

Training Manual – Executive Summary

The *DICE training course* was designed to improve, reinforce and make the work of professionals who approach newcomers in their daily practice more relevant and effective.

It shall equip these professionals with open and *innovative practices, methods and tools* to better understand and highlight cultural diversity, and allow them to acquire competences facilitating the integration of newcomers in their hosting societies. By enabling the professionals to *manage diversity, potential misunderstandings or critical incidents*, this training will increase the quality of the support provided to newcomers in terms of *self-empowerment* and, at the same time, will allow professionals to avoid burn out or emotional distress situations.

The training course is articulated in *four modules*. They encompass the four *core topics of DICE*, namely *Diversity, Inclusion, Citizenship and Empowerment*.

Since it is difficult to draw a clear line between these different topics, the partnership decided to address all of them, in an interdisciplinary way, through four training modules focusing on:

Module 1 – Intercultural awareness

Module 2 – Fighting discrimination

Module 3 – Approaches to be effective with newcomers

Module 4 – Developing skills of newcomers

Each of these modules contains a *theoretical as well as a practical part* accompanied by exercises to be implemented with migrants and self-reflection exercises in order to cover all dimensions of competences, namely providing professionals with the opportunity to acquire knowledge, practical skills and positive attitudes.

The training is addressed to all professionals working with newcomers to make their work with this target group more relevant and effective. Therefore, it should also benefit newcomers, namely migrants who recently experienced a migration process, thus arriving in a European country, because they will be supported by people who will have the adequate skills to better understand them, hence answering to their needs in a tailored way. This material can be used in two different ways: on the one hand, professionals can learn by themselves, due to the existence of theoretical elements and self-reflection activities in the training methodology; on the other hand, it can be used to facilitate a training with a group of other professionals thanks to the provided theory and group activities.

Module 1 – Intercultural awareness

Module 1 of the DICE Training Manual offers you an opportunity to explore the broad concepts of culture and identity, which, even if having become commonly used terms, may be more complex than expected. To understand how *culture and identity are formed and change over time*, you will be guided on your learning path through theoretical elements, such as different definitions and manifestations of culture, learning about its different levels and how it evolves over time. In addition, you will *deepen your knowledge on identity*, learn about its multiple elements and how it is linked to culture as well as how it is *influenced by migration processes*. In this context, you will also confront the topic of *cultural shocks*, how they can hinder successful integration and how they can be dealt with and learn about *active listening and curiosity* to enrich your practice. In the second sub-section the module, furthermore, focuses on intercultural communication, providing you with the necessary information and skills on *different communication styles* and how they differ between diverse cultures.

The module is supplemented by practical activities to deepen your knowledge, acquire and put new skills into practice as well as experience some of the concepts on your own, aiming to enable you to put them into practice in your daily work.

Module 2 – Fighting discrimination

This module focuses on fighting discrimination – an intertemporal phenomenon hindering equality in society, economy, and human rights – as a way to both raise awareness among professionals working with newcomers on how severely this phenomenon affects modern societies and to support newcomers' active participation in these societies by combating it. For this reason, discrimination and its different dimensions are approached both theoretically and in practice.

Firstly, you are introduced to the *concept of discrimination* based on its different elements, types, and levels of adoption by people, while it is pointed out that such a phenomenon can range from apparent and conscious to disguised and unconscious or be based on generalisations. Realising the broad spectrum that discrimination covers, you learn to identify it in its different forms, practice with newcomers to recognize it, and try to identify solutions when encountering it in your daily life.

Secondly, it is examined which other *key concepts are connected to discrimination*, in which way, and how they provoke discriminatory behaviours. It is explained how *stereotyping* based on our cognition leads to prejudice influencing our affect and then to discrimination influencing our behaviour. Also, that discrimination is a derivative of *chauvinism and hate speech* as well, which, along with stereotypes and prejudice, create power relations. The analysis of these interrelated concepts can help you reconsider the categorisations you are used to, treat every person equally,

help newcomers understand that nothing separates them from other people, and that to form your own opinion you must be based on facts.

Thirdly, you realise the *intertemporal and wide impact of discrimination in everyday life*, coming across characteristic examples in history and of nowadays, proving the severity of the phenomenon and its dimensions, influencing society, economy, and human rights. By studying the history behind such examples and their roots, you can more easily identify discriminatory policies and social attitudes in your country, city, or workplace as well as better explain them to newcomers.

Finally, you examine the *most important context-specific types of discrimination*, through representative examples locating the phenomenon in the field and, thus, realise that discrimination appears within the most common human activities, at workplaces, in education, and in sports. In this framework, you get familiar with the relevant EU legal instruments addressing these types of discrimination, which assure you and the newcomers that European societies do strive against this phenomenon.

The module is supplemented by activities of different kinds, including self-reflection activities, in order for the acquired knowledge to be deepened, relevant skills to be developed, and important concepts to be experienced for each submodule. Upon its completion, the attitude of professionals in their daily work with newcomers has to be reflecting the fight against discrimination of any kind.

Module 3 – Approaches to be effective with newcomers

The third training module offers you a compilation of different approaches, mind-sets and tools, that we consider useful and practical essentials to a successful work with migrants and refugees. Each of the four approaches is designed to give you knowledge, develop your skills and help you adopt a constructive attitude towards your target group.

Reading the headlines, you might think that these topics are quite self-evident: *capability approach, conflict management, resilience, empathy*. It rings a bell, but do we really know what it means and how to adopt it in our daily work? Each subchapter will give you a theoretical input with links to a lot of additional online reading material. For every approach, we have developed a case study or activity that will guide you in your self-reflection process.

In addition to the theoretical part of this chapter, you will find a glossary with short definitions of the main notions and concepts evoked in this module. For every notion there are many different definitions, but we chose those which are mostly linked with the context of professionals working with migrants and refugees.

Module 4 – Developing skills of newcomers

Debate Education is a crucial part of this training. It can provide an effective support for professionals who wish to encourage the active participation of newcomers in societies on the one hand, and to raise social awareness on crucial issues such as international migrations and newcomers' reception on the other. Debate education, in this sense, not only fosters the acquisition of key competences such as verbal and non-verbal communication, but it can also revitalise one's self-esteem and confidence, as well as teach how to speak up in an effective and tolerant way.

First of all, we focus on what debate is about. Therefore, you will approach topics that encourage both, newcomers and professionals to think critically and, consequently, to debate. The first two sections provide background information and exercises about debate education.

Secondly, we believe that newcomers are often portrayed negatively by the media. The debate about migration and refugees is very often biased, based on fallacies or incorrect facts. It is therefore vital for both newcomers and professionals working with them to respond to such a phenomenon by identifying good arguments through which fallacies and fake news can be contradicted.

Finally, we believe that it is very important to listen carefully to people and to coach them to speak up. In this sense, we provide some exercises about listening and coaching.