



# Volunteer Management in Europe's Youth sector

## Handbook

# Table of contents

About VOLS EU.....	3
LDA Mostar.....	4
LDA Zavidovici.....	5
LDA Knjazevac.....	6
LDA Niksic.....	7
ALDA Skopje.....	8
United Societies of Balkan.....	9
Genista Research Foundation.....	10
Association for Developing Voluntary Work Novo mesto.....	11
REDE Portugal.....	12
LDA Kosovo.....	13
Fundación Privada Indera.....	14
CSS Padua.....	15
Trainers.....	16
Description of action.....	17
Results.....	18
Handouts.....	19
Evaluation.....	20
Feedback.....	22
Contact.....	23

# ABOUT VOLS EU

**Timespan:** 01/12/2017 – 30/11/2019

**Donor:** European Commission (Erasmus + program – Capacity Building Youth – Western Balkans)

**Objective:** The project aims to promote volunteering among young people and organizations dealing with youth issues in order to promote the Erasmus + program as a stimulus for volunteering, and especially the European voluntary service to strengthen counselors for young people in their aspirations towards active participation (social / civic) young people how to European and local level.

Through this project we want to promote voluntary work among youngsters and youth organizations, to **promote the Erasmus + programme as a stimulants for volunteering and especially European Solidarity Corps (ESC), to strengthen youth workers in their striving for young people's active (social/civic) participation on European level**, as well as in their local community.

With the increase of (ESC) budget of the European Commission from 60 million to >90 million in 2017, the amount of (ESC) projects will drastically increase; together with the quantity, the NA's and the DG EAC have expressed the clear need to keep the quality of (ESC) high, and with this project, we intend to strengthen youth workers and project managers to embed a high quality volunteer management in their working, locally and internationally, and we will strengthen them to facilitate a quality competence management within their (ESC) projects. Volunteer development is an issue that all organizations share in common. Still, organisations don't know always how to promote voluntary work good enough and to make their activities visibly for greater number of youngsters.

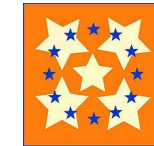
The recruitment, retaining and training volunteers are problems for a lot of them. With this training we want to promote values of voluntary work and to improve volunteer management of partner organizations.

The training project does not only includes the volunteer management on local base, but also with international volunteering (ESC). We have embedded a clear competence management - dimension in this training.

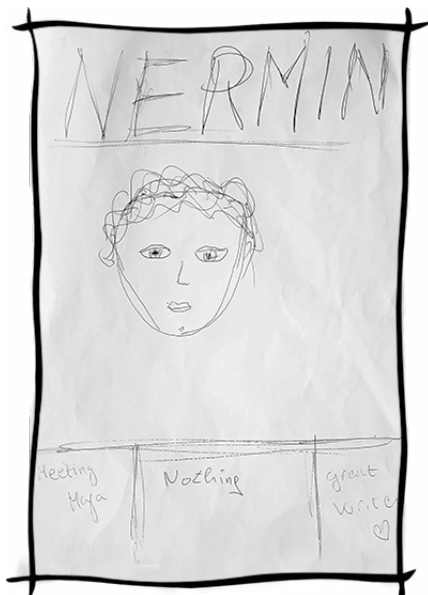
Participants will be enabled to articulate competencies gained through volunteering (with e.g. ESC profiles), will be trained how to stimulate the learning during the service activities, and how to plan the learning process prior to the (ESC) and local volunteering activities, we will exchange about how to facilitate the learning and gained competencies during the volunteering, and last but not least also how to evaluate the learning during volunteering.

This project is a chance to learn about volunteering realities in Europe. It's important to have a network of organizations from different European countries and to bring people who work in a similar context closer to each other and to give them opportunity for sharing experiences, as well to develop links between them that can stimulate future cooperation. In this way we are working on the further development of a European citizenship. With regards the priorities of E+ for 2017 in particular, the project contributes to the capacity building of youth workers and the organisations, but also in the different aspects of volunteering, we tackle the different priorities of E+, especially inclusion of YPFO, and reaching out hard to reach young people, or people that are in different countries less involved in (ESC) (such as migrants and refugees).

Other priorities such as intercultural learning/dialogue and sense of initiative of young people are also explicitly embedded in the programme.







# Agencija lokalne demokratije iz Mostara, COORDINATOR

<https://www.ldamostar.org/>

Local Democracy Agency (LDA) Mostar is one of 14 LDA members with the ALDA Association of local democracy agencies, a European network that gathers more than 200 members, including local authorities, authorities associations, NGOs, and individuals from more than 40 countries. Basic characteristic of ALDA and her members is promotion of good governance and citizen's participation on a local level. This cooperation, both at local and regional level, provides a number of activities and projects useful for the

development of the local community and its involvement in the process at the regional level. LDA Mostar activities, with the aim of creating a more active citizenship on the one hand, and transparent and accountable local governments on the other hand, are focused on the development of a modern democratic society. These activities are part of every segment of life of the local community and provide an opportunity to improve the living standards of all categories of society, directly influencing specific changes.



**LDA Mostar is a non-profit organization founded with the aim of promoting basic democratic values, such as:**

- RULE OF LAW,
- YOUTH, LOCAL DEVELOPMENT,
- PROTECTION OF HUMAN RIGHTS AND FREEDOM,
- MINORITIES' RIGHTS PROTECTION,
- SUPPORT DEMOCRATIZATION PROCESSES,
- SOCIO-ECONOMIC DEVELOPMENT,
- MULTICULTURALISM,
- EUROPEAN INTEGRATION





## Associazione per l'Ambasciata della Democrazia Locale a Zavidovici, BENEFICIARY

[HTTPS://WWW.LDA-ZAVIDOVICI.ORG/](https://www.lda-zavidovici.org/)

Local Democracy Agency (LDA) Zavidovici was born as a spontaneous initiative of a group of peace activists who gathered around the Coordination of solidarity initiatives in Brescia, Italy, during the war in Bosnia and Herzegovina, implementing humanitarian aid projects for the citizens of B&H, and accepting refugees in Italy.

Today, the LDA Zavidovici implements activities on the local level and in Zenica-Doboj Canton, and cooperates with many organisations from Bosnia and Herzegovina

and the region on implementation of mutual projects.

Besides, it should be noted that the main backbone and a constant in LDA's work is tight cooperation with the founders and partners from Italy.

LDA Zavidovici is a member of ALDA, Association of local democracy agencies, a European network which gathers more than 150 members, including local authorities, authorities associations, NGOs, and individuals from more than 30 countries.





# Centar lokalne demokratije LDA - Knjazevac, BENEFICIARY

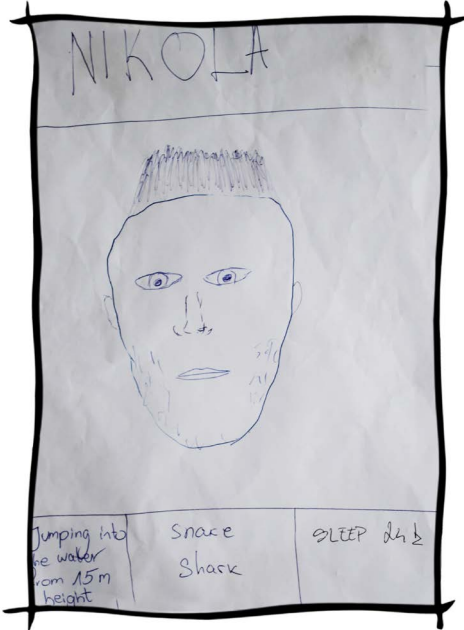
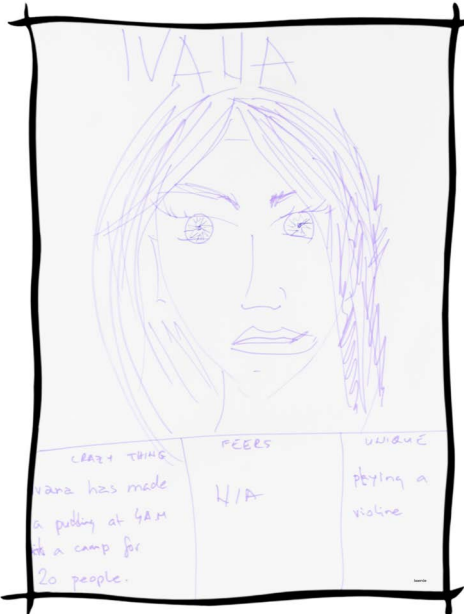
[HTTP://WWW.LDA-KNJAZEVC.ORG](http://www.Lda-Knjazevac.org)

Local democracy agency Knjazevac aims to contribute to development of local democracy in the communities of Eastern, Southern and Central Serbia thru capacity building programs based on the principles of active citizenship and establishment of concrete mechanisms for citizens' participation in development of their communities. In order to achieve this we employ methodology that facilitates cross-sectoral and decentralized cooperation.

local level, in Serbian communities of Knjazevac, Nis, Kragujevac, Kraljevo; 2) Activities at the international level, mostly through the network of 13 Local Democracy Centres and Agencies coordinated by European Association for Local Democracy ALDA and through Balkan Network for Local Democracy, of which our LDA is one of the founding organizations. Our programs target local authorities, CSOs and citizens with a focus on young people.



In line with this, LDA implements: 1) Activities at the





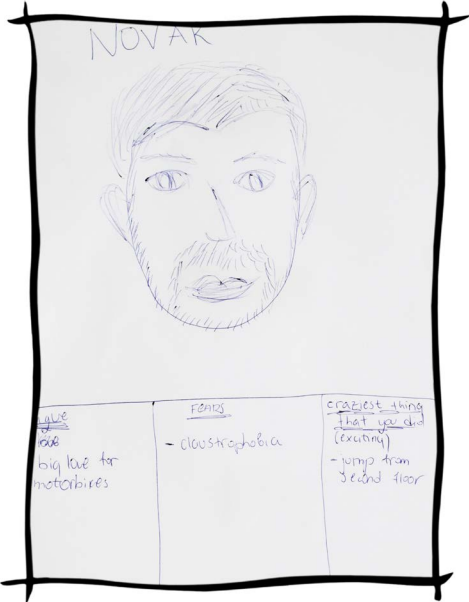
# Agencija za lokalnu demokratiju - Niksic, BENEFICIARY

[HTTP://aldnk.me/index.php/en/](http://aldnk.me/index.php/en/)



The Local Democracy Agency in Niksic was established with the support of the Council of Europe on May 11th 2001 as a local NGO. LDA functions within the network of 13 Agencies in former Yugoslav republics and also Georgia and Armenia and with support of the Association of Local Democracy Agencies. Local Democracy Agency of Montenegro together with the ALDA(Association of local democracy agencies)

works on the development of democratic processes and socio-economic development of Southeast and Eastern Europe in cooperation with partners, cities, regions and other organizations trough decentralized cooperation and partnership. Local democracy agency implement project through following programs: Local administration capacity development, Human rights and peace building, Youth, Local economic development, Admission to the European Union.





# Podružnica na Asocijacija na agencii za lokalna demokratija vo Republika Makedonija - Skopje, BENEFICIARY

[HTTPS://WWW.ALDA-EUROPE.EU/NEWSITE/](https://www.alda-europe.eu/newsite/)

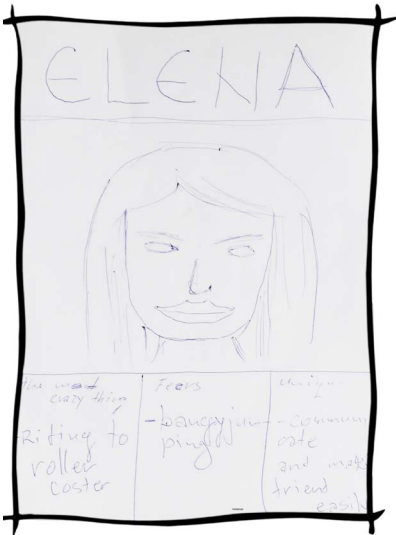
(ALDA) - Skopje is branch of the European Association of the Local Democracy Agencies created by Council of Europe in 1999. ALDA branch in Skopje is responsible for the implementation of the ALDA activities in Macedonia and the Western Balkans focusing on good governance, citizen participation, European integration and decentralization, and for the coordination of the programme for decentralized cooperation between the French Region Lower Normandy and Macedonia.

The ALDA - Skopje is the main ALDA office in the area

which role is to support all ALDA project in Macedonia and the Balkan region in order to increase active citizen participation, local democracy and fostering the decentralization process. ALDA - Skopje is implementing and developing some ALDA projects with Macedonian partners. This also implies contacts with local authorities and non-governmental organisations from Macedonia and different European countries. All ALDA members and partners are working with youth and on youth projects.



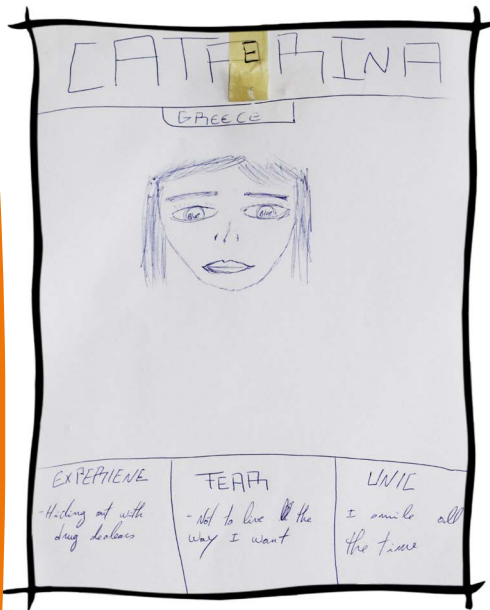
Европска асоцијација за локална демократија  
European Association for Local Democracy





# United Societies of Balkans, BENEFICIARY

<https://www.usbngo.gr/en>



United Societies of Balkans (U.S.B.) is a non-profit, non-governmental organization based in Thessaloniki, Greece working in the field of youth mobility, participation and facilitating youth awareness about social issues.

It was founded in 2008 by the inception of a group of active young people who wanted to address the social issues which affect the youngsters in the Balkans and Eastern Europe. The vision of the organisation is the promotion of youth mobility, youth involvement and

participation, voluntarism and human rights.

Activities:

Key areas of the organization's activities concern the defines of human rights, the organization of youth related projects such as youth exchanges and training courses, which can bring young people from Balkans and Europe together, and the organization of local interventions, seminars and multimedia productions. It envisions a global and inclusive society, where citizens are equally empowered to contribute in the shaping of





# Genista Research Foundation, BENEFICIARY

[HTTPS://WWW.ANNALINDHFOUNDATION.ORG/](https://www.annalindhoundation.org/)

Genista Research Foundation is an organisation which had been set up in 2002 , with the aim of coordinating a pioneering project on sustainable farming and Biodiversity to demonstrate practical systems in various sectors of farming and other sustainable practices where one is expected to take greater care of our environment and the health of the consumer.

The project has also served as an opportunity for further initiatives and practical research in the field of sustainable farming and other related ecological issues

by providing technical assistance, courses, educational material and other informational activities. The Foundation is managed by a board of directors and has a number of volunteers and hires experts on specific subjects according to the projects being worked on.

Along the years GRF has diversified and today has four distinct but interactive divisions all managed by graduate experts in their relative fields.





# Društvo za razvijanje prostovoljnega dela Novo Mesto, BENEFICIARY

[HTTP://WWW.DRUSTVOSPM.SI/DRUSTVO-ZA-RAZVIJANJE-PROSTOVOLJNEGA-DELA-NOVO-MESTO](http://www.drustvospm.si/drustvo-za-razvijanje-prostovoljnega-dela-novo-mesto)

Association for Developing Voluntary Work Novo mesto is a non-governmental and humanitarian organisation, working in the public interest in the area of social care, youth and culture.

Our target group are children and adults who have difficulties in social integration (Roma, foreigners, the poor and socially excluded ...), young people, NGOs and the general public.

Our mission is to contribute to more inclusive and open society for all. Our two leading programs therefore deal

with inclusion of socially excluded groups and with the stimulation of the NGO development and civil dialogue.

Our activities within the programs are performed by expert and voluntary work.

We promote the values of solidarity, tolerance, voluntarism, active living, clean environment, citizenship awareness, social entrepreneurship and inter-cultural dialogue.



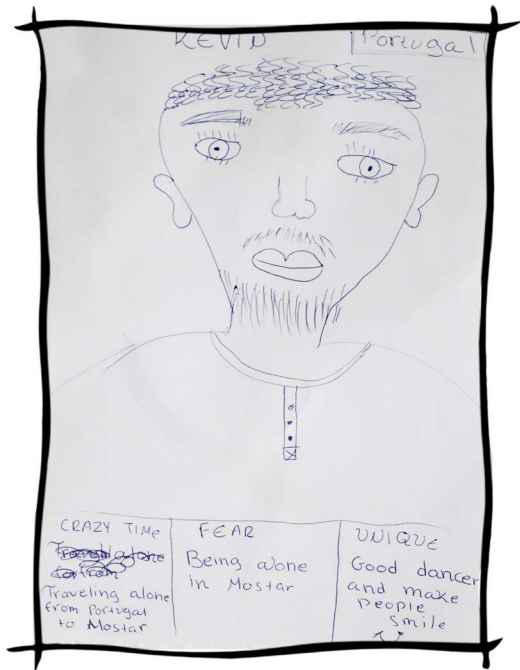


# Rede Portuguesa de Jovens para a Igualdade de Oportunidades entre Mulheres e Homens, BENEFICIARY

<https://www.euromedwomen.foundation/pg/en/profile/catarinacorreia>

The Portuguese Network of Young People for Gender Equality (REDE) is a youth organization, founded in 2000 in order to mobilise young people for equality. It has its headquarters in Lisbon and two nucleuses in Porto and in Viseu. The organization works mostly with young people by peer to peer methods and non-formal education. The staff of the organization always depends on the projects implemented, but there are always around 10-15 active volunteers and a few paid staff, working full time, who are all young people

working together in a close team. REDE is a network of associations that works with young people, since 2000, using non formal education and gender mainstreaming to promote human rights. The organization works with peer educational methods and has a wide experience in working with youth collaborating with schools, universities and NGOs. With almost twenty years of experience in the field of non-formal education and youth work, REDE has several publications of reference in its field.





# Local Democracy Agency Kosovo, BENEFICIARY

[https://www.alda-europe.eu/cooperation/Lda\\_Dett.php?id=3](https://www.alda-europe.eu/cooperation/Lda_Dett.php?id=3)



LDA Kosovo is an NGO under the umbrella of the great family of ALDA . Firstly LDA Kosovo was thought to operate in Gjilan, but due to some technical changes it was reopened in 2011 in Peja.

Since then, the lead partner of the organization is the Italian association Trentino con i Balcani. These two entities have realized different activities on promoting an active local democracy and an active citizenship.

The organization has a good relationship with the Municipality of Peja, the Youth Council of Peja and

the educational system: the Directorate of Education in Peja.

It has connected itself with different NGOs in Peja and Prishtina regarding the implementation of the activities. Nevertheless, in 2017, LDA Kosovo is going to work harder on fundraising and cooperation with others similar NGOs in Kosovo and always in cooperation with the other LDAs in the region.





Fundación Privada Indera, BENEFICIARY



<https://fundacion-ndera.org/en>

The INDERA Foundation was created in 2007. INDERA is a non-profit organization committed to young women's rights and gender equality from a holistic point of view. We want to contribute to strengthen networking and partnership among different social groups to build a just society based on the transformation of gender and power relations. Objectives:

- We build processes towards individual, collective and institutional empowerment in order to exercise active citizenship based on gender equality.

- We promote inter-generational and inter-institutional exchange processes between women and men of diverse socio-economic, political and cultural backgrounds.
- We encourage different groups of women and men to work for gender equality in the political context.
- We promote reflection as a core process to create alternative visions of masculine and feminine identities, other than the hegemonic interpretations.





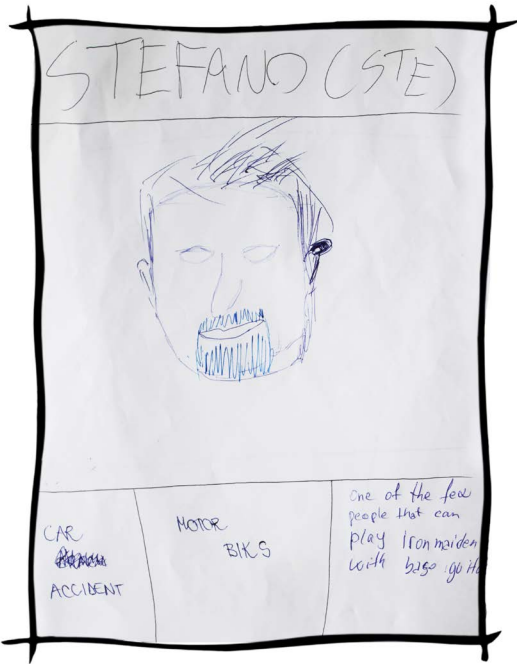
# Consorzio Comunità Solidale societa' cooperativa consortile, BENEFICIARY

[HTTPS://CONSORZIOCS.WORDPRESS.COM/INFO/](https://consorzioCS.wordpress.com/info/)



Consorzio Comunità Solidale (CCS) is a social non-profit consortium established in Padua in 2013 among local social organizations and professionals that have a long experience in different areas of the social integration with immigrants, disabled , youth and social disadvantaged people, in order to widen their impact on local, national and European communities, foster the development of their entrepreneurial potential and enhance social innovation. Among CCS members, there are several organizations working on different

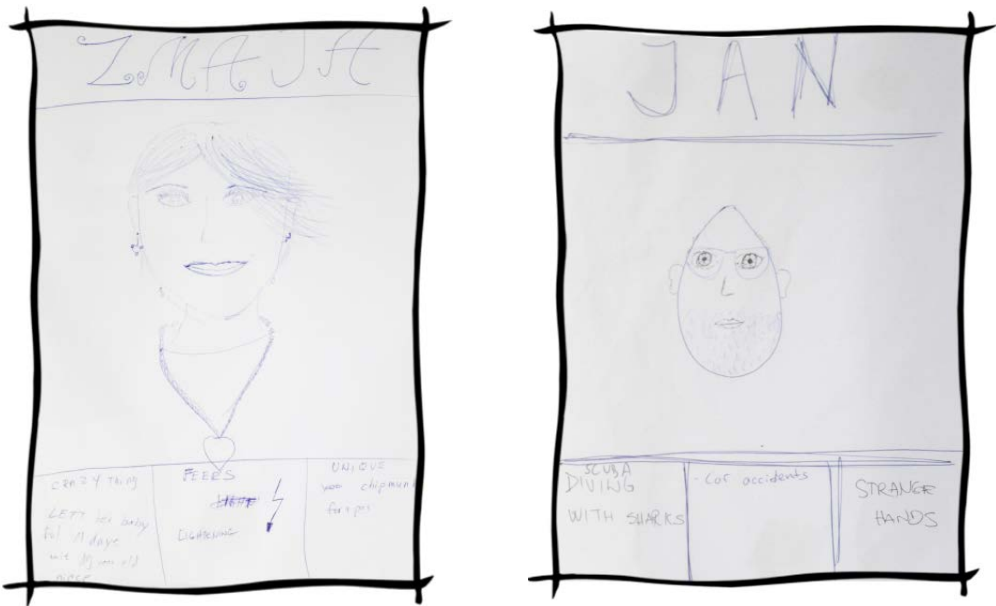
targets and issues: disabilities, migrants, sport, social agriculture and sustainable tourism, culture and social housing. Main targets are children, youngsters and women and main field is social inclusion. CCS works both with private no profit organizations, schools of any level and Education Office, social and health institutions, local administrations and NGOs, with whom develop and implement projects on education that can be valorized to disseminate and sustain this project's results.



# Trainers

Marija Popović:

Graduated economist. Employed at the Student Cultural Center Novi Sad as a producer and manager for international cooperation. She worked as a grant expert on the grant scheme of the EU Delegation to the Republic of Serbia for Mental Health. It manages EU projects in the field of culture, human rights and youth work. He works as an independent consultant for fundraising from grants. Since 2000 he has worked as a project and organizational manager, trainer, external evaluator, consultant. Evaluates projects for the United Kingdom (British Council) for Erasmus +. She teaches at the University of Novi Sad specialist studies for EU funds. She worked as a program coordinator for SALTO Resource Center for South East Europe. She is a member of three international team of trainers; a member of the Accreditation Team for the European Volunteer Service for South East Europe; member of the Team of EU Delegation to the Republic of Serbia.



Jan Van Hove:

Director of the department social interpreting and translations and member of the board of directors of the Agency for Migration and Integration, European trainer in Non-formal Education, Expert within the European programme Erasmus+/Youth in Action. References Databases and membership of pools of trainers and experts in which I'm active: • Trainers' database of Salto (Support for Advanced Learning and Training Opportunities) (<http://www.salto-youth.net/find-a-trainer/16.html>) • Trainers' pool and pool of experts of Jint, the Belgian-Flemish national agency for the Erasmus+ programme Page 3/3 Curriculum vitae of Jan Van Hove • Pool of experts of the British Council, the national agency of the UK for the Erasmus+ programme • Pool of experts of Salto-South Eastern Europe, the support structure of the Erasmus+ programme for the Western Balkans Recognized certificates Official youth work certificates and degrees awarded by the Flemish government 1999 1997 1996 1995 Head instructor in Youth Work (certificate for professionals in youth work) Thesis: "Quality management in Youth work" Instructor in Youth Work (certificate for trainers in youth work) Head animator in Youth Work (= certificate for advanced youth workers who take the lead of projects) Animator in Youth Work ( basic youth leader certificate) Although I consider myself a content oriented person, I also see myself as a good team coordinator. I'm able to create space for improvement, experimenting and gaining more experiences. I am enthusiastic, curious and communicative. I'm good in exploring new opportunities and possibilities. I like to respond to challenges. I have a passion for working in intercultural context, and also



# DESCRIPTION OF THE ACTION

We have differentiated a few processes that have a flow in our project: about volunteer management, about international volunteering and European Solidarity Corps (terminology and aspects of it), about competence management & volunteering, and general training elements.

We combined input with practices, gained skills and experience with measurable results in terms of new project proposals that have a high E+ quality standard in assessment terms like described by the European Commission and in the E+ programme guide.

Two main activities have been implemented:

**Activity 1:**  
**capacity building activity with the team and the surveys of the consortium**  
**Venue: Mostar, B&H**  
**Dates: 24th to 26th March 2019 (arrival 23th, departure 27th)**

During the meeting with the trainers, the focus was about further monitoring the integration of all expectations, needs, the participative approach and involvement of all participants.

We have planned explicitly the capacity building aspect of over-viewing all volunteer systems of the partner organizations, into the programme, to integrate those into the activity 2.

As we planned that the training course itself should be also an example of good practice for the participants about developing an international project, we put the focus on the aspect of dealing with the team-matters within our project team.

Besides the further development of the programme, also reflection and feedback into the team about our meeting and the cooperation was shared and the team strengthen its communication methods and improved its managing skills.

**Activity 2: training course**  
**Venue: Mostar, B&H**  
**Dates: 28/3/2019 till 02/04/2019 (arrival day 27th of March, departure day 3rd of April 2019)**

There were different parts in the course:

- the concept of volunteering
- frameworks of volunteering:
- Competence management in volunteering
- planning volunteering in your organisation & in your projects

In the setting, the group process, the content and the methodology of the training's activities, the focus was on participation, active involvement, sharing of thoughts and feelings, learning by doing, group work and the intercultural dimension.

During the activity, participants made a clear action plan, to implement all the learnt also in their organisations, and in their projects, expending the knowledge about European Solidarity Corps, its benefits and assets.

Direct beneficiaries were 25 youth workers, 2 hosting organization team members and 2 trainers, in total 29 participants who acquired new knowledge and skills to use, adopted and create new quality learning methods in the work they are and/ or will be involved in. With this project we empowered youth workers to create action plans, for strengthening the volunteer system in their organisation, and to increase the quality of their projects.





## DESCRIPTION OF THE ACTION

The profile of participants:

- youth workers, project managers, youth leaders that are involved in projects in which volunteers are active, or with the potential to have volunteers
- project officers (professional or voluntarily) working with volunteers
- mentors and/or coaches of EVS (professional or voluntarily) and EVS responsables (professional or voluntarily)

Participants had to:

- be older than 18 years;
- be able to express themselves in English;
- be interested in developing their skills, knowledge and competencies in volunteering management and active citizenship in a training course that will use non-formal education methodologies.
- have the possibility and to be motivated to implement the new gained knowledge and skills in projects on local and/or regional and/or national and/or international level

Indirect beneficiaries: The 14 local communities in 10 countries that this training is aiming at (participants of our participants) benefit indirectly due to multiplier effect, when the training participants applied the newly received knowledge and skills into their practice of daily youth work and implement their future action plans into quality volunteer systems.



## RESULTS

As a result of the overall project, participants shall: advance the level of their self-organisation, socialization and involvement in the life of their communities; improve their communication skills and abilities for promotion and recognition of youth work in developing multiplication activities.

Impact on Partner organisations: enhancing competencies of their members and increased quality of the volunteer systems and projects including European Solidarity Corps (ESC), more quality youth work and thus society in a larger extend. This will result in the development of new quality improvement on local, regional, national or international level, acquiring new contacts and possibility of developing international cooperation.





## HANDOUTS OF THE TRAINING COURSE



ERASMUS+

INTERCULTURAL LEARNING

EDUCATIONAL RESOURCES

WORK PLANS FOR PARTNERS

VOLUNTEER MANAGEMENT

ESC





## EVALUATION AND RECOMMENDATIONS

What was the most important thing you learnt during this training course?

Knowing more about the Erasmus+ youth projects!  
The important things that I learnt are giving and taking hand, which are programs and partners countries and how to change our view on piramide (turn around piramide, our view).  
Management of Vols and Social Media and vols.  
Different kind of vols and their expectations related to their personality.  
It's starting point for a good management.  
The process through which a project submission must go through.  
How much it is important to really understand volunteers in your organisation and how to give everyone a task that is good and appropriate for them.  
Volunteering is very important.  
Intercultural learning.  
Intercultural learning and evs.  
Volunteering management and resources.  
Everybody should be responsible of himself.  
Persue a change and not to wait for it.  
Structuring the volunteer system and adapt it within the own organisation how prepared work plan for volunteers.  
How to make working plan.  
How to invite new volunteers, types of volunteers.  
How to properly implement and manage voluntary work.  
How to make a project plan.  
Hopefull.  
Different types of volunteers and that we cannot expect the same from all.  
How to be closer with volunteers when I'm trainer.  
About the Erasmus + programe and volunteering.  
The possibilities on which programs can be applied, and about the Erasmus Plus programme and the European Solidarity Corps.  
What are partner and member countries.  
You need to have good communication skills.  
What does volunteering really mean and tools to use gained knowledge  
Measuring impact and creating sustainability of the volunteering.

How will you use what you have learnt in your own reality?

I will have an effort on volunteering in my city and will encourage young people to be volunteers!  
I am going to try these type of motivate our youngsters, to increase voluntary work.  
I will try to engage new vols.  
For me it's a starting point, but I feel I need to go in depth in the subject.  
I hope to use the knowledge I achieved to start projects involving vols in my organisation(me personally I never managed any vol)  
I've gained knowledge about submitting and writing a project, and I aim to try and submit one.  
I will use the materials to go a little deeper into the subject.  
I will try to start with my organization.  
I will let people know about the erasmus+ training projects and make them more aware of some situations such as racism or feminism.  
On the making my work in my association and community better.  
I can use it on an everyday basis in my work and it will be useful to in order to work in similar fields.  
After the project, I feel more confident hosting an project or work in a volunteering team.  
Probably not that much in my current org due to temporary position, but the knowledge will be useful for ever.  
I'm highly motivated to submit my own project at my next workplace, hopefully in the near future.  
In the best possible way.  
New knowledge will help me to motivate new people to join your organization, i will be able to help on different projects.  
In his work with Roma people, migrants, etc. In his further profession.  
Probably, but not directly.  
I'm gonna share my knowledge with my volunteers, and try to implement some mechanisms in my organization.  
I think I'm gonna start with my own project!  
I will advocate for change.  
Everything I've learned in Mostar will help me in my every work day

## EVALUATION





## EVALUATION AND RECOMMENDATIONS

What will you do further with it in the next 3 months

Will try to impliment with my fellow volunteers!  
I will try to create my own project.  
I will try to write a project in cooperation with some of the participants.  
Make a study of the long term project of my organization and then find out how to involve vols in our activities.  
I shall spread my knowledge to whomever i may and see fit.  
I will try to get my organisation acredited for sending volunteers to other countries and to use ESC program.  
Try to implement the social media plan we created for our organisation.  
Create projects with country partners.  
I will manage better my volunteers.  
I will participate in Erasmus + projects and I will try to use the activities that I have learned.  
Improve our Social Media Volunteer Plan, engage young people for international volunteer work.  
show other volunteers what we did and try to realise the work plan.  
Motivate new volunteers, realize my working plan.  
We will upgrade our work.  
I will try to apply concepts of volunteering management and motivation to already ongoing projects of my cooperative.  
Try to manage my time, and start to work on a project ( in 2 months) Youth summer Camp.  
Try tro set up a systematic approach of working with volunteers in my organisation.  
I hope I can do the project conceived on this training.  
will try to engage volunteers more in our future projects.  
Make a plan for future activities.  
I have no plans about it at this moment.  
Ill be more motivated  
Hopefully, I will try to expand it with further education  
Create a new project proposal using the knowledge and skills I upgraded during the training.

How can you spread what you have learnt in your own organization?

By having meetings and discussions whith what i learned here!  
I will have a peer to peer meeting in my own organization with young people.  
By organizing a workshop.  
Actually, I expect to manage new projects involving vols and just to share my work and my results with my boss.  
I can't spread it amongst my staff, for everyone is already aware of these lessons. I can only make sure it stays in use.  
Have a presentation of the opportunities with volunteers in my organisation.  
I must think about that...  
Explaining them what we might improve and work with the volunteers.  
Social media and workshops.  
Implementing the volunteering plan we created.  
I am going to show pictures and material on what we have done this week.  
Spreading the many possibilities in E+ and especially ESC with photos.  
With different workshops (for volunteers), meetings...  
Let's start the new project that we presented.  
Through meetings, focus groups and diffusion of materials within my organisation.  
Maybe through some workshops with the volunteers.  
I will advocate.  
team meetings about it, and sharing the resources we got.  
I will told some metods to coworker.  
By organizing workshops on that topic and engaging more volunteers.  
Talk about it at meetings and share experience, make suggestions for new actions.  
By talking about it with other people.  
A small get together to explain what the training course consisted of.  
I will transfer the gained knowledge to my colleges and other volunteers within my organization.  
Using new skill and knowledge among my colleagues and our volunteers.

## EVALUATION





## FEEDBACK FROM THE PARTICIPANTS

I really liked this training and it helped me develop myself and i will work hard now on my local democracy agency!

It could be useful, if the participants, before they arrive in Mostar, had been shared via fb some of their project ideas for the future.

This optional choice could help them to know better each other and be more ready for a collaboration.

Thank you for all your efforts and kindness!

Everything is amazing!

Everything was great! Specially the accomodation and the place.

Lots of times people seemed to be bored during the training and instead of paying attention to the other participants, their were busy looking in their phones.

Clear separation between exjugoslawian and “resteuropean” people in leisure time (you tried your best tho)

These were one of the best training I ever had.

Learn how to encourage others through the game.  
Thank you for everything! It was amazing!

The next time, I would make it more technical and specialized.

More concrete plans for the respective states.

All praise for trainers and organizers! :)









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