



Erasmus+

Expand Yourself

training for youth workers



COMITATO D'INTESA
TRA LE ASSOCIAZIONI VOLONTARISTICHE DELLA PROVINCIA DI BELLUNO

PARCOURS
le
MONDE
FACILITATEUR DE MOBILITÉ
ÎLE-DE-FRANCE



All over Europe, January 2018

- Identify the needs of the client.
- Try to involve him/her to identify his/her needs
- A good practice is SWOT analysis:

Strengths	Weaknesses
opportunities	Threats

- Identify needs → discuss with him/her → hierarchy the needs
- Help to cover some needs and have a contract

1 → Diagnosis
2 → Needs
3 → Motivation

1) Diagnosis

Collect information from

- the client
- the family
- the school/work
- society
- institutions

How?

- observation
- interview
- questionnaire
- projective methods

- Every information is useful.
- Be an active listener → have empathy.
- Observe the young in the different contexts.

- To listen;
- Be sincere;
- Mutual respect;
- Relationship;
- Confidential;
- Active listening;

→ Process

- Approach;
- Steps by step;
- Harm Reduction Approach;
- Focus on the goal;
- Rules;
- Authority;
- Recommendations;

WHAT KIND OF PROBLEMS YOUTH WORKER CAN FACE IN WORK?

AGGRESSIVE BEHAVIOR OF A CLIENT

DIFFICULTIES IN COOPERATION

PROBLEMS IN THE SYSTEM

- * LACK OF MOTIVATION
- * LACK OF BOUNDARIES
- * LACK OF KNOWLEDGE
- * LACK OF EXPERIENCES

REMEMBER:

YOU ARE NOT A SUPER HERO
YOU CAN NOT SOLVE ALL PROBLEMS
IT IS YOUR CLIENT/PUPIL WHO CHOOSES
SHE LIVES HER LIFE
TO FIND A WAY TO REDUCE STRESS

people and deal with their problems.

ATTITUDE / SKILLS

- * empathic
- * Background → be prepared for helping people
↳ Knowledge
- * Patient
- * Self-confident
- * Motivated
- * Interested
- * Open minded
- * Strong and consequent
- * Kind
- * obeying the law
- * Good physical and mental condition.

YOUTH WORKER ETHICS CODES

DEVELOPMENTAL ENVIRONMENT

ECOCLOGY SELF-AWARENESS INTEGRITY

BASE OF RELATIONSHIP

PRIMARY CLIENT COOPERATION BOUNDARIES

YOUTH WORKER WORK IS NOT LIMITED TO THE...
COVERING ALL OF THE INDIVIDUAL'S CONTEXT
TO THEIR WORK HAS THE RESPONSIBILITY TO
SHARE WITH INFORMATION AND ACCESS TO THE
THE YOUTH WORKER, BEING CONSCIOUS OF THEIR OWN
INTERESTS.

THE PRIMARY CLIENT OF THE YOUTH WORKER IS THE
PERSON WHO HAS TO BE TREATED WITHOUT DISCRIMINATION
WITH COOPERATION AND RESPECT, ALWAYS RESPECTING

WHAT KIND OF PROBLEMS OF YOUNG PEOPLE YOUTH WORKER CAN FACE?

PROBLEMS

- food gambling, alcohol
- FAMILY PROBLEMS
abuse, violence, health, economical problems
- STYLE
parasitic, curious, theft, homeless, sex work
- EDUCATION
drop out school, bullying, low skills
- MENTAL PROBLEMS
diseases, behavior disorders
- DISCRIMINATION
sexual orientation, ethnicity, social background, economic, etc.
- ABILITIES
physical, intellectual

YOUTH WORKER ETHICS CODES

TRANSPARENCY

TRUST

CONFIDENTIALITY

ONE OF THE MAIN GOALS WHEN WORKING WITH A CLIENT IS TO
TO BE A ROLE THAT CLIENT CAN RELY ON. TO ACHIEVE
OTHER THINGS, YOUTH WORKER SHOULD RESPECT CONFIDENTIALITY
AND TO BE CLEAR ON WHAT HE/SHE IS SAYING, NO HIDDEN
OR TRICKS.
RELATIONSHIP BASED ON THAT-TRUST-HONESTY- IS
THAT EVERYTHING ELSE IS BASED ON.

POWER TO MAKE A CHANGE

CARE SELF-CARE EMPOWERMENT

OUTER TO ENTER A PROCESS TO MAKE A CHANGE REQUIRES
FROM YOUTH WORKER - TO HAVE PASSION, DEDICATION TO PROTECT
YOUTH. STILL, YOUTH WORKER SHOULD ALSO
TO PROTECT HIMSELF/HIMSELF. WORKING UNDER THE YOUTH WORKER
WHICH CHALLENGE TO GET WINTER/UNDERSTANDING FROM OUT
FROM BOTH SIDES IS A BASE TO EMPOWER
TO MAKE A POSITIVE CHANGE IN CLIENT'S LIFE.

PEER EDUCATION

In this type of education people
are in the same time student
and teacher. They are sharing
their experiences with positive and
constructive aim. The most important
in this type, is that it hasn't
leader. Also it can be
formal and informal.

Formal education
people have equal opportunities
ideas, thoughts...
rules, cooperation (projects)
evaluation

Informal education
In this type we have a
Plan. Right method to follow
Not sharing experiences between
No brainstorming, circle, circle

Can be
charismatic;
strong;
less effective
for change...

Teacher;
more objective;
reference to the theory;
It fits in particular
for teaching theory.

In November 2017, 25 people from five European countries met in the Polish mountains. They had different education, professional profiles or life experiences. They spoke different languages, they had different plans for the future. Some knew exactly what they wanted to do and when. Others were only looking for ideas and tools to implement them in their daily work. They wanted to help people who are often their age - as peer educators or beginner youth workers.

They had one thing in common: desire to help people with fewer opportunities. Especially these ones who enter adulthood without any support, but with many problems.

What they have in common is the desire to help people who enter adulthood without any support, but with many problems. Working with young people who are in various types of crises is often a challenge for people with extensive professional experience. What to say about those enthusiasts who want to do it right from the beginning of their careers?

The EXPAND YOURSELF training, co-financed by the ERASMUS + program, provided them opportunity to acquire knowledge, new tools or to strengthen empathy and sensitivity to other people's problems. For 6 days, youth workers, peer educators and volunteers from five European organisations, worked on expanding their knowledge on assistance work, focused around young adults in crisis. It was six days of intense workshops, debates and exercises in the field of non-formal education, where participants shared their experiences which enabled mutual learning.

The result of this work, this eBook, is a collection of tips and suggestions collected and created by participants during the entire workout. It contains basic concepts, assumptions and examples of corrective work plans.

We hope that this free eBook will be for you, our dear readers, a useful tool in everyday work - especially at the beginning of his career.

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1

Who is youth worker?

definition • attitude • skills



A person (specialist or peer) who works with young people and deal with their problems – to make a positive change in their life.

Youth workers use mostly their own personality to build a relationship with client. The more authentic we are, the more we seem trustful. Desirable and helpful qualities/skills can be:

- patience,
- empathy,
- self-confidence,
- motivation,
- being interested and involved,
- open mind,
- consistency,
- emotional and mental stability,
- legality – respect to law,
- kindness,
- education and experience - having knowledge, tools and support in the team.

2

Peer education



A person (specialist or peer) who works with young people and deal with their problems – to make a positive change in their life.

Peer education participants are both student and teacher. They are sharing their experiences with positive and constructive aim. The most important thing is that there is no leader in this form of education. Process can be formal and non-formal.

NON FORMAL EDUCATION

Non-formal education is characterised by the fact that there is no leader. Thanks to this, everyone is in the same position, has the same possibilities of action. Participants work in cooperation with the rest of the group. There are no rigid and specific rules or guidelines. Evaluation of activities is also carried out in a non-formal way.

PROS AND CONS

Advantages of non-formal education:

- less stressful,
- capability of talk freely,
- more effective - the whole process is built around the needs and capabilities of participants.

Disadvantages of non-formal education:

- can be chaotic,
 - less effective for theory,
 - process is slower than in formal education.
-
-

FORMAL EDUCATION

Formal education is focused around the leader and has a precise action plan. It is characterised by rigid rules, order. The main method is to follow the teacher - there is no room for sharing your thoughts or experiences, brainstorming. The progress of the participants is evaluated by the leader with the help of grades. The pace is fast and there is often competition among the participants in the process.

PROS AND CONS

Advantages of formal education:

- Process is fast,
- Clear rules favour objectivity,
- Resources is gathered in books,
- It fits in particular for teaching theory.

Disadvantages of formal education:

- Can be stressful,
- No individual approach,
- Innovative methods are often not acceptable.

Might leave somebody behind

3

Building a relation with client base steps



How to build a good relationship/relationship with the client? Everyone has their own method and philosophy for it. However, there is one thing in common: Treating the customer subjectively. Building relationships can be divided into two areas - communication and getting to know each other as well as the chosen type of work and activities with the client. Below you will find some useful tips for regulating contact with pupils.

COMMUNICATION

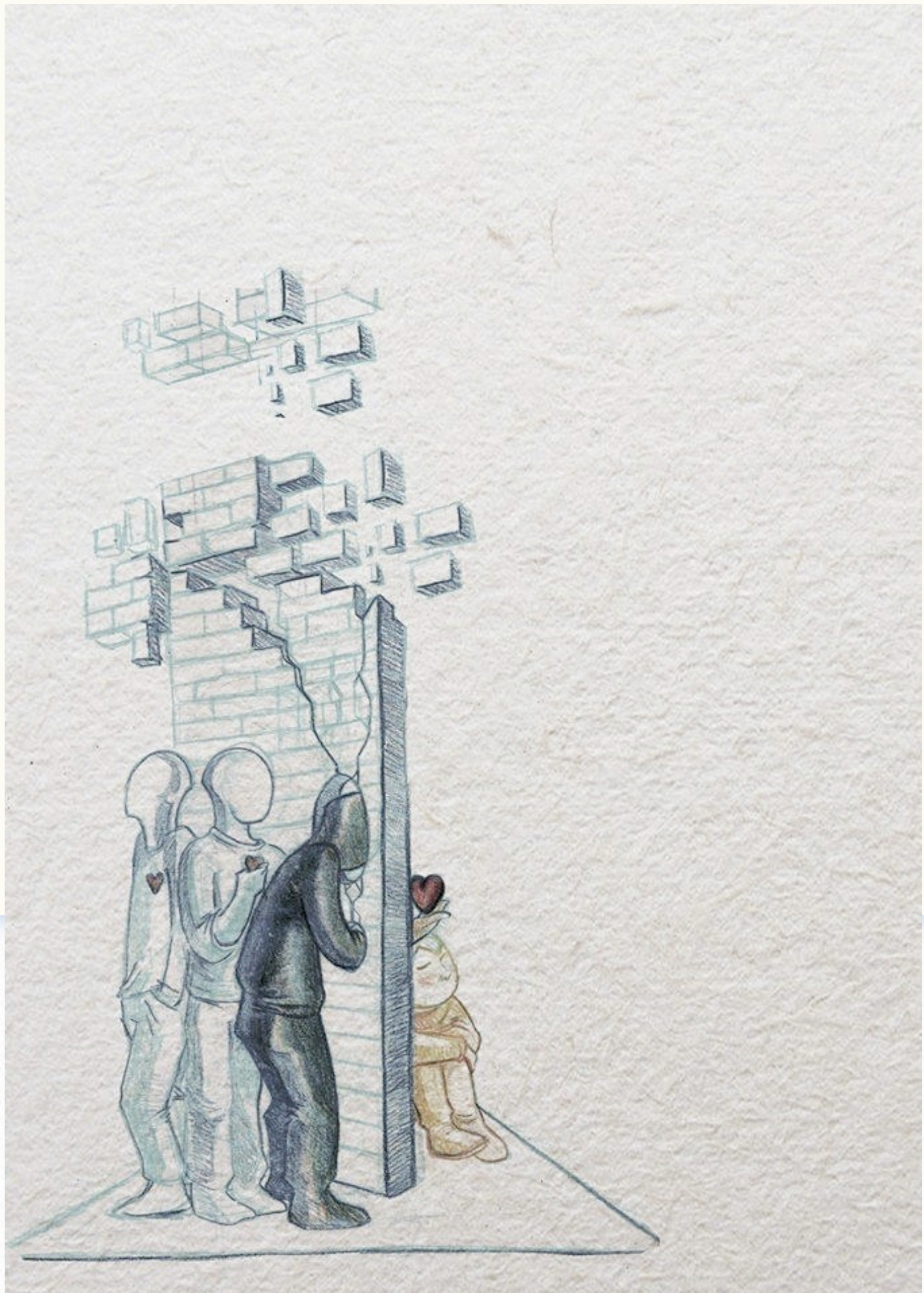
- ability to adapt to the language & vocabulary of the client,
- acceptance,
- lack of judgment,
- trust,
- keeping promises,
- punctuality,
- diplomacy,
- transparency,
- empathy,
- open mind,
- active listening skills,
- honesty,
- mutual respect,
- caring for bond,
- confidentiality,
- time availability,
- common point.

PROCESS

- client is always primary,
- choose approach that fits the needs of client,
- step-by-step rule – it goes as well as for building trust and for creating a plan of work,
- focus on goal – the best solution for client,
- building and respecting rules,
- having authority - being positive adults,
- cooperation,
- learning from experience,
- gathering new knowledge regarding the topic.

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Plan of work



When working with a client, an action plan is needed. Building it (step by step) facilitates work: organises and gathers needs, difficulties that require help from outside. The final should be a positive change in the life of the client - overworking difficulties and solving problems.

The ideal is to fulfil the plan from the beginning to the end - but it is often a utopia. Usually, making one step ahead, later we have to do two steps backwards. Even if only one thing from the plan works, it is a big success! We need information and tools to build a good and constructive plan.

Here are some tips:

DIAGNOSIS

Collecting information from:

- the client,
- his family,
- school/work,
- social groups,
- institutions.

through:

- observations,
 - interviews,
 - projection,
 - methods,
 - questionnaires.
-
- Every information about client's life is useful.
 - Collecting information for diagnosis requires the skill of active listening and empathy.
 - Gathering knowledge of client.
 - Creating a nice and relaxed atmosphere will make it much easier for us to build proper contact.
 - Collecting information for diagnosis requires the skill of active listening and empathy. It is worth observing the client in different situations and contexts.
 - Every time try to create bridges.
-
-

NEEDS

Identify the needs of a client. Try to involve him/her to identify his/her needs. Sometimes that can be hardest part.

A good and helpful analysis is SWOT tool:

<i>STRENGTHS</i>	<i>WEAKNESS</i>
<i>OPPORTUNITIES</i>	<i>THREATS</i>

- Sometimes it is worth helping the customer to discover and name their needs.
- Discussing them - what they are, what their hierarchy looks like, what they mean - facilitates the process of identifying needs.
- Help to cover some needs if you can. It can be a first step with plan of work.

MOTIVATION

Inspire the young - this is the key of the motivation.

Have in your mind the **3L**:

- **INFORM**
- **INSPIRE**
- **INFLUENCE**

- See the positive aspects of his/her personality and relay with it to rebuild.
- Inform that you are "there" for him/her.
- Present to him/her people with similar experiences – such as common problems from past, that they manage to overcome and now have a "normal" life. It helps youth believe that they can also do it, that it is not impossible to achieve.
- If the client is very negative try to give him a role, where he/she can do something constructive – e.g. assistants.
- Give him some options/choices for his life situation. Let him know that he is responsible for the choices he makes and that it will have consequences

PROBLEM YOUTH WORKER CAN FACE – TYPES

Working with youth with fewer opportunities can be challenging. All problems, difficulties and harsh experiences from past often comes in one package. To make a positive change in their lives creates necessity to offer a complex help, which covers more than one problem.

So, what kind of problems of young people youth worker can face?

- addictions – drugs, food, alcohol, gambling, behavioural
- mental problems – diseases and disorders
- disabilities – mental & physical,
- discrimination regarding sexual orientation, criminal past, ethnicity, social background, economic or appearance, skin colour, religion,
- education – dropping out of school, bullying, low educational skills
- style of living – crimes, homelessness, sex workers,
- family problems – abuse, violence, health, economical problems.

Working with client is also not easy job, especially for youth workers. Difficulties can also appear in the work with the client - in his/her attitude, deficits, low resources. Often these difficulties are the result of acquired survival strategies, childhood experiences or distrust of adults. Some problems may also be caused by the system in a given country or in the organisation (NGO, institutes etc.) itself.

We can experience:

- aggressive behaviour of a client,
- difficulties in cooperation,
- lack of motivation,
- lack of boundaries,
- gap in system – lack of good and effective solutions for youth with fewer opportunities,
- lack of knowledge and experiences.

Remember! You are not superhero, you cannot solve all problems and difficulties. The final decision and work is on client's account. He/she is the one who make decisions. It's their right to choose bad.

It's important to take care of ourselves during work. Try to find a way to reduce stress.

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Youth worker ethics



- **TRANSPARENCY**
- **CONFIDENTIALITY**
- **NO CORRUPTION**

One of main goals with working with a client is to establish trust, to be a rock, that client can lean on. To achieve that, among other things, youth worker should respect confidentiality, honesty and to be clear on what he/she is saying. No hidden motives or tricks. Relationship based on that – trust & honesty - is a ground that everything else is based on.

POWER TO MAKE A CHANGE

- DUTY OF CARE
- SELF-CARE
- EMPOWERMENT

Inviting youth to enter a process to make a change requires duty of care from youth worker – to have passion, strength to protect client from further harm. Still, youth worker should also remember to protect herself/himself during work. If we have given too much that we could, there is a high Chance to get hurt/lose objectivity/burnt out.

Protection from both sides is a base to empower ourselves – to make a positive change in client's life.

DEVELOPMENTAL ENVIRONMENT:

- ECOLOGY
- KNOWLEDGE
- SELF-AWARENESS
- INTEGRITY

The youth workers work is not limited to the individual, covering all of the individual's context of life. Also, the youth worker has the responsibility to keep up to date with information and loyalty to the practice of the youth work, being conscious of their own values and interests.

BASE OF RELATIONSHIP:

- PRIMARY CLIENT
- COOPERATION
- BOUNDARIES
- EQUITY

The primary client of the youth worker is the young person, which has to be treated without discrimination and with cooperation one to another, always respecting the limits.