realize projects.
- One possible option to 'measure' their motivation is a questionnaire which reflects their interests and needs. But this requires also some understanding of psychology and using questionnaires as tools.
- In Turkey many young people react enthusiastic on training events, but after all they do not participate. Therefore the suggestion is to investigate what their real needs are and developing specific trainings, information meetings, ... The level of knowledge should be similar for all participants, especially when there is peer to peer support and exchange of experience. It should be complementary to each other.

### How can Youthpass help?

- Take into account different realities: in some countries exist also some national schemes for recognition of NFL in youth field, other than Youthpass. While in other countries, in youth field it has not been discussed yet. Youthpass is a tool for YiA, and quite a recent one. It needs time to be recognized as a valuable tool. For example: some of the countries recognize Non-Formal Learning (NFL) and Youthpass and some don't. In TR this is not a part of the national policy – there is no legal basis for this. In BG, in contrary, it is recognized.
- E.g. Youthpass in EVS: the most important issue is the learning process. This knowledge of the learning process means an added value for the Youthpass. Try to get employers to recognize this is as a valuable document. However, there are different perspectives about this issue.
- Training is needed for youth workers, coaches, mentors in using this document as a tool for personal development and as an educational tool.

### Stakeholders: how to cooperate with them?

#### **Internal**

- Since there is not sufficient budget for all applications, we must prioritise certain groups. An answer to this could be to cooperate with other NAs, share money and



experience, and share people – more colleagues involved in inclusion and not only the inclusion officer.

- Being realistic in terms of expectations towards effects and outcomes, but also in terms of time: what is achievable. This is not **only** the concern of the inclusion officer.

### External

- More interaction between different institutions on national level is needed - for example with a national body to provide them with instruments and examples of good practice.
- The fear is that labour offices will not be interested in cooperation because of their workload. Lack of knowledge on the added value of non-formal learning and the YiA programme might be a cause. In SL labour offices are obliged to organise clubs for young people – this could provide some space to promote YiA.
- Regional cooperation with Eurodesk partners is an option, since they are represented in the different regions. For the NA it is just not possible to attend every region.



## Example of good practice from Estonia: the inclusion of young jobseekers through non-formal learning

When preparing for the launch of YIA programme in Estonia, in the end of 2006, among other steps, the **needs assessment** and discussions about where should be the focus of national priorities took place. As one of the conclusions, the decision was to prioritise young people who for different reasons are not in labour market (as one specific focus).

**Further research** brought up the complexity of the issue: there are young people without any job (or any job experience at all), those without a decent/quality job which also does not help them to cope with their lives.

After first internal elaborations on general strategic approach, a **resource group was created on the topic of inclusion of young unemployed youth**. The NA invited key organisations from national youth field (Estonian Youth Work Centre, youth work brigade organisation Õpilasmalev but also trainers) and experts from NGO experienced in the field of inclusion of unemployed people, Johannes Mihkelsoni Centre.

The input from resource group was very valuable and gave inspiration for some changes in the approach – first it had been planned to organize a national training for people working with unemployed youth about how to use YIA as a tool. Based on the discussions of resource group, it was decided to focus the planned training on what can non-formal learning (more widely) contribute to this target group and introduce also other programmes from national level as tools for inclusion of young unemployed people, besides YIA. Also, it was decided to start to use the term “young jobseekers” as a more positive and proactive reference.

As one of the first core activities, a **5-day national training** took place 12-16.08.2007. The group of participants was an interesting mix of staff of employment offices and people from NGO-s working with young jobseekers (not only youth organisations but also those working with adult jobseekers).

During the **information and promotion phase for the training** (April-August 2007), one of the challenges was the reach and motivate the employment offices (about the timing it was also more difficult because of the summer holidays period in employment structures). Because the system is so big but also, as people working there are often already overloaded with their work, that they were not so motivated to hear about these opportunities and to start to support new youth/YIA projects which is a big investment in time and effort. But the information was spread through the head structure of employment offices on national level and the idea to involved both state structures and NGO-s was thought to be a good way to bring them also together for possible future co-operation on future youth projects. This aspect was highly appreciated by participants of the training as it was an opportunity to get better contact and better insight into each other’s work.

First there had also been an idea to involve young people directly into the training together with staff who work with them but that was in later phase cancelled after having consulted with potential participants of the training (employment officers and staff of NGO-s) as they expressed their need to first understand themselves what is this all about and then go and try to get young people on board.

The design on the **training concept** was another interesting aspect as it has continuously been developed, both from the input from resource group but also based on the needs expressed by the applicants to the training. So, as a first call for the training, just a very general idea was sent out (the aim of the whole initiative of NA as a wish to work towards better inclusion of young jobseekers). And the training programme was designed only later, based on the needs expressed by selected participants (the form of application was thus also a much more detailed). So the idea was very much based on flexibility and developing the process together with those who participate. That approach has proven successful also previously when working on innovative topics (f.ex. when working to boost YIA projects in prisons).

**Content of the training** involved following topics:

- NFL (principles and values, concept of it). Especially as for many people in employment offices it was a concept they are not so familiar with;
- Young jobseekers – better understanding of their situation and needs (f.ex also an exercise was run to look at not only what they lack in their situation but also what advantages it can bring when you are out of job: to use time to figure out what they really want to do, to study etc);
- Inclusion – how do we understand it and why is it important (value-based approach), what does it require from you as a youth worker, how to build up the process etc. That part was also highly evaluated afterwards as inclusion is often taken “for granted” and not discussed from very personal perspective, i.e. why you work on this.
- Concrete opportunities for enforcing NFL for young job-seekers, for ex. to realize projects in YiA and other national programmes. Develop their action plans.

There is an extensive **documentation of this training** available in Estonian and soon also made public in English. As one of the challenges in this project, due to the fact that there were other elements to focus on in the daily NA work, it took rather long time to work on the report. On the other hand it gave the opportunity to involve concrete outcomes and impact in the report.

As for **outcomes** so far, the very first youth initiative was applied for already the next deadline after the training (the results are also described in report). Later on, also one of the participants of the training started to work on sending a young boy to short-term EVS, the project which has been successfully implemented by today. And yet, although in YIA we often “measure” the success by the outcome of concrete projects, we should not forget about the value and impact in wider terms. For example, as a result of these activities, the NA has been involved and invited to contribute to further national conferences and publications in the topic of unemployment. For 2009 there is an idea to use the know-how and concept from this training for similar purposes but with specific focus on career planning centres as they are now also more aiming at young jobseekers.

*The example was presented by Ülly Enn (who used to work with this project in Estonian NA). For further info you can also contact the current inclusion officer of Estonian NA who continues the work on inclusion of young jobseekers, Marit Kannelmäe-Geerts, marit@noored.ee*

## Action plans – getting into concrete actions

*Overview of some of the actions of participating inclusion colleagues as communicated based on their individual Action Plans (of course they also need to be checked with their colleagues, bosses, stakeholders etc):*

### Slovenia

1. As concrete outcome, have decided to start to use and promote the term „jobseekers” instead of „unemployed” (that was also appreciated by the rest of the group as conclusion from previous discussions of CSG);
2. To present everything to colleagues and to share that the discussions here have been really deep and interesting, also brought some doubts if and how to approach... The meeting has taken place last week, the head of NA went to present EVS to regional employment officers, so will have to see what is the feedback from there (the initiative was from their side);
3. Would like to further reflect on the inspiration from Swedish colleague – jobseekers are not inclusion target group but as a remarkable part of youth population in general
4. The regional officers need to be informed
5. Have got motivation for bilateral ideas for co-operation with Sweden, need for further elaboration on that.

As a general comment: it has been very interesting to understand different realities in countries and it has given a better understanding why also different NAs see it differently.



### Hungary

1. Talk to colleagues and head of NA. As first steps have already been planned, it is now the question how could the knowledge and motivation from CSG (but also some doubts) be best realised.
2. To explore the work of labour offices in Hungary and to continue to elaborate on how to get labour offices interested in our programme, esp. EVS?
3. To contact Eurodesk officers as they can be a reference and contact on regional level. The NA cannot reach everywhere.

4. Maybe at some point some support material would be needed for this specific target group? What about other possible support activities? F. Ex. still have to see about the efficiency of training course for example, as it can only involve limited number of people. Hungary is so big that it would be needed to organise a series of training activities, but that needs to be assessed if training would be the most appropriate measure. A comment from colleagues: maybe it would be a good idea to co-operate with some NGO to organise training activity, also as then it would be additional financial and human resource for the NA in this field?

As a general comment: I am really looking forward to this project, I feel very motivated!

## **Bulgaria**

1. To share the CSG knowledge with the head of NA.
2. Meeting for hosting and sending organisations is planned, so to bring this topic also into programme of this meeting. We as NA could bring them into contact with governmental organisations who work in the field, to encourage also partnerships among NGOs and governmental institutions working on unemployment.
3. Maybe in future also some information and promotion and maybe training activities (needs further planning)

As a general comment: Having spoken to Oya from TR we have found that there are similar difficulties in finding even statistics about this target group, so this issue has to be further elaborated as well.

The question is of course that since there is so much to be done in inclusion field, is this achievable? At least we can raise the topic and discussions in NA and to other stakeholders and then plan further actions. We think that 3-4 projects could be supported, this seems to be realistic..

## **Sweden**

1. In favour of term „Jobseekers” as much more active and positive reference.
2. We have to continue the discussions about different inclusion groups and respective reflection within NA team. The discussion yesterday about whether or not to see jobseekers as inclusion target group or as part of „general” youth population is important as it determines how these support activities are positioned in the programme and national strategy (is it purely inclusion concern?). In any case, for greater impact proactiveness would need to be a common responsibility.
3. To share the reflections of the meeting.

Other issues from Sweden: There is a tendency that only few Swedish go abroad for EVS or other mobility programmes and we would like to encourage local communities to take a role in sending in 2009 (either they become sending organisations themselves or they motivate other local organisations). The other issue is that speaking of labour offices as potential promoter of projects, previously the labour offices had more financial resources and as it has changed now, the NA would still like to make sure that the EVS does not become „just another measure to get youth out of the work area of employment offices”. To support the understanding of preparation and support through the process etc. It has come out that most of the people who read the website of NA about EVS come actually through national employment service, so the information and promotion part is already functioning and the needs is to work more on quality.

## Turkey

1. In TR a big population of unemployed youth. During this meeting started the reflection and reviewing on some actions towards this target group.
  - a. Reflection on the priority in the NA: Ypfo is a priority ( mainly less advantage background) but not job seekers yet.
  - b. Reflection is needed with the Head of NA and colleagues about this target group and which actions to take. It is not clear yet if the NA colleagues will support this idea, but at least there will be more awareness about this issue and target group.
  - c. The option could also be to target more specific young people who graduate from university, but who are not unemployed yet.
2. Not easy to involve the beneficiaries of the programme, with limited resources.

## Slovakia

1. Basic steps are now to investigate which stakeholders are working already with young job seekers in order to find new cooperation.  
Contact job centres for cooperation. After that we will plan further steps.
2. EVS has the biggest opportunities for young job seekers, because of the long term perspectives. To have a meeting with existing sending organisations and motivate them for cooperation.  
There is a big lack of hosting opportunities in Europe. In SK the organisations are not completely aware what it means to host or send a short term EVS volunteer. It will be a challenge to inform them properly. The plan is to create a database of organisations who plan to host or send a ST EVS volunteer, in order to help volunteers to find suitable EVS placements.

## Portugal

1. Inclusion and more in specific unemployed young people is this year a national priority. In PT is a big amount of young people who don't have a job at the end of their graduation. Sometimes it takes a long time before having a job. Long term unemployment is tackled by the programme 'Choice': after one year of government support they receive training in how to find a job. They have enough qualifications, but do not succeed to put this in practice and work abroad, in supermarket, etc. This national action is developed in cooperation with minister of labour.  
The main problem is the budget. Therefore cooperation with regional and local authorities is needed. The NA activities are supported 'in kind' with meals, transport... The other partners support via promotion, statistical research at the end of this strategy to know how many inclusion organisations are involved.
2. This national strategy started already in the beginning of this year and lasts till the end of 2009. There will be a report about this national strategy. This will be translated into English in order to benefit the other NAs in their work for this target group.

## For next time's Inclusion Colleague Support Groups? K A T Ch method of evaluation

<p><b>Keep</b></p> <ul style="list-style-type: none"> <li>• Enthusiasm to work in that sphere and future CSG for NAs!</li> <li>• Different methods: work in pairs, in big group, presentations, discussions...</li> <li>• Well-balanced programme</li> <li>• Methods that allow sharing (specifically World Café method and discussions were mentioned)</li> <li>• Work in pairs – really good for colleague support!</li> <li>• Giving ideas how to work with youth with fewer opportunities</li> <li>• The atmosphere of support from colleagues</li> <li>• Good size of the group: should not be smaller also for group dynamics</li> <li>• Publications on the theme for further reading</li> <li>• Success stories/best examples from NAs who already work on that theme</li> <li>• The roles of sellers/bakers etc (note: different jobs were used as theme of the CSG on unemployment)</li> <li>• The need to become more concrete in the end of the CSG: Action plans!</li> <li>• Reporting in “public” on spot helps to follow</li> <li>• Mustafa ☺</li> <li>• The venue</li> </ul>	<p><b>Add</b></p> <ul style="list-style-type: none"> <li>• Use role-play as a method when “selling” our activity plan</li> <li>• A bit of time to think together how to involve NA colleagues into this topic after CSG (a crucial point!)</li> <li>• Some specific/concrete situations to discuss how to deal with it (case-studies)</li> <li>• More examples of what has already been done in that theme, more good practices</li> <li>• Just 1 more day to exchange more ideas and for more co-operation among NAs</li> <li>• Some more time in 3 days...if you manage it, you will win Nobel prize!</li> </ul>
<p><b>Throw Away</b></p> <ul style="list-style-type: none"> <li>• Illusions</li> <li>• Showman (refers to the Evening Out programme with external performers)</li> </ul>	<p><b>Change</b></p> <ul style="list-style-type: none"> <li>• More time for preparation, home-work before CSG</li> <li>• Less complex Action Plans to be filled in at the meeting</li> </ul>

And some other remarks:

- Very well-organised meeting. Thank you! I hope there will be impact!
- Still happily surprised and amazed at the great diversity of thoughts around the inclusion issue!
- I think it is a well-structured meeting to think and elaborate more on our theme for 2 days. Group work was good to share knowledge and experiences. I think it gave to all of us new inspiration, ways of thinking on this theme.
- Everything was inspiring – I got ideas from everything we discussed, even from action plans, surrounding... I liked the dancing part 😊
- Really well-organised time, enough space for exchange of ideas and discussions, thank you!
- Thank you, Turkish NA! Great with pre-organised transfers to/from airport!
- Very nice place, good food, good group and organisation. Thanks to all of you, SALTO, Turkish NA. You are all very welcome to Portugal! Obrigada!

### What can SALTO Inclusion do for you?

- ☆ SALTO will develop the report of the inclusion colleague support group (the current one you are reading now 😊) and send it around to the participants, all other Inclusion colleagues and document the good ideas on the SALTO website [www.salto-youth.net/InclusionSupport/](http://www.salto-youth.net/InclusionSupport/)
- ☆ SALTO will check your action plans and give you tailor-made support where needed. SALTO will also take out some ideas for its own work plan to support your inclusion work in the future.
- ☆ SALTO will continue to have more Inclusion Colleague Support Groups regularly on different topics, as this format has proven to be very successful.





## Comments from last evaluation round

### **Bulgaria**

- We are more aware now of what SALTO's work is about and are more motivated to cooperate with SALTO
- We will list next steps - we're more interested into this topic
- Interesting to understand the experiences of other NAs
- We're motivated to improve our inclusion work

### **Slovakia**

- Colleague Support Groups are an added value because this gives me the opportunity to have time and space to go in depth into a topic
- SALTO raised questions that I did not think about: food for thought and to elaborate more.

### **Portugal**

- Although Portugal has already a national strategy on youth unemployment, it was good to be here and get to know realities of other NAs.
- It needs further reflection on how to involve this into our existing strategy.

### **Sweden**

- In order to achieve results in my NA, this needs more elaboration and input from outside. It should not always be a huge thing to work on inclusion.
- To find methods to make our own inclusion work easier: e.g. preparing a ppt on inclusion
- To gain concrete ideas about this topic, also creates inspiration for other things (not only about job seekers).
- SALTO Inclusion is not telling us what and how we should deal with this issue. We have the opportunity to discover this together - the diversity of the group is encouraged. The inclusion strategy of COM has the impression there is little room for diversity, but this has proved wrong by means of these CSG.

### **Slovenia**

- I wasn't so sure to participate into this CSG, not sure what to do with this target group of job seekers, but from the beginning I was inspired also for other actions concerning inclusion. It was a nice first experience: I was inspired by methods that will facilitate my work, discussed a lot, had the opportunity to look at the topic from different points of view, different angles.
- I learned from previous Colleague Support Groups to think on forehand what I really wanted to get out of this one.
- I learned to be concrete, not dreaming, but develop real action plans.

### **Turkey**

- Participating into this CSG was improvisation since Ali was ill.
- I did not had too much expectations and didn't know exactly what this was about.
- In general, NA staff has not the opportunity nor the time to concentrate on one issue.
- The working methods were nice, it meant an added value to share knowledge and experience between NA colleagues
- The atmosphere was very comfortable.
- We received good feedbacks from SALTO

- The biggest personal result was to evaluate my own way of working, to spend enough attention to specific target groups and have more internal discussions with colleagues.

### **Hungary**

- I gained new ideas, not only concerning the topic, but also on other topics in every day general job e.g. TCP work
- Good to discover different attitudes towards NA work and inclusion in between NAs.
- I learned to be more realistic about developing an action plan.



## Where do the Inclusion Colleague Support Groups come from?

The Inclusion Colleague Support Groups (formerly called 'Intervision') are a **follow-up from the Staff Training for NA Inclusion Officers** organised by SALTO in July 2007 ([www.SALTO-YOUTH.net/InclusionStaffTraining/](http://www.SALTO-YOUTH.net/InclusionStaffTraining/)). The NA Inclusion Officers appreciated the possibility they had to meet and discuss how to develop their inclusion work.

The Inclusion Staff Training (2007) focussed mainly on **how to develop an Inclusion Strategy (on the national/NA level)** - and led to the "Shaping Inclusion" booklet which is a manual supporting NAs to develop their national inclusion strategy. ([www.SALTO-YOUTH.net/ShapingInclusion/](http://www.SALTO-YOUTH.net/ShapingInclusion/)).

The National Agencies' Inclusion Officers felt the need to have **more time to exchange experiences** about how they were approaching inclusion in different countries, and go more into the practical details. That's when the idea was born to bring together a limited number of inclusion colleagues around a specific inclusion topic or practice: e.g. how to select and reach specific target groups, how to involve stakeholders in the inclusion work, etc.

☞ More about the Inclusion Colleague Support Groups at [www.SALTO-YOUTH.net/InclusionColleagueSupportGroups/](http://www.SALTO-YOUTH.net/InclusionColleagueSupportGroups/)

### What are the Colleague Support Groups

Small groups of Inclusion Officers meet peer-to-peer and reflect and support each other regarding common problems, questions, etc. related to inclusion issues on NA level. This process is facilitated and enriched by SALTO Inclusion experience.

#### **General objectives - what you can expect to get out of it**

- ☆ The (inclusion) officer will be inspired for the steps to take in order to address the problem or question
- ☆ The (inclusion) officer has considered the usefulness of developing an inclusion strategy
- ☆ The (inclusion) officer was able to exchange experience on inclusion issues with colleagues
- ☆ The (inclusion) officer was able to use the Shaping Inclusion booklet (and other resources) as a tool to move forward/deal with inclusion issues
- ☆ The (inclusion) officer is aware of the support of SALTO Inclusion

#### **Who - profile of participants:**

- ☆ Inclusion officers of NAs - the colleagues dealing with inclusion projects and the development AND implementation of the national inclusion strategy
- ☆ NA staff with specific focus/tasks on inclusion of young people with fewer opportunities
- ☆ Officers with different levels of experience - to have fruitful interactions and mutual learning
- ☆ In the ideal case, a maximum of 8 to 10 participants per Colleague Support Group - to allow lots of interaction and in depth discussions
- ☆ The (inclusion) officer is willing to share with colleagues back home - and with other (inclusion) colleagues that were not present

- ☆ SALTO Inclusion can invite (at SALTO's expenses) some NAs or experts with relevant expertise for the topic of the Colleague Support Group

### **When and where?**

Every Inclusion Colleague Support Group has a different composition of participants. Each Colleague Support Group concentrates on one specific inclusion theme. The participants will be asked to prepare some (home)work beforehand to make most of the 2 days together.

In 2008 there were 3 Colleague Support Groups: about the theme of "target groups" , "how to deal with different stakeholders" and "how to proceed with your inclusion plan". There are 3 Support Groups planned also for 2009. In case your NA would be interested to host one in coming years, please do not hesitate to contact SALTO Inclusion RC.

The **format** looks as follows:

- ☆ day 1 - arrival day (by 16h) – introduction - welcome evening
- ☆ day 2 – full working day
- ☆ day 3 - continue working in the morning - departure after lunch

### **Finances & practicalities**

- ☆ Participating NAs pay their own travel and subsistence costs (food and lodging costs)
- ☆ SALTO pays own travel and subsistence costs (and of any invited experts)

The hosting NA is only asked to cover the venue, and their own participation costs. All other costs will be carried by the participating NAs and SALTO Inclusion. The hosting NA books the accommodation, food and working place.

### **Follow-up & Support:**

The content of each colleague support group will be documented and shared in a practical report: methods, problems, questions, answers, .... Depending on the specific questions and problems discussed in the Colleague Support Group, SALTO Inclusion will offer tailor-made support (e.g. to deliver tools, training, etc.)

- ☞ For any further questions and suggestions, feel free to contact SALTO Inclusion via [inclusion@salto-youth.net](mailto:inclusion@salto-youth.net)

