



EUROPEAN UNION
Asylum, Migration
and Integration Fund

SMART
VOLUNTEERING

FOR
FEMALE
MIGRANTS

WP3 COMPARATIVE REPORT

Mentoring and Diversity Circles™



PREPARED BY INOVA
CONSULTANCY LTD



EUROPEAN UNION
Asylum, Migration
and Integration Fund

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CHAPTER ONE: DIVERSITY CIRCLES™

Introduction

The SMART Volunteering Diversity Circles™ were conducted in each partner country involved in this project. The aim of the Diversity Circles™ was to bring together two of the direct target groups involved in the project; Voluntary Organisations, NGOs, social workers and volunteers (TG2) and Businesses, business advisors and business training organisations, including staff from independent incubators (TG3). The overall aims of the Diversity Circles™ included:

- Providing a space for participants of Target Groups 2 and 3 to reflect on what they have learnt during the training sessions (provided as part of WP2).
- Discussing the training and its applied context in the workplace.
- Sharing thoughts, experiences and views on the topics covered in the project.
- Considering how to increase the active participation of female migrants in society.

The Diversity Circles™ piloting consisted of 2 sessions per pilot, each lasting 3-4 hours with a mixed group of TG2 and TG3 participants. In the following report, each pilot has been collated and compared to show the overall success of the SMART Volunteering Diversity Circles™ in all countries involved. Moreover, this report will highlight the impact of this training, evaluations collected and the feedback and recommended areas for improvement based on each national report received.

Recruitment

For this particular section of the SMART Volunteering project, partner organisations recruited the Diversity Circles™ participants from those who took part in the pilot training as part of Work Package 2. Each of the target groups were provided with 3-4 training sessions (separately), prior to starting the Circles. Therefore, recruitment of participants outside of the WP2 training was minimal, given the need for the participants to have completed the WP2 training in order to reflect on this stage of the project. Those who had not conducted the training face to face, did so via the online platform.



Figure 1- UK Pilot

As part of the recruitment strategy for the project work package, recruitment brochures were drafted and to be used if the partnership wished. The recruitment brochures for Work Package 2 were used for the initial recruitment of these target groups.

Overview of Participants

Across the partner countries, there were a variety of participants from different backgrounds and sectors. This variety proved to be very beneficial as each participant was able to give a different perspective on the topics discussed. According to the application, each pilot was to be conducted with a minimum of 5 participants for 2 sessions. Below is a table with the total participants per partner country with details of participant backgrounds to follow.

SMART Volunteering Diversity Circles™ Attendance statistics per partner country						
Partner Country/Organisation	Sessions conducted	Total number of participants engaged in the Diversity Circles™	Participants per meeting		Average attendance in each partner country	Achieved targets?
			Circle 1	Circle 2		
UK	2	10	6	7	6.5	Yes
Cyprus	2	6	5	5	5	Yes
Belgium	2	9	9	5	7	Yes
Spain	2	9	9	9	9	Yes
France	2	14	11	11	11	Yes
Italy	2	9	9	9	9	Yes
Total number of engaged participants in the Diversity Circles™:		57	Expected Target:		30-60	

The SMART Volunteering partnership collectively exceeded the target of 30 engaged participants by 27. As a result, the project has had a wider and therefore greater impact in the piloting areas. The aim of the Diversity Circles™ was to help the communities, NGOs and the business sector to raise more awareness about the integration of Third Country National (TCN) women, through volunteering, work shadowing and other possible strategies for integration. When looking at the numbers reached, this mentoring programme has clearly been successful.

Photos: The success of the SMART Volunteering Diversity Circles™



Figure 2- Belgium Pilot



Figure 3- French Pilot



Figure 4 - UK Pilot



Figure 5- Italian Pilot



Figure 6- UK Pilot



Figure 7- French Pilot

The Format and Process of the Diversity Circles™ in partner countries

The following section of this comparative report gives an overview of the format and process of the Diversity Circles™ piloting in each of the partner countries involved in the SMART Volunteering project. Under each partner country is an overview table, detailing the format of the Circles. All of the information provided below has been collected from the individual national reports.

United Kingdom

Venue: Channing Hall, 45 Surrey St, Sheffield S1 2LG and The Circle, 33 Rockingham Ln, Sheffield S1 4FW.

Trainer: Val Boulding, a Project Manager and Trainer at Inova Consultancy Ltd, who has extensive experience in Community Development and Training.

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Thursday 18 th July 2019	6
2	Wednesday 24 th July 2019	7



Cyprus

Venue: Classic Hotel, Nicosia

Trainer: Theognosia Petrou, an experienced trainer who has facilitated a number of training workshops focusing on migration, youth and gender issues.

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Friday 12 th April 2019	5
2	Monday 27 th May 2019	5



Belgium

Venue: ENOMW Offices, Rue Du Meridien 10, Brussels

Trainer: Sinem Yilmaz, the Project Officer for the ENOMW

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Sunday 5 th May 2019	9
2	Tuesday 14 th May 2019	5



France

Venue: Elan Interculturel, 74 Avenue Denfert Rochereau 75014, Paris

Trainer: Clara Malkassian, a trained Clinical Psychologist and trainer

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Thursday 3 rd October 2019	11
2	Thursday 10 th October 2019	11



Italy

Venue: Potenza, Via del Galitello

Trainer: Raffaele Vitulli, co-founder and project manager at Materahub

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Thursday 12 th September 2019	9
2	Monday 16 th September 2019	9



Spain

Venue: Participating Institution's offices

Trainer: Maria Carrillo and Pablo Morales

Sessions:

<u>Session Number</u>	<u>Date</u>	<u>Number of Participants</u>
1	Monday 4 th October 2019 – AM	9
2	Monday 4 th October 2019 – PM	9



Conclusions: Format and Process of the Diversity Circles™

As evidenced above, each partner country conducted the Diversity Circles™ by following a similar structure, as presented in the Facilitator Guide. From these guidelines, each partner adapted and adjusted the activities and session process to suit the needs of their participants. These adaptations also applied to the time frame in which the sessions were conducted. Due to the nature of the target groups involved within this output, it was very challenging to find two dates when everyone was available, especially with such a large gap as one month. Therefore, the majority of pilots were conducted in a shorter time frame to allow for continued engagement with the target group and, in doing so, succeeded in using the Circles methodology to inspire participants to plan for a more inclusive and integrated future, within businesses and the wider community.

Evaluation and Impact of the Diversity Circles™ in partner countries

Following each of the sessions, participants were asked to evaluate the Circle sessions by completing a short session evaluation form. By doing this, partner organisations are able to evaluate the impact of the Circles on participants and note any feedback or recommendations for improvements to the project’s deliverables.

In the following section of the report, a selection of feedback and impact comments are presented. These include comments on *expectations and whether they had been fulfilled, aspects learned and most worthwhile part of the session.*

Evaluation Forms per Partner Country				
Country	Expectations	Aspects Learned	Most Worthwhile Aspect	Any further comments?
United Kingdom	<p><i>“To share ideas”</i></p> <p><i>“To gain information about bringing in volunteers/interns”</i></p> <p><i>“Gaining an insight into business challenges and how to solve these”</i></p> <p><i>“Learning about challenges in organisations and people collectively helping each other”</i></p>	<p><i>“There is more than one way to solve a problem”</i></p> <p><i>“How to reach volunteers”</i></p> <p><i>“Working with and understanding other people’s needs”</i></p>	<p><i>“Meeting a diverse group of people”</i></p> <p><i>“Information being freely given”</i></p> <p><i>“Meeting new people and solving diversity challenges”</i></p> <p><i>“Having a different context to see myself and to assess myself”</i></p>	
Cyprus	<p><i>“My expectations were exceeded. It was very useful and informative session with a lot of material and activities”</i></p>	<p><i>“Express myself”</i></p> <p><i>“Think about others”</i></p> <p><i>“Diversity”</i></p> <p><i>“Specify our targets”</i></p> <p><i>“To reflect on my knowledge”</i></p> <p><i>“How and where migrants can find information”</i></p> <p><i>“Discussions, networking, communications and the interaction”</i></p>	<p><i>“I had the time to network with others and share my opinion”</i></p> <p><i>“Wheel of Life”</i></p> <p><i>“Better understanding of the needs and difficulties the TCN women have in the Cypriot society”</i></p>	<p><i>“More games in groups”</i></p>

Belgium	<p>“I was hoping for networking and different perspectives which was met”</p> <p>“It helped us to question our programmes and have a more, clear focus of what we need to question to move forward”</p> <p>“Learning from other NGOs the challenges faced in terms of increasing the volunteering opportunities for migrant women”</p> <p>“Addressing my organisation’s weaknesses”</p>	<p>“Shaping activities from their conception to have tangible outcomes”</p> <p>“Improve feedback and creative lines of communication with the women we work with”</p> <p>“We need to work together to facilitate volunteering”</p> <p>“Self-assessment”</p>	<p>“Being able to reflect on our projects and have feedback from others”</p> <p>“The connection being made”</p> <p>“To recognise that many NGOs do not have a clear understanding how to reach out to migrant communities to promote volunteering opportunities”</p> <p>“the double meaning of integration assimilation”</p>	<p>“The session was very well organised”</p> <p>“It will be good to continue feedback together”</p>
France	<p>“I wanted to exchange, share and learn from others, so my expectations were met”</p> <p>“to meet other people and learn their challenges and see how I can help”</p>	<p>“Self-reflection”</p> <p>“better communication”</p> <p>“It is difficult to not advise or judge to help others”</p> <p>“Ask open ended questions that give birth to new ideas”</p> <p>“A good environment of work is essential to facilitate the learning process”</p> <p>“The importance of interculturality in all sectors”</p>	<p>“Sharing ideas and the time spent with the group”</p> <p>“Group thinking, ask questions and visualise collaboration”</p>	
Italy	<p>“To look for ways to improve strategy”</p> <p>“To realise practical activities to train myself”</p>	<p>“Self-criticism and positive thinking”</p> <p>“Tips and guidelines for a better cooperation and global vision”</p> <p>“to recognise the importance of empathy”</p> <p>“reshaping my organisation with regards to multiculturality and multidisciplinary”</p> <p>“to be more familiar with social impact indicators”</p>	<p>“The importance of empathy”</p> <p>“Mapping social impact”</p> <p>“Self-reflection”</p> <p>“Information exchanges and competences”</p>	

Final Evaluation Forms

During the final session of the SMART Volunteering Diversity Circles™, participants were asked to complete a final evaluation form, rating the overall impact and success of the programme and any suggestions for improvements. Below is an overview of each country's final evaluations:

United Kingdom

It is evident from the final evaluation forms that the sessions were successful in achieving its aims and objectives. Participants commented on the **networking opportunities** of the sessions and how this helped to find out more information about other local organisations. All participants stated **that they would recommend the sessions to others**. When asked to comment on their personal development and improvement of their soft skills, all participants noted an **improvement** in aspects such as *networking* and *problem solving*.

Cyprus

From the collected evaluation forms, it is evident that the participants really enjoyed these sessions and the methodology. From these, it was noted that they had all **successfully reflected upon the knowledge and information** they had received during the SMART Volunteering training.

Participants commented on the need for **more interaction with the TCN women** in order to listen to their needs first hand and how the different sectors can help them to achieve their working and educational aspirations.

Belgium

In Belgium, participants felt that they had **successfully developed their action plans** within their organisations in order to help increase integration and inclusion within the sector. Each attendee expressed their own goals for this plan; for example, one lady expressed her intention to speak to her director about the more active involvement of migrant women as volunteers within the organisation. Participants rated the content and the project as relevant and useful, while the amount of sessions was indicated as sufficient. Some attendees requested **follow up sessions** and **specific support** in their developed ideas.

Italy

In Matera, each of the participants expressed their focus on finding ways to put into practice the training they have had with this project in order to improve the integration of migrant women within their organisations and the wider community. The participants also indicated that they had improved specific skills such as **self-reflection**. It was recommended that **more meetings would be beneficial** to continue these discussions and exploration of new strategies for improving integration.

France

In Paris, 75% of participants in the Diversity Circles™ expressed how they have taken actions to improve their organisations as a result of attending the programme. Regarding the skills

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and knowledge developed during this course, all participants ticked at least 3 statements of improvement:

- 90% - Self reflection
- 40% - Training skills
- 75% - Goal Setting
- 75% - Networking skills
- 65% - Problem Solving

One of the participants wrote *“Programs like SMART are very necessary in society because they help to create a diverse circle of people, identifying needs and supporting collaborative work”*.

Spain

In Spain, the final evaluation forms suggest that participants improved in all competences listed. They also valued the session as an **“opportunity to express themselves, share experiences and improve communication and self- reflection techniques.”**

Soft Skills Development

As well as development of the knowledge and awareness of the attendees of the SMART Volunteering Diversity Circles™, the methodology also allowed for soft skills development. The attendees were asked to complete a soft skills assessment during the first and last session, in order to see how they had developed as individuals due to this programme. It should be noted that if improvements have not been made in a particular area, it is not to be read as a failure on the programme or participant. The Circles methodology is meant to develop skills whilst also developing awareness of abilities; therefore, a drop in a score in the final session can be due to an increase in awareness of skills.

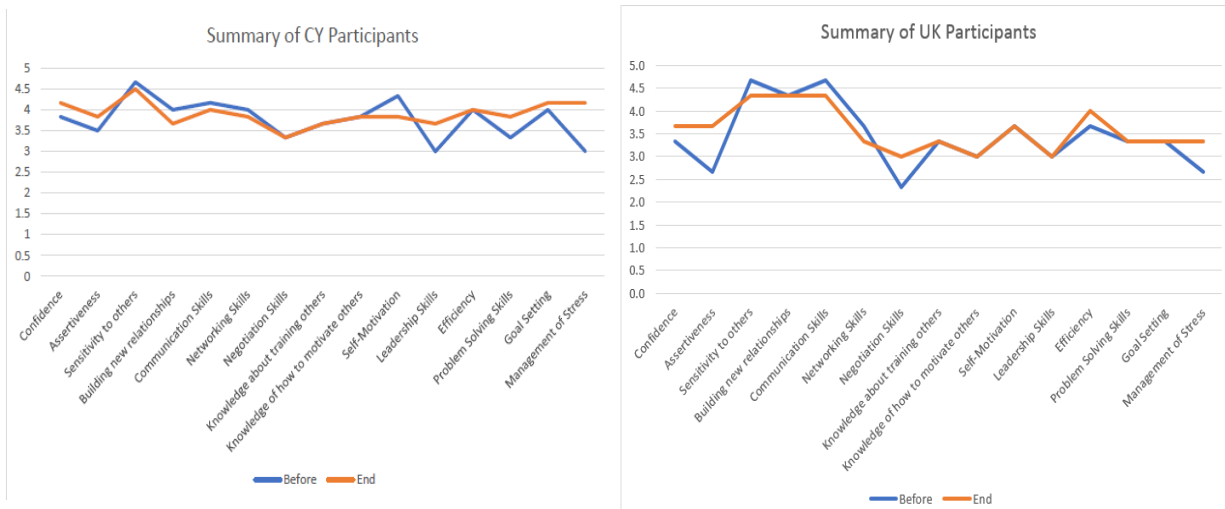
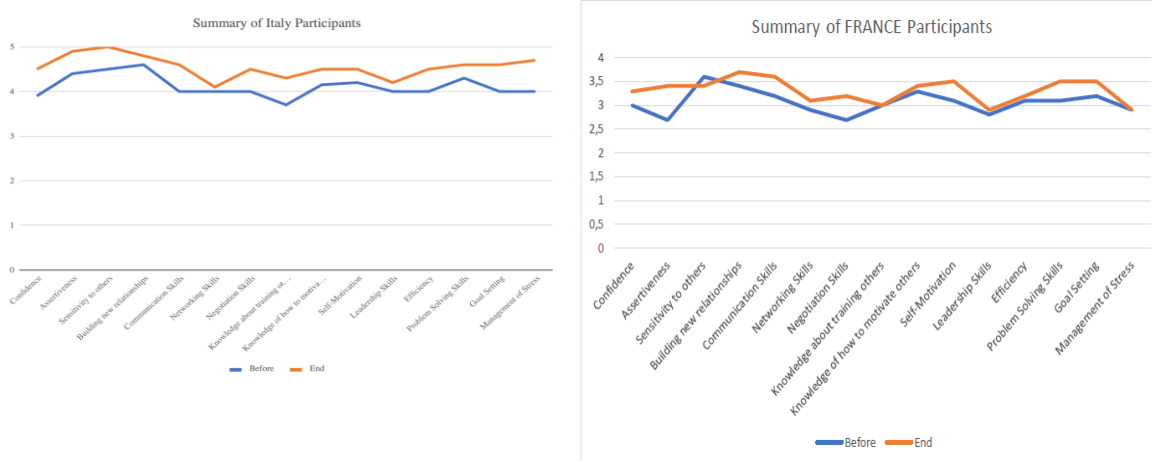


Figure 8- Selection of Soft Skills Assessments (rating from 1-5)



When analysing the graphs collected from each country’s national report, it is apparent that the following skills were improved the most during the SMART Volunteering Diversity Circles™:

United Kingdom	Cyprus	Spain
<ul style="list-style-type: none"> - Assertiveness - Negotiation skills - Management of stress - Confidence - Efficiency 	<ul style="list-style-type: none"> - Confidence - Leadership qualities - Problem solving skills - Management of stress 	<ul style="list-style-type: none"> - Negotiations skills - Self-motivation - Self-confidence - Assertiveness - Sensitivity to others
Italy	France	
<ul style="list-style-type: none"> - Assertiveness - Capacity to train others - Problem solving skills - Management of Stress 	<ul style="list-style-type: none"> - Assertiveness - Negotiation Skills - Problem solving skills - Self- motivation 	

Facilitators’ Comments and Recommendations

During the piloting phase of this work package, the facilitators in each partner country collected their thoughts and recommendations for improvements regarding the SMART Volunteering Diversity Circles™. Below is an overview of the positive and negative aspects of the Circles and the suggested improvements made by facilitators in the partner countries.

Positive Aspects of the Diversity Circles™	Negative Aspects of the Diversity Circles™
<ul style="list-style-type: none"> - Networking opportunities within the sessions - Small group setting to explore challenges and issues - Variety of sectors and organisations allowed for varied and useful discussions for all involved - Diversity management discussions - Space to consider solutions rather than focusing on barriers experienced - Invaluable discussions - Avoiding advice giving and instead focusing on listening and questioning in order to find solutions and plan the next steps - Strong bonds formed within the group - Questioning methodology was appreciated 	<ul style="list-style-type: none"> - Not enough sessions to fully explore all the issues and challenges. - Soft skills assessments were not always appropriate (in some countries) as the focus was placed on the organisations rather than the personal development of those attending the sessions. - Too much paperwork for 2 sessions (3 evaluations + 2 soft skills assessments)

Suggested improvements

- Depending on the group of participants you have, more sessions may be appropriate to allow for further discussions. In particular, if your group is quite large, more time is needed to fully explore issues and challenges and give each participant enough time to talk to the group.
- In some partner countries, soft skills assessments may not be appropriate, especially when the group are focused both on the larger scale of business and society as well as specific individuals. This assessment should be kept in the guide as it is useful, but should be used at the discretion of the facilitator within their own cultural and societal context.

Conclusion

Overall, the SMART Volunteering Diversity Circles™ were extremely successful and had a positive impact on all attendees from target group 2 and 3, in each of the partner countries.

Regarding the targets for these sessions, the partnership has met the number and exceeded the expected engagements in the work package overall. The SMART Volunteering consortium engaged a total of **57 participants** from the two target groups. As a result, the consortium has succeeded in raising more awareness of the project's topics and aims to a wider audience and therefore have had a greater overall impact.

From all evaluations collected from participants who took part in the training as NGOs, Volunteers and those from the business sector, along with the comments and recommendations from facilitators, it is evident that the methodology and practical aspects of the Diversity Circles™ have been successful. It has been noted that **more sessions** would be beneficial in order to continue with the development of participants. This is possible given the flexible nature of the methodology and the numerous tools provided in the Facilitator Guide to allow for further sessions, with tools for support and introduction of more discussion.

Over the course all of the Circles sessions, each participant has been able to discuss their own issues faced and opportunities with regards to integration, societal and cultural differences and inclusivity. The **networking opportunities** of these sessions were invaluable to all involved, allowing for local and regional connections to be made with those who also wish to help migrant women with opportunities in their field of work.

Overall, the course has been very successful and, with the materials accessible through the online platform, will continue to educate and develop many more individuals and organisations past the funded period of the project.

CHAPTER TWO: MENTORING CIRCLES™

Introduction

The SMART Volunteering Mentoring Circles™ were conducted in each partner country involved in this project. The aim of the Mentoring Circles™ was to bring together TCN women who were looking to explore volunteering, in a smart way, and how this could positively impact their current situations or previous experiences.

The overall aims of the Mentoring Circles™ included:

- Helping female migrants to think about their own learning path towards social integration and cultural integration.
- Empowerment of participants.
- Supporting female migrant to recognise their skills and how to transfer these to a new country and societal context.
- To encourage participants to find volunteering opportunities which suit their needs and future employment goals (in a related field).

The piloting consisted of 4 or more sessions, each lasting 3-4 hours with a small group of TG1 participants. In the following report, each piloting has been collated and compared to show the overall success of the SMART Volunteering Mentoring Circles™ in all countries involved. Moreover, this report will highlight the impact of this training, evaluations collected and the feedback and recommended areas for improvement based on each national report received.

Recruitment in each partner country

Each partner country used a variety of techniques to recruit for the SMART Volunteering Mentoring Circles™. Recruitment brochures were created by the partnership to be used during recruitment in each partner country.



As well as the recruitment brochures, each partner used the following recruitment techniques and materials:

United Kingdom

Inova Consultancy used a variety of online and offline techniques to promote the SMART Volunteering Mentoring Circles™. These included: setting up an Eventbrite page in which to promote to the wider region; creating a Facebook event to further promote online; creating flyers and printing brochures to promote the training in Sheffield areas such as cafes, help centres and NGOs focusing on helping people find volunteering and jobs.



Cyprus

CARDET used face-to-face and online recruitment for the Cypriot piloting sessions. Emails and phone calls were used to invite migrant women to the circles. The organisation overrecruited in order to make sure that there were 5 women involved in each of the sessions.



Belgium

ENoMW used a variety of techniques to recruit participants for this programme. Invitations were prepared and shared via social media accounts (Facebook, Twitter and Eventbrite). The member organisations were also asked to circulate the invitation. The snowballing technique was used to reach other participants.



France

The social networks of Elan Interculturel were used in order to recruit for the French piloting of SMART Volunteering. The project and sessions were also presented and promoted to different stakeholders.

Spain

CCSEV and INCOMA contacted local organisations in the area in order to recruit for these sessions. Targeted emails and phone calls were also used to invite participants. A collaboration with DECCO, a local NGO working in the sector of migrant women inclusion, enabled more participants to be recruited.



Italy

In Italy, participants were recruited through targeted emails to centres for migrant women. Organisations (such as MSF) were also involved in this recruitment process. Articles were posted on the website of Programma Integra and on their Facebook page. Recruitment was a challenge due to language barriers.

Overview of Participants

Across the 6 partner countries, there were a variety of women who attended the Mentoring Circles™ sessions. Due to this, the discussions and experiences shared with greatly beneficial to all involved as different perspectives were shared and life stories were presented in a relatable manner. According to the application, each pilot was to be conducted with a minimum of 5 participants for 4 sessions. Some partner organisations chose to conduct more Circle sessions

Below is a table with the total number of participants per partner country, with details of the participants backgrounds to follow:

Partner Country	Sessions conducted	Participants per session						Total number of participants engaged in the Mentoring Circles™ sessions
		1	2	3	4	(5)	(6)	
UK	6	4	2	4	5	2	5	7
Cyprus	4	5	5	5	5			5
Belgium	4	5	5	5	5			5
Spain	4	7	7	5	5			7
France	6	4	3	3	3	3	3	7
Italy	8	4+6	4+6	4+6	4+6			10
Total number of engaged participants in the Mentoring Circles™:								41

United Kingdom

The 7 women who participated in the SMART Volunteering Mentoring Circles™ came from a variety of different countries and background. The women came from Nigeria, Egypt, Morocco, Indonesia, Mexico and Chile.

Each participant had a varying degree of education: from high school education to a Masters degree. After the initial discussions with the women, it was apparent that they wished to explore volunteering opportunities for a number of reasons, including to gain experience, for social integration, personal development and to explore the volunteering opportunities in different communities.



Cyprus

The 5 participants of the Cypriot Circles™ came from Lebanon and the Philippines. Each of the women had a different reason for attending these sessions, including:

- Needing to relief the stress and anxiety of not being able to find a job in Cyprus after leaving her teaching job and country to start a new life in Cyprus.
- Personal development (self- confidence and self- esteem).
- Trying to plan the next steps after becoming a single mother.



Belgium

The 5 participants who attended the SMART Volunteering Mentoring Circles™ in Belgium originally lived in Syria, Albania, Cameroon, Ethiopia and Morocco. Some of the women were mothers looking for new job opportunities, whilst others were Masters students looking for volunteering and future employment opportunities.



Spain

During the Spanish piloting of the Mentoring Circles™, 7 migrant women participated from countries including El Salvador, Paraguay, Kenya, Peru and the Dominican Republic. Each of the women had lived in Spain for a different length of time, spanning from 1 month to 12 years.

France

The French pilot involved 7 migrant women, who came from Argentina, Mexico, Venezuela and Guinea. Each lady came to the sessions for different reasons including:

- Exploring how to use her own skills within the business sector and how she can maximise her abilities
- Find volunteering opportunities which will focus on integration and equality
- How to find the right opportunities which fit her current level of education
- Finding opportunities and maintaining these as an expectant mother
- Set a more concrete plan for the future



Italy

The piloting conducted in Italy was attended by 4 women in the first phase and 6 women in the second phase. Over the course of 8 sessions, women attended from Morocco, Eritrea and Senegal. Each participant was between 20-50 years of age and had different life stories and experiences; due to this, the discussions during sessions were varied and eye opening for all involved.



The Format and Process of the Mentoring Circles™ in partner countries

The following section of this comparative report gives an overview of the format and process of the Mentoring Circles™ piloting in each of the partner countries involved in the SMART Volunteering project. Under each partner country are the details of the format of the Circles and any other comments. All of the information provided has been collected from the individual national reports.

United Kingdom

Venue: Leecroft House, 58-64 Campo Lane, Sheffield, S1 2EG

Trainer: Carolyn Usher, a Project Manager and Trainer at Inova Consultancy Ltd, and Marina Larios, Inova's director and trainer.

Sessions: 6 sessions between 26th February 2019 and 22nd March 2019

Overview:

- Following each of the sessions, participants were given extended learning exercises, such as the Wheel of Skills handout.
- During one of the sessions, participants were taken to a Volunteers Fair in Sheffield in order to see the real volunteering opportunities that are available in the local area.

Cyprus

Venue: Agios Dometios Cultural Center, the Classic Hotel, Nicosia and Gloria Café, Nicosia.

Trainer: Theognosia Petrou, an experienced trainer who has facilitated a number of training workshops focusing on migration, youth and gender issues.

Sessions: 4 sessions between 19th May 2019 and 15th June 2019

Overview:

- During the first session, the participants discussed the meaning of volunteering, CV techniques and, by the end of the session, the women understand the intended outcomes of these sessions.
- The middle sessions included the completion of the Wheels of Skills and setting their goals in relation to volunteering and getting involved in a field they were interested in.
- The final session of this pilot was conducted in a café as it was a more informal environment to finish the sessions. Mind maps were completed as well as soft skills assessments and evaluation forms.

Belgium

Venue: Brussels

Trainer: Sinem Yilmaz, a project officer for ENOMW and a PhD sociology researcher.

Sessions: 4 sessions between 5th March 2019 and 28th March 2019

Overview:

- During the first session of the pilot, the NLP communication model exercise was used to introduce the methodology.
- Prioritising exercises were used for issue exploration. Each participant did the jelly bean exercise in order to find out their true priorities in life which will then help them to decide on their needs and requirements in terms of volunteering and employment.
- Homework was given in between sessions for continued developed.

Spain

Venue: DECCO International

Trainer: Marina Cardoso, Co-ordinator of the project and trainer of the

Sessions: 4 sessions between 21st and 23rd May 2019

Overview:

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France

Venue: 74 Avenue Denfert Rochereau 75014, Paris

Trainer: Clara Malkassian, a trained Clinical Psychologist and trainer for Elan Interculturel

Sessions: 6 sessions between 19th February and 8th July 2019

Overview:

- Mind mapping was used, in conjunction with other activities, in order to present their goals, priorities and future visions.
- By writing a letter to themselves, the participants noted down all their reflections and hopes for the future. The facilitator will send these to participants 4 months after the training.

Italy

Venue: Programma Integra Centre

Trainer: Laura Bianconi and Sebastiana Masuri, project manager and job counsellor for the organisation

Sessions: 4 sessions between 21st and 25th June 2019 and 4 sessions between the 8th and 15th November 2019

Overview:

- The first session included an introduction to the project, the organisations and the aims and objectives of the sessions.
- The sessions were conducted over 2 full days, due to availability of the participants.

Conclusions: Format and Process of the Mentoring Circles™

As evidenced from the overviews above, each partner country conducted the Mentoring Circles™ by following the methodology presented in the Facilitator Guide. From these guidelines, each partner adapted and adjusted the activities and session process to suit the needs of their participants. Whilst the content and session plans have been adapted for cultural context, each partner still collected evaluations, personal soft skills assessments and constructive feedback to help with the amending and finalisation of the output.

Evaluation and Impact of the Mentoring Circles™ in partner countries

As part of the evaluation of the Circles, each partner was asked to collect session evaluations from all participants at the end of each session. By doing so, the consortium was able to evaluate the impact of

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the Mentoring Circles™ on the women who attended. These documents also allowed for the collection of feedback and recommendations for improvements.

In the following section of this comparative report, a selection of feedback and impact comments are presented per partner country. These include comments on *expectations and whether they had been fulfilled, aspects learned and most worthwhile part of the session*.

Evaluation Forms per Partner Country				
Country	Expectations	Aspects Learned	Most Worthwhile Aspect	Any further comments?
United Kingdom	<p><i>“to know exactly what volunteering is all about”</i></p> <p><i>“I expected to learn more about how I can approach organisations for volunteering activities”</i></p> <p><i>“More insights on volunteering and how to choose the right volunteering activity”</i></p>	<p><i>“I learned about volunteering work”</i></p> <p><i>“How to set up goals”</i></p> <p><i>“How to find [identify] my goals”</i></p> <p><i>“A brief introduction about how to successful in an interview”</i></p> <p><i>“Self-awareness”</i></p> <p><i>“How to take experience in volunteering into entrepreneurship”</i></p> <p><i>“It is important to have a positive outlook”</i></p> <p><i>“Intelligent volunteering”</i></p>	<p><i>“The sharing of experiences and goals”</i></p> <p><i>“Good tutor and good friends”</i></p> <p><i>“It has enabled me to carefully identify my strengths”</i></p> <p><i>“How to put your experience/skills into use”</i></p> <p><i>“The discussions and hearing everyone else’s stories”</i></p> <p><i>“To think how to take advantage of volunteering, focusing on job opportunities later on”</i></p>	<p><i>“Could there be a self-group for women sharing their experiences (in a shorter/informal setting)?”</i></p>
Cyprus	<p><i>“Shared experiences to motivate one another”</i></p> <p><i>“Know more about volunteering”</i></p>	<p><i>“To give value to myself”</i></p> <p><i>“How to overcome some difficulties”</i></p> <p><i>“Confidence”</i></p> <p><i>“To set priorities in life”</i></p> <p><i>“Goals to be attainable, measurable and on time”</i></p> <p><i>“Stress management”</i></p> <p><i>“How to approach people/companies”</i></p>	<p><i>“Sharing good and bad experiences – the more we share, the more we learn”</i></p> <p><i>“Sharing different ideas on the topic”</i></p> <p><i>“I discovered that I have started achieving the goals that I have set before”</i></p> <p><i>“Expressing the ideas about goals in the future”</i></p>	<p><i>“I appreciate the lecturers and their intention in trying to help us as much as they could”</i></p> <p><i>“This programme is worth helping especially migrants, because it gives us more knowledge and skills”</i></p> <p><i>“requesting more programmes about volunteering because it helps me to have more ideas by learning more”</i></p>

Belgium	<p>“to identify and address some of the key challenges and obstacles that we face in terms of employment” “Skills evaluation”</p>	<p>“What smart volunteering is about” “How a simple mind map may help us organise our plans and thoughts” “Honest evaluation about my skills” “Time management; ways to motivate myself to work” “Learnt how to prioritise my priorities”</p>	<p>“Knowing that not only me who is suffering, and that everybody suffers differently. This makes it easier to accept our problems” “The openness in the group is amazing thanks to the safe environment created by ENOMW.” “As usual the group is great. Today the game with chocolate was really cool, helpful and a reminder of the daily struggles of women as we try to meet our different objectives”</p>	<p>“It was the most amazing session”</p>
Spain	<p>“I learnt a lot with the activities”</p>	<p>“I am equal to anyone else in Spain” “Sharing with others” “Self- motivation” “I learnt from others’ experiences and cultures” “Identifying priorities” “Learning from other cultures” “Appreciating the important things in life”</p>	<p>“The session was motivating and useful to improve self- confidence” “Learning about practical aspects of life in Spain” “Being able to express myself with no risk of being criticized” “Define priorities” “Group experience”</p>	<p>“Very, very interesting and motivating” “I like the dynamics of the sessions”</p>

France	<p>“Meet other women and their stories, tell mine and my objectives”</p> <p>“This women’s circle is MY space”</p> <p>“To work on self-presentation”</p> <p>“to concretise a new vision of my life and what is to come”</p>	<p>“Share similar feelings”</p> <p>“To active listen- empathy”</p> <p>“To see my everyday life reality in a different way”</p> <p>“See that we already did some steps towards our objectives without realising”</p> <p>“Mind maps”</p> <p>“To active listen, observe and valorise myself better”</p> <p>“To see how do I present myself to others, to put forward my ‘difference’”</p> <p>“the fact of being from Latin America has an added value that we should put forward”</p>	<p>“The differences between us even if we come from the same continent”</p> <p>“Share stories and see the mechanisms that each of us used to cope with obstacles”</p> <p>“Learn that the path of getting there, counts”</p> <p>“Wheel of skills”</p> <p>“To role playing interview with 3 different feedbacks”</p> <p>“I realised that motherhood should be enjoyable and that my body and mind ask me to stop and enjoy”</p>	
Italy	<p>“I learned things I didn’t think were so important in my personal and professional life”</p> <p>“Thanks to the circles I really improved my competences”</p>	<p>“The importance to decide to look for solutions”</p> <p>“Ability to find time for myself”</p> <p>“To reflect on problems and to make plans”</p> <p>“How to identify and reach my goal”</p> <p>“The difference between internal and external motivations”</p> <p>“The importance of body language”</p>	<p>“reflecting about your problems and finding possible ways to deal with them”</p>	<p>“I appreciated that we listen to each other showing respect and conviviality”</p>

Final Evaluation Forms

During the final session of the SMART Volunteering Mentoring Circles™, participants were asked to complete a final evaluation form, rating the overall impact and success of the programme and any suggestions for improvements. Below is an overview of each country's final evaluations:

United Kingdom

From the final evaluation forms completed by the participants of the UK pilot, it is evident that each participant rated the Circles™ content very highly, with an average rating of **4.7 / 5**. As well as rating different aspects of the Mentoring programme, participants were also asked to leave comments, including:

- *"I ensure that I think of my past success and have a positive mindset"*
- *"Learning that everyone is special and has a different ability taught me [...] don't stop setting goals."*
- *"I have visited some websites in order to find a volunteering opportunity"*

From this last comment, it is clear that the UK piloting has been successful in allowing participants to think about the volunteering opportunities in the local area and develop themselves personally in order to go and find out about these opportunities.

Cyprus

From the final evaluation forms conducted in the Cypriot pilot, it is evident that Circles were a huge success. Each participant felt that their voices were heard and they were empowered to share their stories with one another. The personal development of each participant was also noticeable as they improved in their self-reflection, communication and networking skills – all very important skills for volunteering and employment. Other comments left on the final evaluation forms include:

- *"This programme helps to make things clear. The participant will understand oneself better, become able to set new goals and possess the motivation to fulfill them"*
- *"It was indeed a very good opportunity and we heartily thank you for all the things we have learned."*

Belgium

From the evaluation forms collected at the final session of the Belgium pilot, it is evident that the Mentoring Circles™ were a success as all participants were satisfied with the mentoring programme. After the pilot ended, each participant has made plans to find new opportunities in Belgium as a result of these sessions. Everyone marked the training as valuable and that they would recommend it to others. With regards to the Circles content, all but one participant rated it as excellent. In terms of other comments, participants mentioned:

- *"I would like to express my gratitude for the high standard of professionalism of the facilitator in all the sessions"*
- *"I am so happy to be involved in this great programme"*

Spain

From the final evaluation forms collected in Spain, it is clear that the participants had improved in all aspects assessed in the final form. All aspects of the programme and its organisation were scored highly with everyone agreeing that they wish to redo the course in the future.

France

When collecting the final evaluation forms from participants in the French pilot, it has been highlighted that each participant is now more motivated to find volunteering opportunities and job opportunities. Proactive attitudes have been developed over the course of the Mentoring Circles™ sessions and goal setting and other activities had helped to “focus on the really important things”. Skills such as self-reflection, communication and setting goals have improved across the board.

Italy

After the Italian piloting phase had been completed, final evaluation forms were filled in by all participants. From these forms, it is evident that all participants were satisfied with the Mentoring Circles™ programme. Each attendee rated the following aspects of the programme highly, showing the success of the circles methodology and its facilitation in the Italian pilot:

- Circles™ content
- Facilitation
- Amount of sessions
- Project’s aims and objectives

Soft Skills Development

Alongside the knowledge gained from the SMART Volunteering Mentoring Circles™, participants were also able to develop their soft skills. The participants were asked to complete an assessment during the first and last sessions, rating themselves from one to five with regards to a list of soft skills (those which are vital for personal growth and finding volunteering and employment opportunities). From these assessments, we are able to see how the participants have developed over the course of the sessions and the level of self-awareness they have achieved. This relates primarily to those results that have decreased over the course of the sessions; participants are now more aware of themselves and their abilities and can now assess their skills more accurately, and therefore sometimes not as highly.

Below are the soft skills chart created in each of the partner countries, based on the collated assessment forms in each of the pilots:

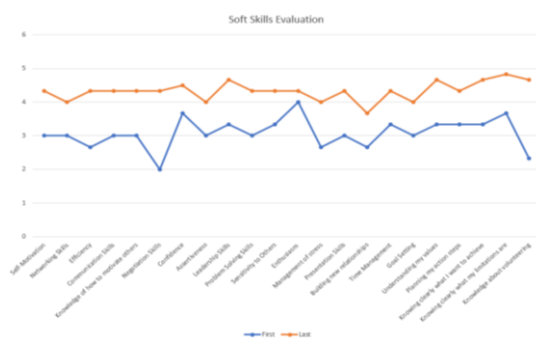


Figure 2- UK Piloting Results

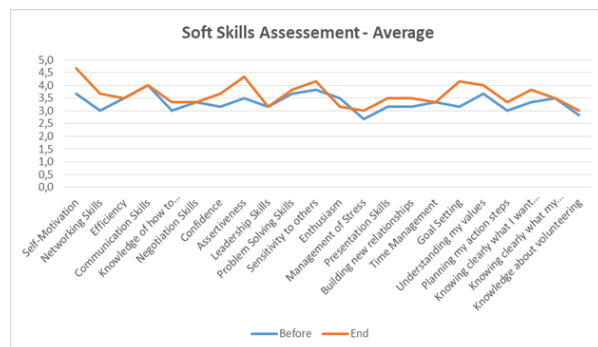


Figure 3- Italian Piloting Results

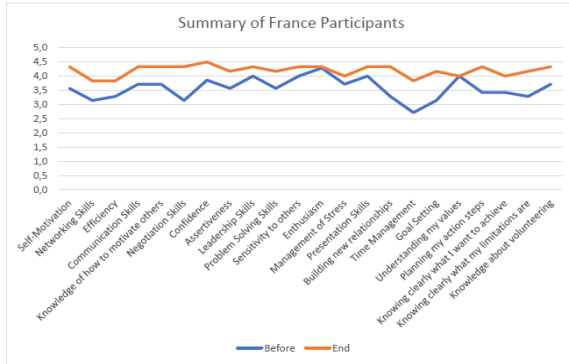


Figure 8- French Piloting Results

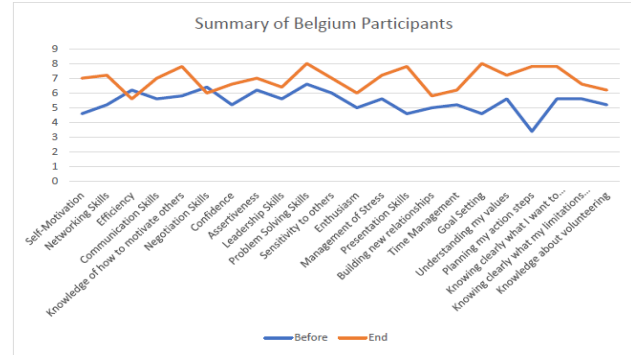


Figure 8- Belgium Piloting Results

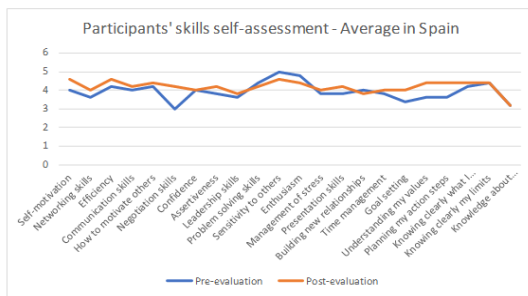


Figure 8- Spanish Piloting Results

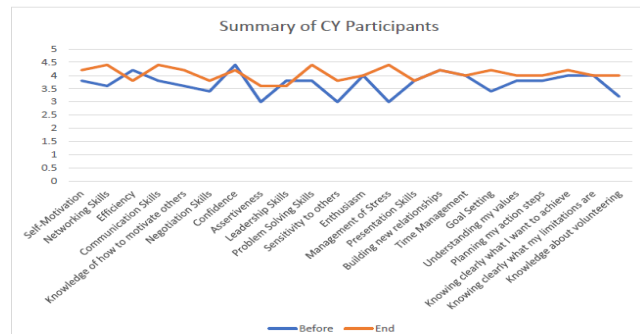


Figure 8- Cypriot Piloting Results

Figure 4- Soft Skills Assessments (rated 1-5)

When looking at the graphs from each partner country, the following aspects were noted to have improved the most:

United Kingdom	Italy
<ul style="list-style-type: none"> - Knowledge about volunteering - Efficiency - Negotiation Skills - Management of Stress 	<ul style="list-style-type: none"> - Self- motivation - Communication Skills - Goal Setting - Confidence
France	Belgium
<ul style="list-style-type: none"> - Negotiation Skills - Building New Relationships - Time Management 	<ul style="list-style-type: none"> - Self - motivation - Communication - Management of Stress - Planning my action steps
Cyprus	Spain
<ul style="list-style-type: none"> - Enthusiasm - Goal Setting - Communication Skills 	<ul style="list-style-type: none"> - Negotiation Skills - Goal Setting - Understanding my values

Facilitator’s Comments and Recommendations

During the piloting phase of this work package, the facilitators in each partner country collected their thoughts and recommendations for improvements regarding the SMART Volunteering Mentoring Circles™. Below is an overview of the positive and negative aspects of the Circles and the suggested improvements made by facilitators in the partner countries.

Positive Aspects of the Mentoring Circles™	Negative Aspects of the Mentoring Circles™
<ul style="list-style-type: none"> - A safe space to be emotional when sharing stories and life experiences. - Empowerment and determination have been increased for these women due to these sessions. - Tools produced for the sessions were suitable. - Mind mapping was very useful to allow participants to organise their thoughts. - Jelly bean exercise was one of the best exercises during the pilot (according to participants) - A place to establish mutual trust and respect - (For Facilitators) The flexibility of the Circles pathway, to be adapted to the specific needs of the group - Self-assessments were very beneficial. 	<ul style="list-style-type: none"> - (For Facilitators) lack of first- hand experience of the Circles prior to conducting the sessions. - (For Facilitators) difficulties with the NLP Communication Model. - 3 hours was not long enough; however, due to inabilities to provide child care, the sessions could not be any longer. - The questioning technique needs to be carefully considered before use in order to avoid putting barriers between facilitator and participants. - Too much paperwork to be filled out during and after each session. - More sessions needed with the group for further exploration.

Suggested improvements

- (For Facilitators) It would be useful for all facilitators to have more time to try the tools and test the methodology during the Training the Trainers Workshop. Also, by conducting a mock circle, the facilitators would be able to see first- hand, how a circle should be run and see the overall premise of the methodology in action.
- When meeting a group, the methodology should be adapted to their needs; the tools and guide provided should be altered to suit the needs of a particular group and not used as the final structure.

Conclusion

To conclude, the SMART Volunteering Mentoring Circles™ were a huge success, with each TCN woman gaining valuable knowledge and personal development from the piloting.

Regarding the targets for these sessions, the partnership has met the number initially set for this work package, engaging a total of 41 women in the Mentoring Circles™. As a result, the SMART Volunteering partnership has succeeded in developing participants' soft skills and discussing the next steps for them to find volunteering opportunities to suit their current needs.

From the evaluations collected over the course of this piloting phase, plus the feedback received from facilitators, it is evident that the methodology of the Mentoring Circles™ has been successful. It has been noted that the facilitators would have benefitted from a longer Training of Trainers session, including a mock circle to show the methodology in action. Given the very full agenda during the Transnational Meeting and ToT session, this was not possible, however; Inova, as experts of the methodology, did send a supplementary webinar to help and offered one-to-one skype calls to any facilitator who needed more information regarding the methodology.

It was also commented that the facilitators should use their own expertise in training in order to find the most appropriate way to conduct the Circles. For example, some of the suggested tools in the facilitator guide may not be appropriate for the particular group involved.

The paperwork involved in these sessions were excessive according to some facilitators and participants. Whilst there are many forms to complete, they are important for self-assessment and for reporting procedures.

Over the course of all piloting sessions, each woman has been given the opportunity to tell her own story, share experiences, explore challenges in life and discuss possible solutions and next steps. As shown by the feedback above, the participants felt safe in the mentoring environment and, due to these sessions, the women felt empowered and determined for the next steps in their journeys. Regarding the tools, they were suitable and well liked, especially the Jelly Bean exercise and the mind mapping exercise. The self-assessment forms were also very helpful for all involved in order to assess their skills and see the development at the end of the course.

In conclusion, this report has collated all the national reports from each partner country and highlights points of success as well as recommendations for improvements. Across each of the countries involved, the pilots have been a great success and have had a positive impact on all involved.

Annexes

- National reports produced in the United Kingdom
- National reports produced in Cyprus
- National reports produced in Belgium
- National reports produced in France
- National reports produced in Italy
- National reports produced in Spain