

Communication with Communities

Training for service providers in Athens
26/11/2020, 9.30-14.00

Agenda



Agenda

- Welcome & Introductions
- Training Objectives
- The SURVIVOR project
- “Communication with Communities” within the framework of the SURVIVOR project: the idea of setting up a community referral mechanism for GBV referrals

- The process of setting up a community referral mechanism
- Identification and recruitment of women from refugee/migrant communities
- Interviews & Focus Group Discussions with women
- Trainings & Follow up sessions with women

- Good practices, challenges and lessons learned from the process
- Women’s needs and voices
- The guidance document for GBV service providers & women from the community who wish to become GBV focal points to support women in accessing services
- Q&A / Concerns / Reflections

1st Part

2nd Part

3rd Part

This Space- Ground Rules

Respect. Non-discrimination and non-judgmental. Everyone has the right to express their opinion regardless of whether we agree with them or not

Keep an open mind to what is being presented

Understand we are all at different stages in our realization and understanding of oppression

Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate

Introduction

Training
Objectives

The
SURVIVOR
project

setting up a
community
referral
mechanism for
GBV referrals

Introduction, M&Ms Game

RED SOMETHING YOU DO WELL
ORANGE SOMETHING YOU WANT TO LEARN
YELLOW SOMETHING YOU CAN'T LIVE
WITHOUT
GREEN A FAVORITE FOOD
BLUE SOMETHING THAT MAKES YOU LAUGH
BROWN SOMETHING YOU DID YESTERDAY



This Space- Ground Rules

Respect. Non-discrimination and non-judgmental. Everyone has the right to express their opinion regardless of whether we agree with them or not

Keep an open mind to what is being presented

Understand we are all at different stages in our realization and understanding of oppression

Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate

Introduction

Training
Objectives

The
SURVIVOR
project

setting up a
community
referral
mechanism for
GBV referrals

Training objectives

- Describe step by step the process of setting up a community GBV referral mechanism led by women
- Increase knowledge on the specific needs and risks of migrant/refugee women, the challenges faced in accessing services and in helping other women.
- Provide challenges, lessons learned, best practices stemming from the activities.
- Discuss together the process and the outcomes and possible further actions
- What do you wish to get from this seminar?

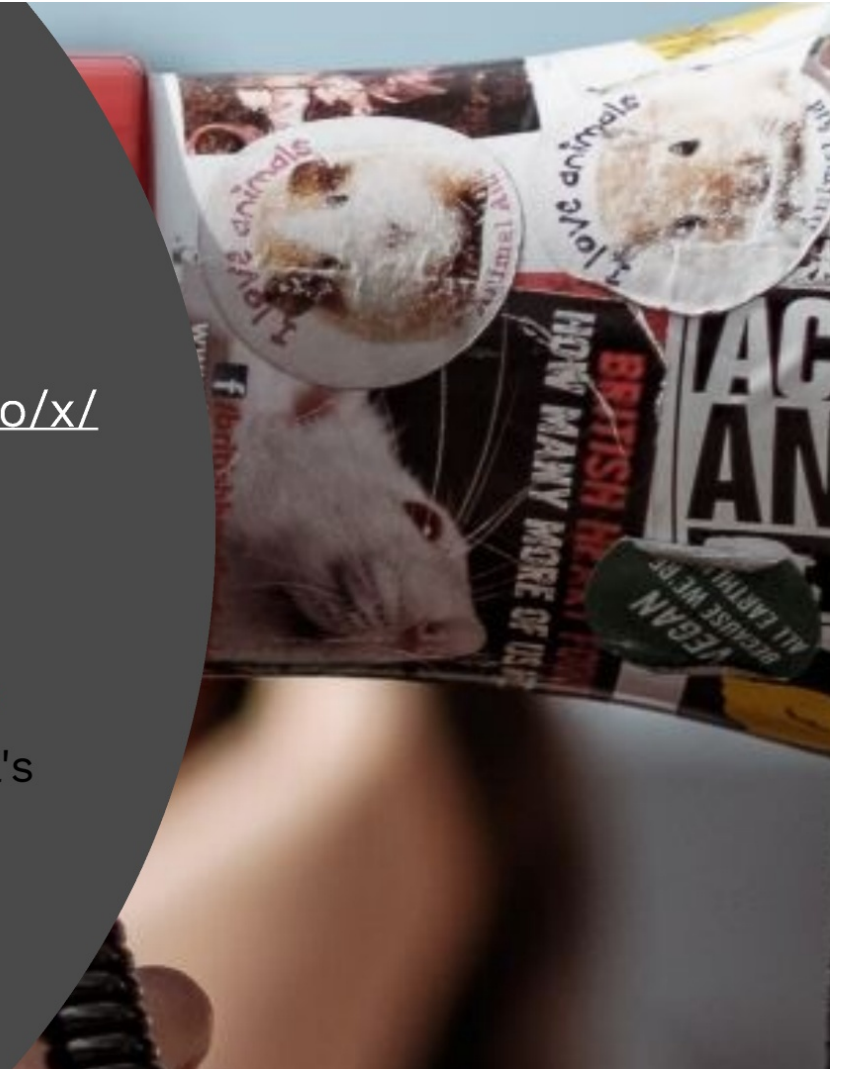
Pre
Seminar
Survey

Pre Seminar Survey: 5 mins

<https://ee.humanitarianresponse.info/x/BsCGLxpx>

Personal ID Example

1. Date of Birth, March 10 -> **10**
 2. Last letter of your name, Jenny -> **Y**
 3. Last letter of your maternal grandma's name Voula -> **A**
- my personal ID is **10YA**



Training objectives

- Describe step by step the process of setting up a community GBV referral mechanism led by women
- Increase knowledge on the specific needs and risks of migrant/refugee women, the challenges faced in accessing services and in helping other women.
- Provide challenges, lessons learned, best practices stemming from the activities.
- Discuss together the process and the outcomes and possible further actions
- What do you wish to get from this seminar?

Pre
Seminar
Survey

This Space- Ground Rules

Respect. Non-discrimination and non-judgmental. Everyone has the right to express their opinion regardless of whether we agree with them or not

Keep an open mind to what is being presented

Understand we are all at different stages in our realization and understanding of oppression

Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate

Introduction

Training
Objectives

The
SURVIVOR
project

setting up a
community
referral
mechanism for
GBV referrals



SURVIVOR project: Enhancing services for refugee and migrant GBV survivors” 2018-2020

SURVIVOR aims at **strengthening the capacity of the existing GBV services in Greece, to reach GBV survivors from the migrant and refugee populations, as well as to identify and address their needs.** In particular, key objectives of the program are

- 1) to enhance the quality and access of services for refugee and migrant GBV survivors in Greece and
- 2) to strengthen GBV programming through transnational dialogue and sharing GBV best practices, resources, and tools in Greece and Europe.



MINISTRY OF LABOUR AND SOCIAL AFFAIRS
GENERAL SECRETARIAT
FOR FAMILY POLICY AND
GENDER EQUALITY



KEOI
KATHOLIKI ENIKI ORGANIZOSI
TIS ANTHROPIKIS
KATASTASIS



This Project is co-funded by the Rights, Equality and Citizenship Programme of the European Union
The content of this document represents the views of the author only and is his/her sole responsibility.
The European Commission does not accept any responsibility for use that may be made of the information it contains.

This Space- Ground Rules

Respect. Non-discrimination and non-judgmental. Everyone has the right to express their opinion regardless of whether we agree with them or not

Keep an open mind to what is being presented

Understand we are all at different stages in our realization and understanding of oppression

Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate

Introduction

Training
Objectives

The
SURVIVOR
project

setting up a
community
referral
mechanism for
GBV referrals

1st “Communication with Communities” Training: the idea of setting up a community referral mechanism for GBV referrals

During the training participant organisations stressed that they often face **challenges in the identification of women who could take on the role of “community leader”** and become focal points. Moreover, they emphasized the **difficulty to implement in practice the steps of engaging directly with female refugees/migrants in the field.**



This Space- Ground Rules

Respect. Non-discrimination and non-judgmental. Everyone has the right to express their opinion regardless of whether we agree with them or not

Keep an open mind to what is being presented

Understand we are all at different stages in our realization and understanding of oppression

Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate

Introduction

Training
Objectives

The
SURVIVOR
project

setting up a
community
referral
mechanism for
GBV referrals

Agenda

- Welcome & Introductions
- Training Objectives
- The SURVIVOR project
- “Communication with Communities” within the framework of the SURVIVOR project: the idea of setting up a community referral mechanism for GBV referrals

- The process of setting up a community referral mechanism
- Identification and recruitment of women from refugee/migrant communities
- Interviews & Focus Group Discussions with women
- Trainings & Follow up sessions with women

- Good practices, challenges and lessons learned from the process
- Women’s needs and voices
- The guidance document for GBV service providers & women from the community who wish to become GBV focal points to support women in accessing services
- Q&A / Concerns / Reflections

1st Part

2nd Part

3rd Part

The problem

In urban areas, women refugees/migrants become “invisible” “and “overvisible” at once. “Overvisible”, because they often experience harassment and abuse in the public space due to their ethnic and racial markers, in disproportion to harassment experienced by white -passing European women. In parallel, they often become “invisible” in the eyes of service providers, either because communication with the latter is mostly taking place through the male family/ community members, or because many women avoid going out alone because of fear of GBV, as well as, compounding discrimination of being both a woman and person not from Greece. Despite significant need for protection and other support, services do not reach female migrants/refugees

The process

Identification and recruitment of women from refugee/ migrant communities

Interviews & Focus Group Discussions with women

Trainings & Follow up sessions with women

The process of setting up community focal points - pilot activity

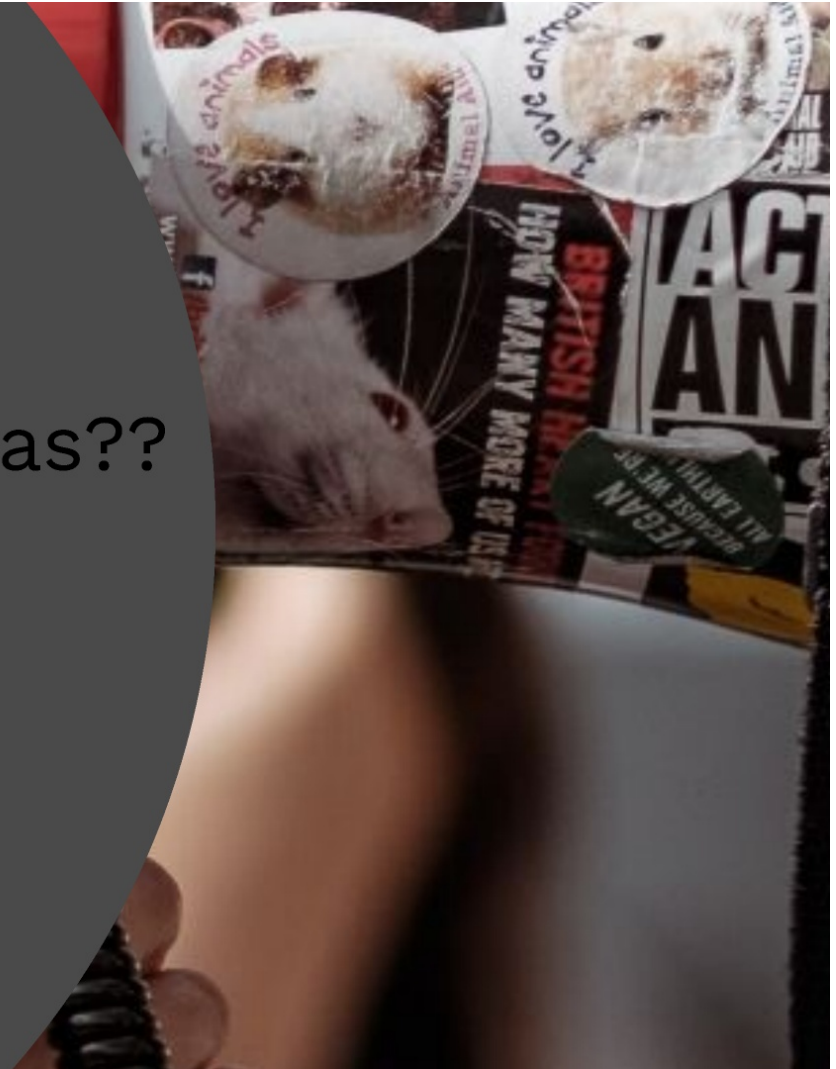
Where to start?

any ideas??

What means to use?

What to communicate and how?

How to reach to and identify women, potential focal points?



The problem

In urban areas, women refugees/migrants become “invisible” “and “overvisible” at once. “Overvisible”, because they often experience harassment and abuse in the public space due to their ethnic and racial markers, in disproportion to harassment experienced by white -passing European women. In parallel, they often become “invisible” in the eyes of service providers, either because communication with the latter is mostly taking place through the male family/ community members, or because many women avoid going out alone because of fear of GBV, as well as, compounding discrimination of being both a woman and person not from Greece. Despite significant need for protection and other support, services do not reach female migrants/refugees

The process

Identification and recruitment of women from refugee/ migrant communities

Interviews & Focus Group Discussions with women

Trainings & Follow up sessions with women

Identification and recruitment of women from refugee/migrant communities - the first step

- A **Terms of Reference (ToR) document was designed**, aiming to describe the basic requirements, responsibilities, and activities to the prospective women who wished to become community focal points, and it was translated in refugee languages
- was disseminated to organizations working in the field of women's protection, providing GBV services alongside empowerment services.
- The organizations that responded to the call, provided feedback on the ToR and shared with IRC the names and contact details of the women who wished to participate in the activities, consent provided.



The problem

In urban areas, women refugees/migrants become “invisible” “and “overvisible” at once. “Overvisible”, because they often experience harassment and abuse in the public space due to their ethnic and racial markers, in disproportion to harassment experienced by white -passing European women. In parallel, they often become “invisible” in the eyes of service providers, either because communication with the latter is mostly taking place through the male family/ community members, or because many women avoid going out alone because of fear of GBV, as well as, compounding discrimination of being both a woman and person not from Greece. Despite significant need for protection and other support, services do not reach female migrants/refugees

The process

Identification and recruitment of women from refugee/ migrant communities

Interviews & Focus Group Discussions with women

Trainings & Follow up sessions with women

Interviews

The IRC staff contacted more than 30 potential women focal points for an individual information session

The information session lasted approximately 30 minutes – the steps of the project were reexplained in detail and the women were asked to share their **vision on the role, their motivation to participate, and their availability and degree of commitment for the following months**

The women who met the criteria (availability, interest, age >18, good communication level in one of the three languages) **were recruited**

3 Groups were shaped: French, Farsi, Arabic
24 women

Cameroon, DRC, Afganistan, Syria, Iraq, Kuwait
Ages: 20-50 years old



Focus
Group
Discussions

4 FGDs - Topics

- the security of women and girls in urban Athens
- the availability and efficiency of the services
- the effect of COVID-19 on GBV
- vision and learning needs of the women regarding their position as community focal points

**Findings:
Risks in
Urban
areas**

**Findings:
Obstacles in
reporting GBV
incidents**

**Findings: What
do women
need to feel
empowered**

Group Activity: Identifying Urban GBV risks for women and girls

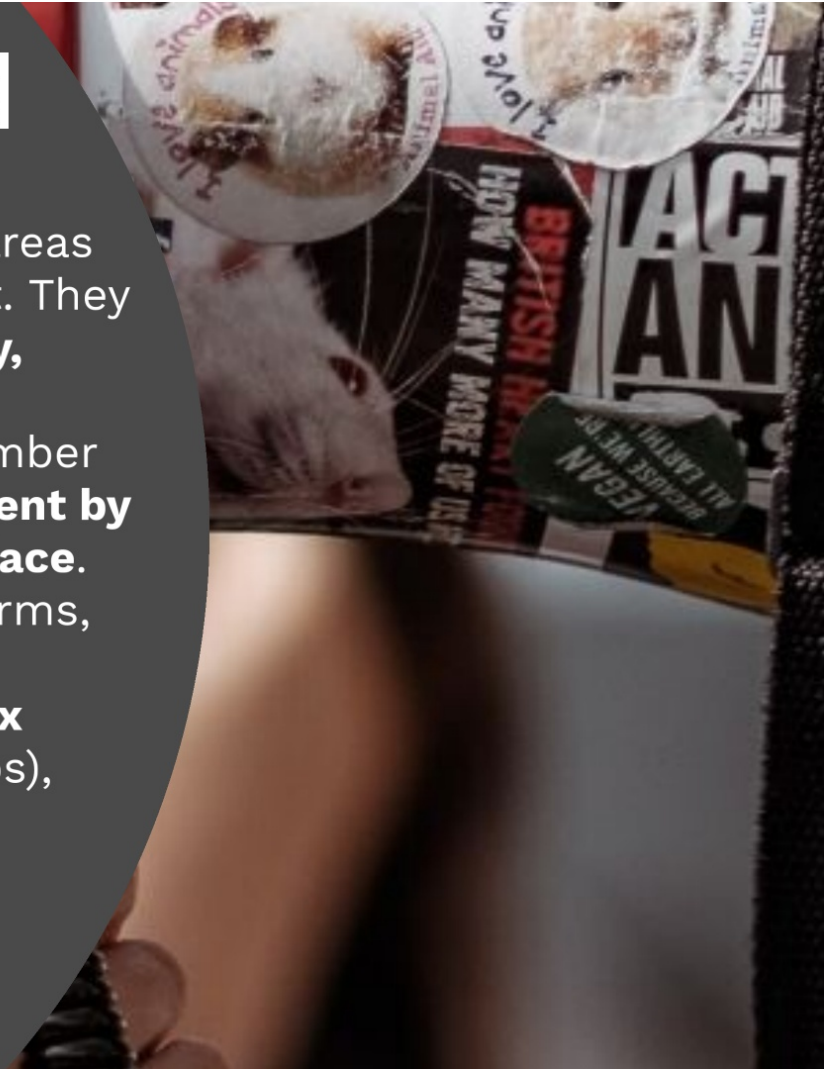
In urban areas, the risks for women and girls are different from those found in more traditional refugee camp settings and the perpetrators in cities are numerous.



What women replied

Risks women reported

they feel unsafe in the **centre of Athens**, in areas around **central squares** where men hang out. They are afraid of both **men from their community, such as ex-husbands or other community members**, and **Greek men**. A considerable number of women from all groups reported **harassment by Greek men in the public space as commonplace**. Harassment by Greek men takes up many forms, including **sexual assaults and approaching refugee/migrant women for transactional sex** (reported in Farsi and French speaking groups), and **harassment for wearing hijab in public transportation** (brought up in Arabic group).



Group Activity: Identifying Urban GBV risks for women and girls

In urban areas, the risks for women and girls are different from those found in more traditional refugee camp settings and the perpetrators in cities are numerous.



What women replied

4 FGDs - Topics

- the security of women and girls in urban Athens
- the availability and efficiency of the services
- the effect of COVID-19 on GBV
- vision and learning needs of the women regarding their position as community focal points

**Findings:
Risks in
Urban
areas**

**Findings:
Obstacles in
reporting GBV
incidents**

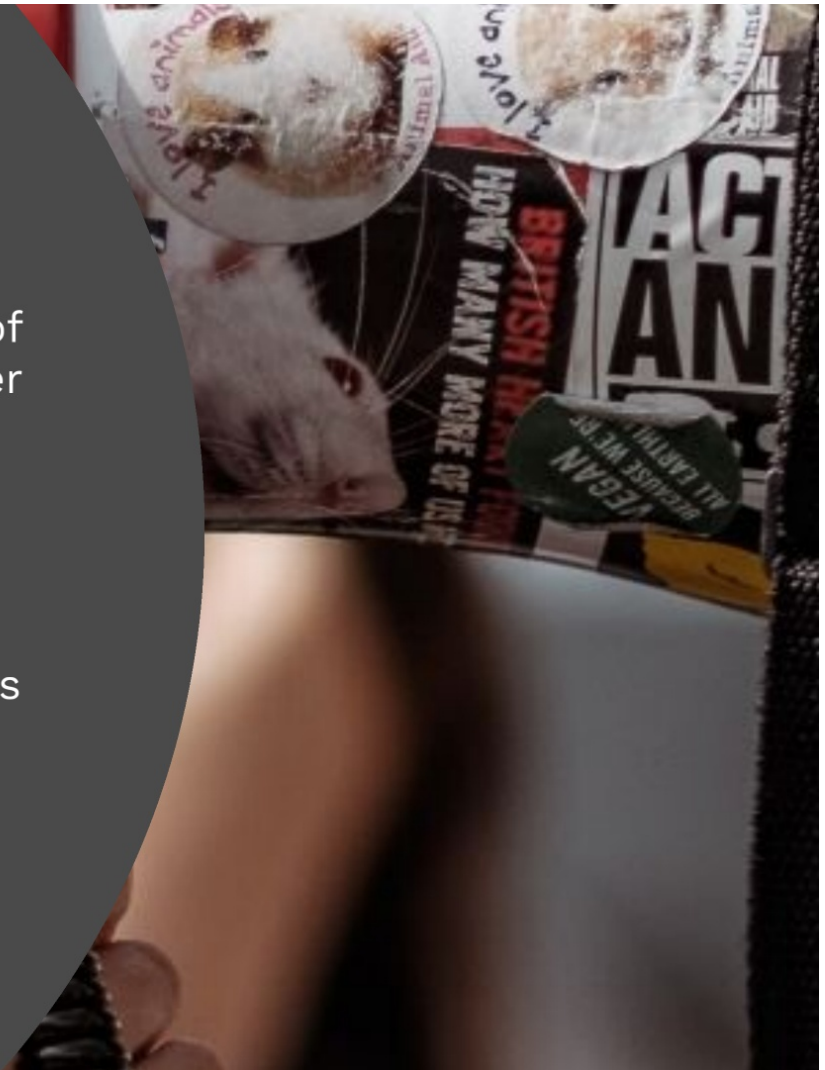
**Findings: What
do women
need to feel
empowered**

Group Activity: Identifying obstacles in Reporting GBV incidents

What do you think women replied?

What women replied

- feeling of **fear, shame, guilt and the lack of trust** that does not enable them to speak about their experience and seek support.
- **Cultural norms** Family and community environments do not empower women and girls to seek justice against the perpetrator of GBV, especially if the perpetrator is a member of the family
- **lack of resources** and safety (livelihoods, integration, education)
- Knowledge of available services
- **Language barriers, lack of interpretation, racism and discrimination** were mentioned as the main obstacles to access services. With regards especially to public services lack of cultural sensitivity



Group Activity: Identifying obstacles in Reporting GBV incidents

What do you think women replied?

What women replied

4 FGDs - Topics

- the security of women and girls in urban Athens
- the availability and efficiency of the services
- the effect of COVID-19 on GBV
- vision and learning needs of the women regarding their position as community focal points

**Findings:
Risks in
Urban
areas**

**Findings:
Obstacles in
reporting GBV
incidents**

**Findings: What
do women
need to feel
empowered**

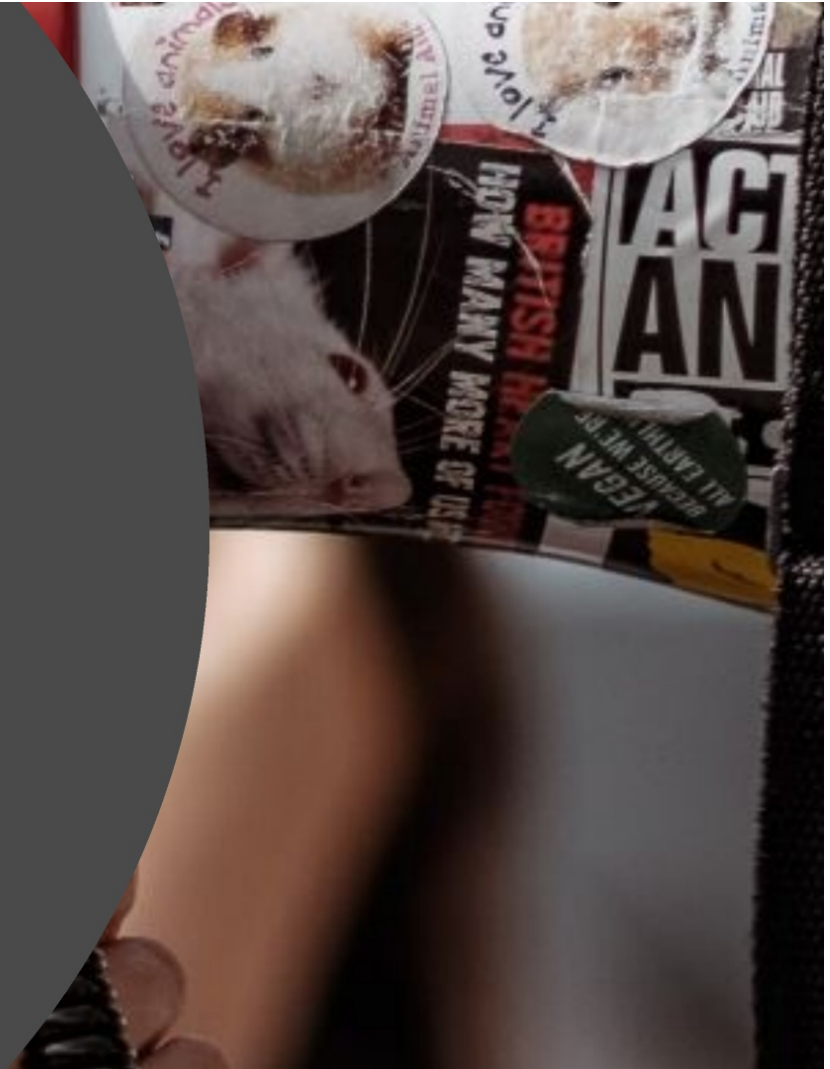
Group Activity: What do women need to feel empowered?



What women replied

Women needs to feel empowered

- Consideration, welcome
- Affection, attention
- Opportunities to learn & work
- Integration
- Language skills
- Employment
- Change in attitude of women themselves
–this can become reality only if they know that there are services they can rely on.



Group Activity: What do women need to feel empowered?

What women replied

4 FGDs - Topics

- the security of women and girls in urban Athens
- the availability and efficiency of the services
- the effect of COVID-19 on GBV
- vision and learning needs of the women regarding their position as community focal points

**Findings:
Risks in
Urban
areas**

**Findings:
Obstacles in
reporting GBV
incidents**

**Findings: What
do women
need to feel
empowered**

Interviews

The IRC staff contacted more than 30 potential women focal points for an individual information session

The information session lasted approximately 30 minutes – the steps of the project were reexplained in detail and the women were asked to share their **vision on the role, their motivation to participate, and their availability and degree of commitment for the following months**

The women who met the criteria (availability, interest, age >18, good communication level in one of the three languages) **were recruited**

3 Groups were shaped: French, Farsi, Arabic
24 women

Cameroon, DRC, Afganistan, Syria, Iraq, Kuwait
Ages: 20-50 years old



Focus
Group
Discussions

The problem

In urban areas, women refugees/migrants become “invisible” “and “overvisible” at once. “Overvisible”, because they often experience harassment and abuse in the public space due to their ethnic and racial markers, in disproportion to harassment experienced by white -passing European women. In parallel, they often become “invisible” in the eyes of service providers, either because communication with the latter is mostly taking place through the male family/ community members, or because many women avoid going out alone because of fear of GBV, as well as, compounding discrimination of being both a woman and person not from Greece. Despite significant need for protection and other support, services do not reach female migrants/refugees

The process

Identification and recruitment of women from refugee/ migrant communities

Interviews & Focus Group Discussions with women

Trainings & Follow up sessions with women

The problem

In urban areas, women refugees/migrants become “invisible” “and “overvisible” at once. “Overvisible”, because they often experience harassment and abuse in the public space due to their ethnic and racial markers, in disproportion to harassment experienced by white -passing European women. In parallel, they often become “invisible” in the eyes of service providers, either because communication with the latter is mostly taking place through the male family/ community members, or because many women avoid going out alone because of fear of GBV, as well as, compounding discrimination of being both a woman and person not from Greece. Despite significant need for protection and other support, services do not reach female migrants/refugees

The process

Identification and recruitment of women from refugee/ migrant communities

Interviews & Focus Group Discussions with women

Trainings & Follow up sessions with women

Agenda

- Welcome & Introductions
- Training Objectives
- The SURVIVOR project
- “Communication with Communities” within the framework of the SURVIVOR project: the idea of setting up a community referral mechanism for GBV referrals

- The process of setting up a community referral mechanism
- Identification and recruitment of women from refugee/migrant communities
- Interviews & Focus Group Discussions with women
- Trainings & Follow up sessions with women

- Good practices, challenges and lessons learned from the process
- Women’s needs and voices
- The guidance document for GBV service providers & women from the community who wish to become GBV focal points to support women in accessing services
- Q&A / Concerns / Reflections

1st Part

2nd Part

3rd Part



Impact of the process on women and on their communities

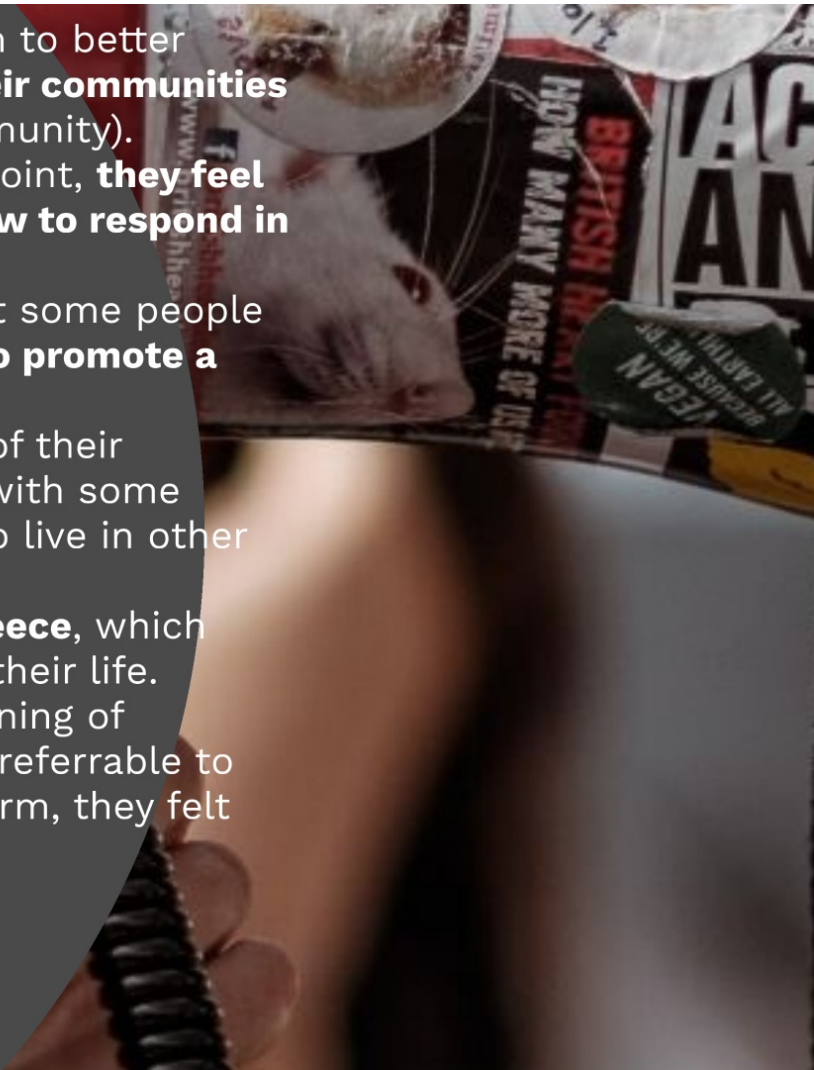
Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements

- 
- A woman is speaking into a microphone at a public event. In the background, there are several signs and banners. One sign says "HOW MANY MORE OF US", another says "BRITISH", and a third says "IAG AN". There is also a sign that says "VEGAN" and another that says "BECAUSE WE'RE". The woman is wearing a dark top and has her hand near the microphone.
- Some of the women, emphasized that it helped them to better communicate with **the most vulnerable people in their communities and support them** (e.g. LGBTQI members in the community).
 - When a woman survivor of GBV discloses to a focal point, **they feel more comfortable to talk with her and they know how to respond in a supportive way.**
 - They learned as well to go over the social stigma that some people from their community may have and, thus, **they try to promote a more inclusive community.**
 - they **shared what they learned** with other members of their communities, in churches, in some organizations or with some friends, but as well with members of their family who live in other countries
 - the women learned about the **rights of women in Greece**, which helped them be more confident and autonomous in their life.
 - For some of them, it was important to learn the meaning of **“survivor”** and the reasons why in some cases it is preferable to use that term over the word “victim”. By using this term, they felt more empowered and stronger.
 - **peer support network of women**



Impact of the process on women and on their communities

Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements

a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. Importance of female staff

c. Cultural awareness

d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities

female staff

- Have a team composed by only female members.

“it is better when there are only women and that no men are involved, because we can speak freely, especially when the topic is on GBV”

a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. importance of female staff

c. Cultural awareness

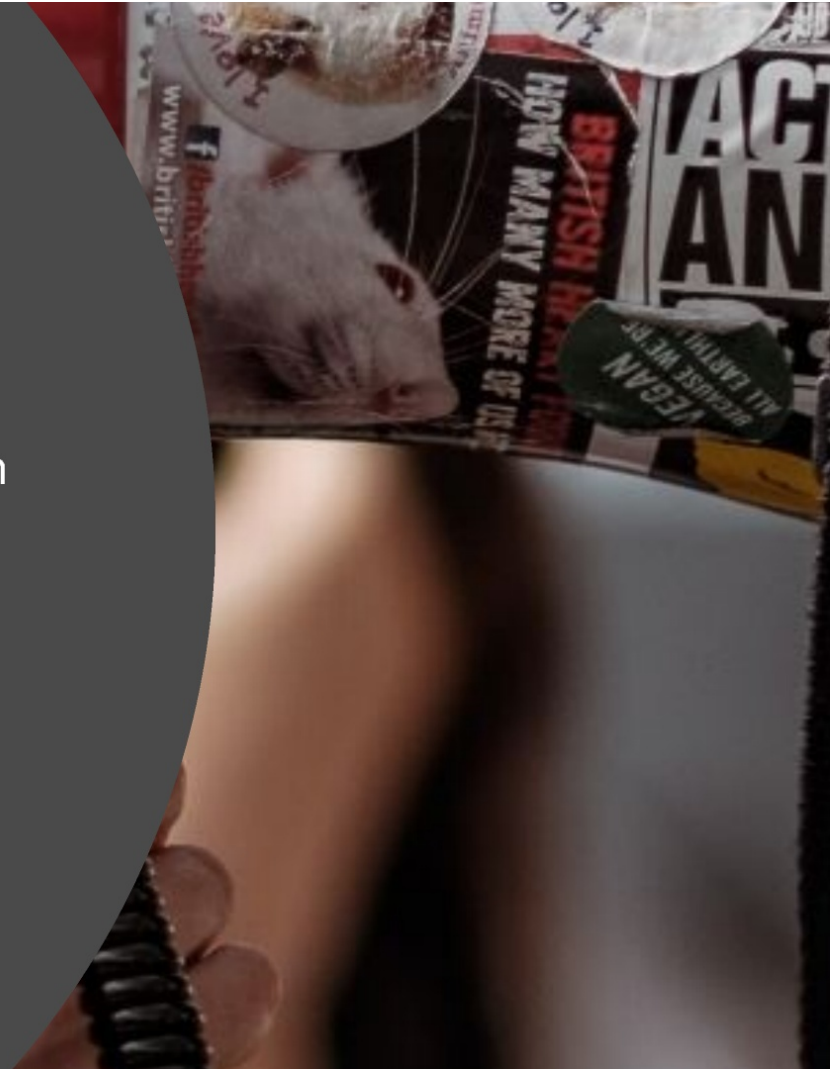
d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities

- Organize a corner for performing prayers or ceremonies like singing and dancing
- Take into consideration cultural practices and the schedules of women in the timing of any activity. Women should provide feedback on timing of sessions, and the actor should accommodate their need.



a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. Importance of female staff

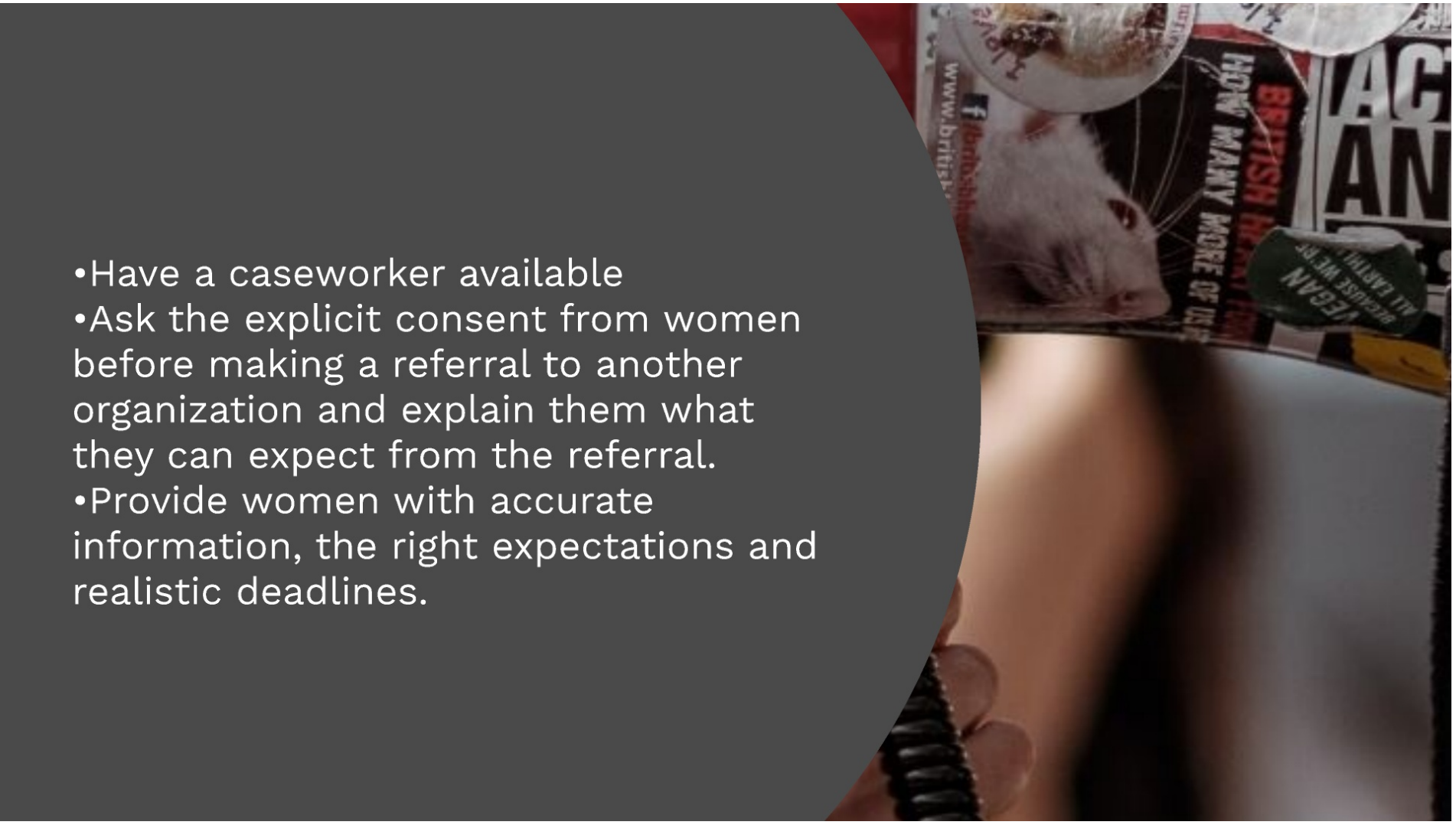
c. Cultural awareness

d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities

- 
- Have a caseworker available
 - Ask the explicit consent from women before making a referral to another organization and explain them what they can expect from the referral.
 - Provide women with accurate information, the right expectations and realistic deadlines.

a. Facilitating women's participation

• **Transport tickets**

• **Establishing regular communication with the women**

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• **Childcare**

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• **A space designed for women**

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. **importance of female staff**

c. **Cultural awareness**

d. **Availability of GBV response services for immediate referrals**

e. **Linking women with service providers**

f. **Training of the staff involved**

g. **Leading sessions with women from refugee/migrant communities**

- Provide the participants with tools, e.g. website/leaflets referencing services available, legal procedures in the country of immigration, referral pathways to be independent and empowered in their lives.
- Introduce formally the female community focal points with the service providers



a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. Importance of female staff

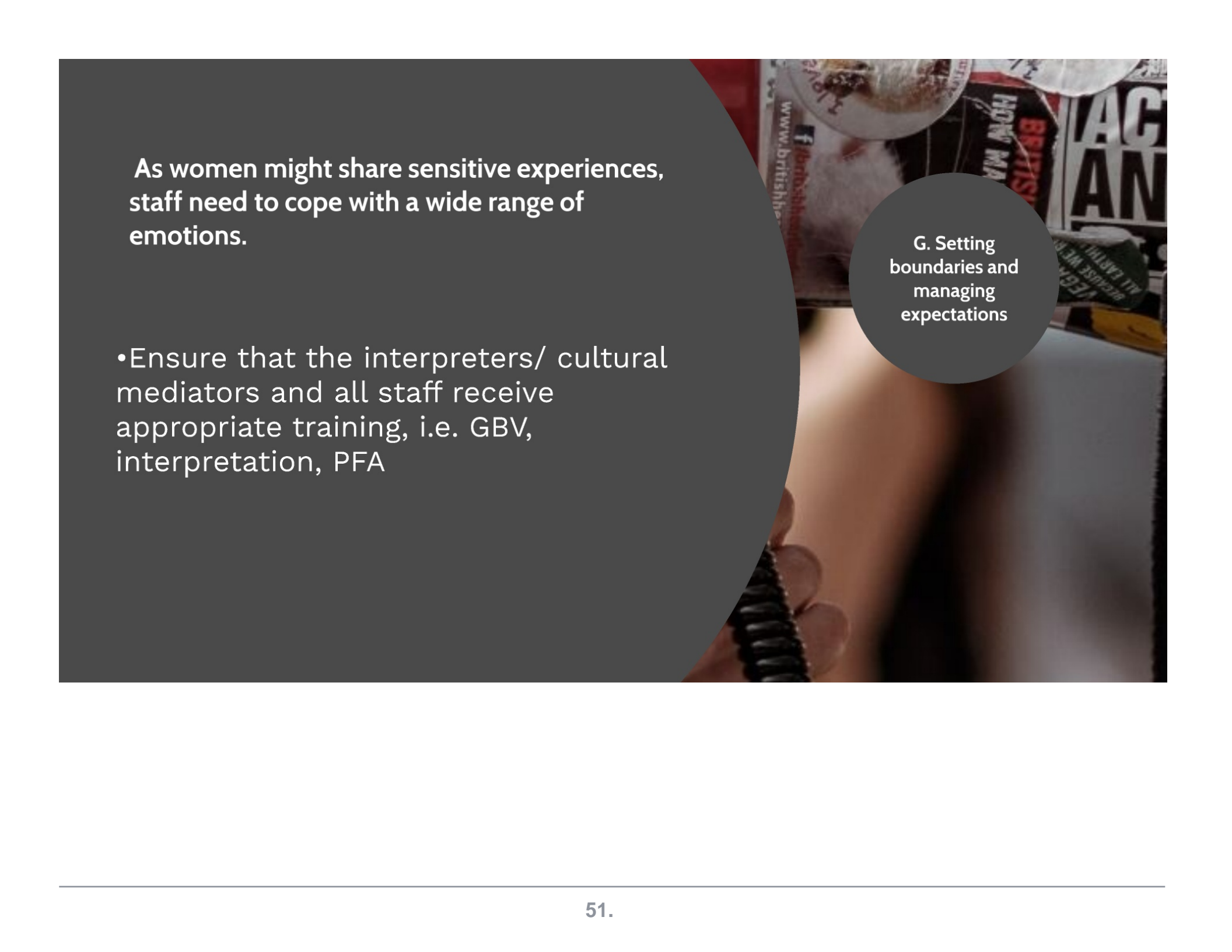
c. Cultural awareness

d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities



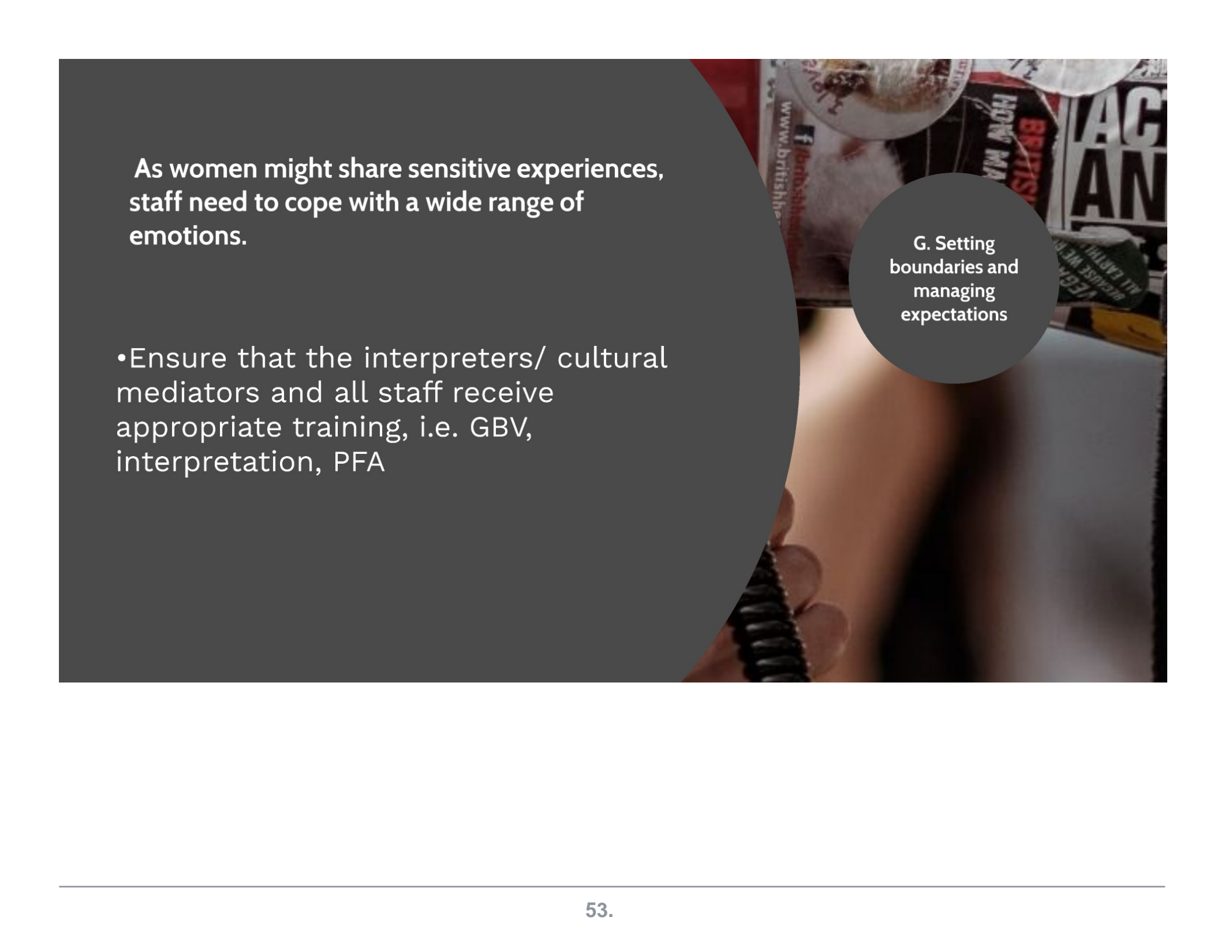
As women might share sensitive experiences, staff need to cope with a wide range of emotions.

- Ensure that the interpreters/ cultural mediators and all staff receive appropriate training, i.e. GBV, interpretation, PFA

G. Setting boundaries and managing expectations

- Set clear boundaries between the women and the members of the team.
- Inform the women about the role of each member of the team.
- Inform the women how and when they can contact the team.
- Ask the women not to share information about the staff.
- Organise regular team meetings to discuss issues, decongest and prevent emotional distress and fatigue
- Provide clinical supervision





As women might share sensitive experiences, staff need to cope with a wide range of emotions.

- Ensure that the interpreters/ cultural mediators and all staff receive appropriate training, i.e. GBV, interpretation, PFA

G. Setting boundaries and managing expectations

a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. Importance of female staff

c. Cultural awareness

d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities

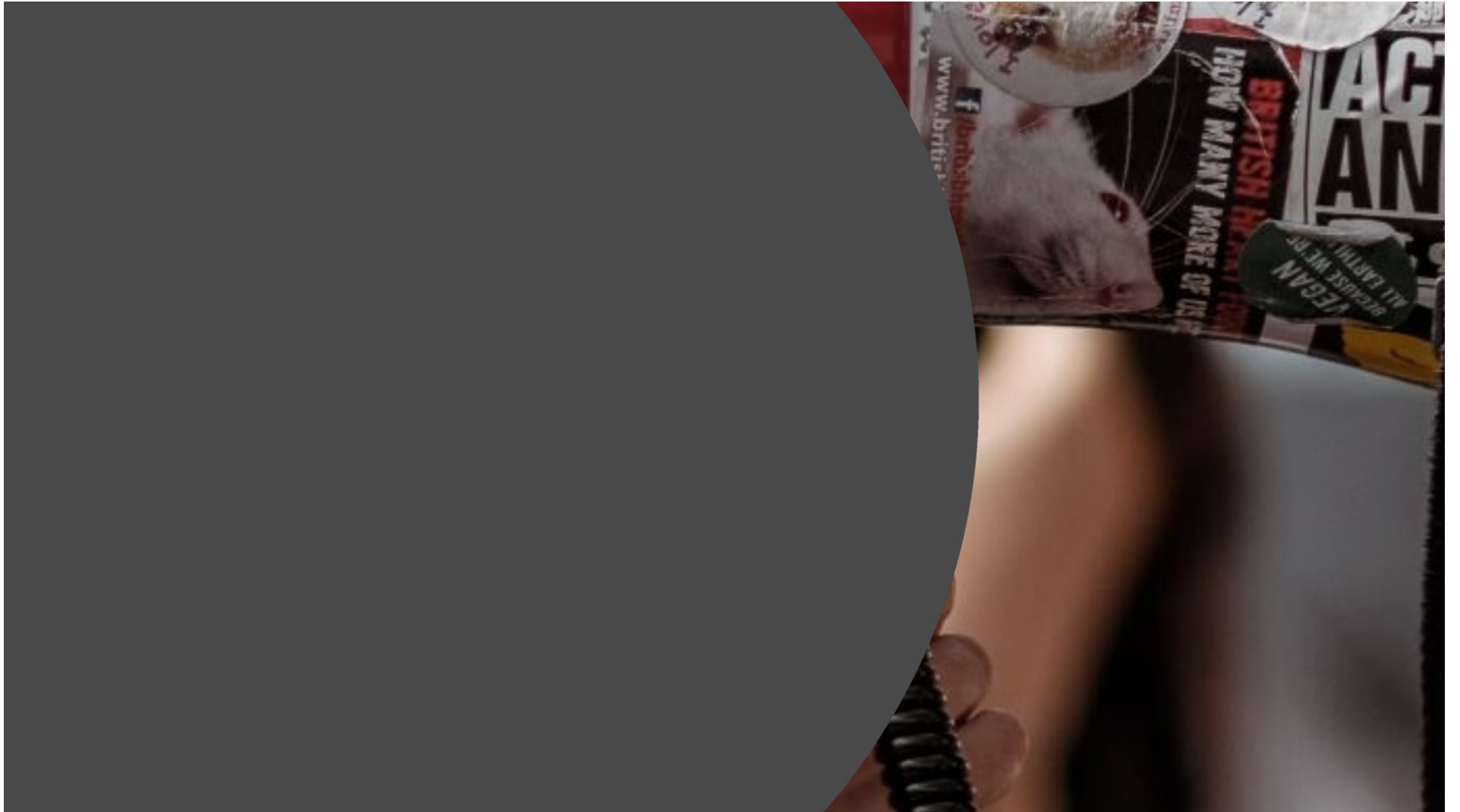
H. Leading sessions with women from refugee/migrant communities

- Ensure that all women understand each concept presented and discussed.
- Use simple terms to enhance the understanding of the topic.
- Use examples and graphics to help the women understand technical and academic terms.
- Let the women compare the situation in their country of origin with the host country to enhance the understanding of the concepts and to ensure that they understand.
- Acknowledge the struggles that women have, do not question them and do not judge them. These struggles can be different from a community to another.
- Answer honestly to their questions to build trust.
- Consider the size of the group. Depending on the topic of the discussion, smaller groups may be more appropriate in order to share equally the speaking time.
- Be aware of the different power relations that may exist between members of a community while creating and facilitating discussion groups.

1. Use of
language/
terminology

2.
Managing
disclosure

3. Be aware of
group dynamics
and group size



H. Leading sessions with women from refugee/migrant communities

- Ensure that all women understand each concept presented and discussed.
- Use simple terms to enhance the understanding of the topic.
- Use examples and graphics to help the women understand technical and academic terms.
- Let the women compare the situation in their country of origin with the host country to enhance the understanding of the concepts and to ensure that they understand.
- Acknowledge the struggles that women have, do not question them and do not judge them. These struggles can be different from a community to another.
- Answer honestly to their questions to build trust.
- Consider the size of the group. Depending on the topic of the discussion, smaller groups may be more appropriate in order to share equally the speaking time.
- Be aware of the different power relations that may exist between members of a community while creating and facilitating discussion groups.

1. Use of
language/
terminology

2.
Managing
disclosure

3. Be aware of
group dynamics
and group size



H. Leading sessions with women from refugee/migrant communities

- Ensure that all women understand each concept presented and discussed.
- Use simple terms to enhance the understanding of the topic.
- Use examples and graphics to help the women understand technical and academic terms.
- Let the women compare the situation in their country of origin with the host country to enhance the understanding of the concepts and to ensure that they understand.
- Acknowledge the struggles that women have, do not question them and do not judge them. These struggles can be different from a community to another.
- Answer honestly to their questions to build trust.
- Consider the size of the group. Depending on the topic of the discussion, smaller groups may be more appropriate in order to share equally the speaking time.
- Be aware of the different power relations that may exist between members of a community while creating and facilitating discussion groups.

1. Use of language/
terminology

2.
Managing
disclosure

3. Be aware of
group dynamics
and group size



H. Leading sessions with women from refugee/migrant communities

- Ensure that all women understand each concept presented and discussed.
- Use simple terms to enhance the understanding of the topic.
- Use examples and graphics to help the women understand technical and academic terms.
- Let the women compare the situation in their country of origin with the host country to enhance the understanding of the concepts and to ensure that they understand.
- Acknowledge the struggles that women have, do not question them and do not judge them. These struggles can be different from a community to another.
- Answer honestly to their questions to build trust.
- Consider the size of the group. Depending on the topic of the discussion, smaller groups may be more appropriate in order to share equally the speaking time.
- Be aware of the different power relations that may exist between members of a community while creating and facilitating discussion groups.

1. Use of
language/
terminology

2.
Managing
disclosure

3. Be aware of
group dynamics
and group size

a. Facilitating women's participation

• Transport tickets

• Establishing regular communication with the women

- Ask women the modality of communication they prefer, and arrange groups in the selected communication platform accordingly
- Provide the women with top-up cards and ensure that they know how to use a top-up card
- Ensure that each time the team calls a woman, the latter is in position to share sensitive and/ or private information.

• Childcare

- Have the adequate number of trained staff involved in the childcare
- Provide a child-friendly space
- Have diapers available for the young ones.

• A space designed for women

- Only women from the group have access
- Have at disposal sanitary napkins in the bathroom.
- Provide small snacks and soft drinks for the women
- Provide a dignity bag

b. Importance of female staff

c. Cultural awareness

d. Availability of GBV response services for immediate referrals

e. Linking women with service providers

f. Training of the staff involved

g. Leading sessions with women from refugee/migrant communities



Impact of the process on women and on their communities

Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements

- Working together with other actors and organizations offering services to women or directly with community groups is the first step of the process.
- Word of Mouth (anc in camp settings)
- In the urban setting, provide the women with small information flyers (size of a card) on GBV and available services, in order to distreibute it when needed
- Identify the socialization spaces of each community (church, community organization) besides the ones provided by the service providers
- Get in contact with organizations already working only with women
-





Impact of the process on women and on their communities


Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements

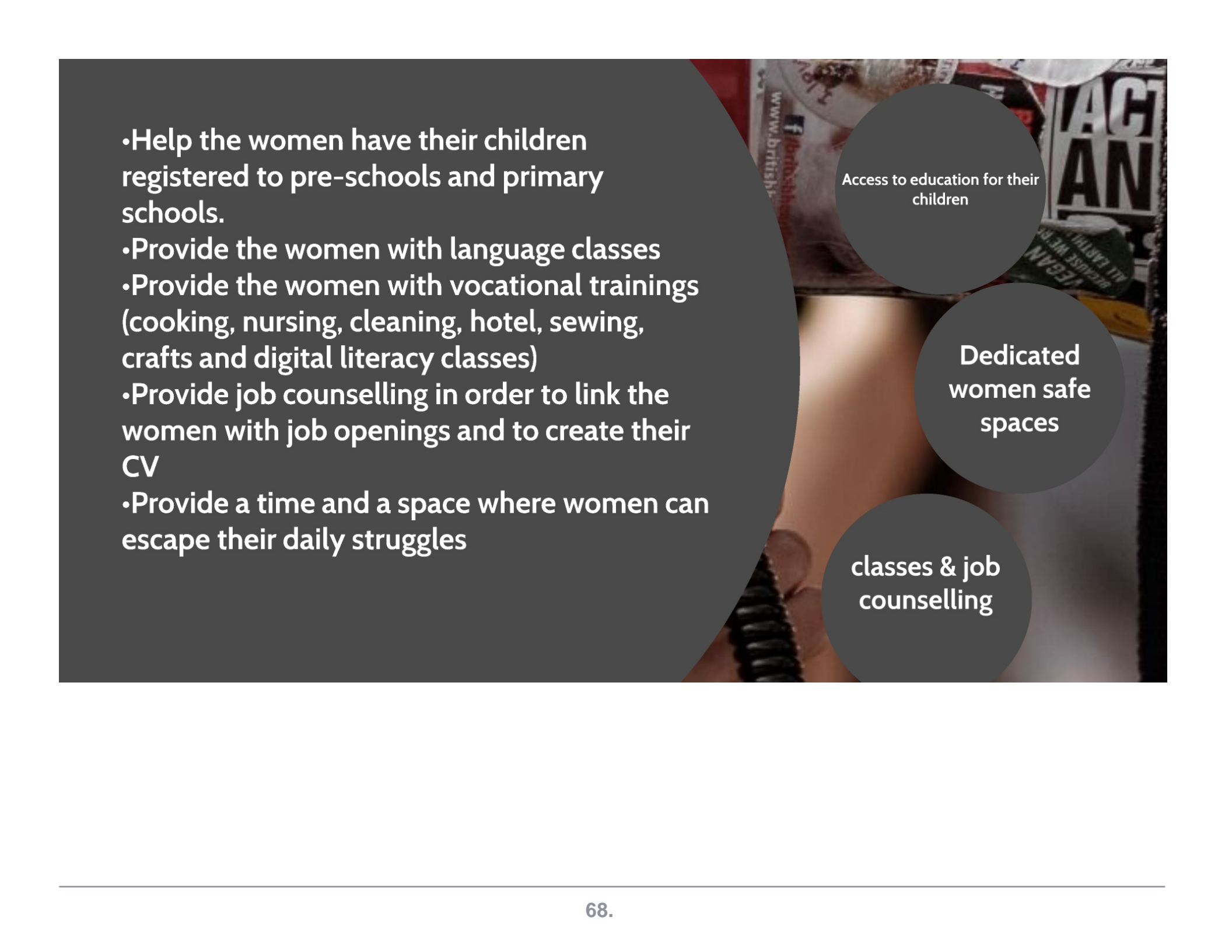
- 
- Help the women have their children registered to pre-schools and primary schools.
 - Provide the women with language classes
 - Provide the women with vocational trainings (cooking, nursing, cleaning, hotel, sewing, crafts and digital literacy classes)
 - Provide job counselling in order to link the women with job openings and to create their CV
 - Provide a time and a space where women can escape their daily struggles

Access to education for their children

Dedicated women safe spaces

classes & job counselling




- 
- Help the women have their children registered to pre-schools and primary schools.
 - Provide the women with language classes
 - Provide the women with vocational trainings (cooking, nursing, cleaning, hotel, sewing, crafts and digital literacy classes)
 - Provide job counselling in order to link the women with job openings and to create their CV
 - Provide a time and a space where women can escape their daily struggles

Access to education for their children

Dedicated women safe spaces

classes & job counselling




- 
- Help the women have their children registered to pre-schools and primary schools.
 - Provide the women with language classes
 - Provide the women with vocational trainings (cooking, nursing, cleaning, hotel, sewing, crafts and digital literacy classes)
 - Provide job counselling in order to link the women with job openings and to create their CV
 - Provide a time and a space where women can escape their daily struggles

Access to education for their children

Dedicated women safe spaces

classes & job counselling



- 
- Help the women have their children registered to pre-schools and primary schools.
 - Provide the women with language classes
 - Provide the women with vocational trainings (cooking, nursing, cleaning, hotel, sewing, crafts and digital literacy classes)
 - Provide job counselling in order to link the women with job openings and to create their CV
 - Provide a time and a space where women can escape their daily struggles

Access to education for their children

Dedicated women safe spaces

classes & job counselling



Impact of the process on women and on their communities

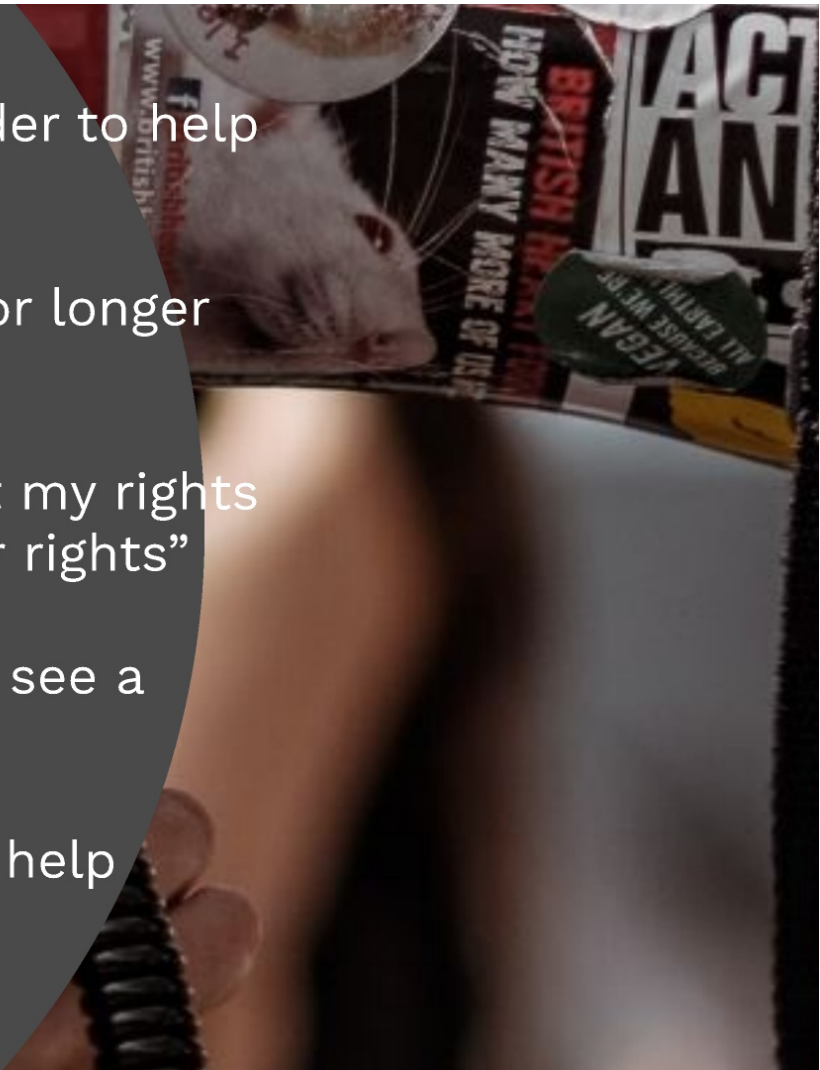
Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements



"I need first to solve my problems in order to help other women later"

"we need more frequent sessions and for longer periods"

"I learned from the group sessions what my rights are and how women should fight for our rights"

"I know what to do, if I go to a park and see a woman victim of violence"

"We learned a lot from you now we can help others"



Impact of the process on women and on their communities

Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements



Post
Seminar
survey

Post seminar Survey, 5 minutes

<https://ee.humanitarianresponse.info/x/9yzHbR2d>

Personal ID Same as before!

1. Date of Birth, March 10 -> 10
 2. Last letter of your name, Jenny -> Y
 3. Last letter of your maternal grandma's name Voula -> A
- my personal ID is 10YA





Post
Seminar
survey



Impact of the process on women and on their communities

Recommendations based on best practices and lessons learned

Reaching out to women from the community

Empowerment and Integration

Q&As
Concerns
Reflections

Community Focal Points
Statements

Agenda

- Welcome & Introductions
- Training Objectives
- The SURVIVOR project
- “Communication with Communities” within the framework of the SURVIVOR project: the idea of setting up a community referral mechanism for GBV referrals

- The process of setting up a community referral mechanism
- Identification and recruitment of women from refugee/migrant communities
- Interviews & Focus Group Discussions with women
- Trainings & Follow up sessions with women

- Good practices, challenges and lessons learned from the process
- Women’s needs and voices
- The guidance document for GBV service providers & women from the community who wish to become GBV focal points to support women in accessing services
- Q&A / Concerns / Reflections

1st Part

2nd Part

3rd Part

Communication with Communities

Training for service providers in Athens
26/11/2020, 9.30-14.00

Agenda

