

DOCUMENTATION

ventao PARTNER CONFERENCE 2018



18 – 21 JUNE
FRANKFURT/MAIN
GERMANY



Venue:

Sportschule und Bildungsstätte des Landessportbundes Hessen e.V.
Otto-Fleck-Schneise 4, 60528 Frankfurt/Main
www.landessportbund-hessen.de/geschaeftsfelder/bildungsstaetten/frankfurt/#c139

Impressum

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With funding from the



Federal Ministry
for Economic Cooperation
and Development



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A special thank you

We would like to kindly thank all the people who made this conference possible by dedicating their ideas, time and enthusiasm.

Muna Wagner – our charming and dedicated moderator

Annalisa Neher and **Inga Schiffler** – our tireless translators

Milena Nikolaus – our patient protocol writer

Sabrina Nagel – who took those lovely pics

The film team **Christian Weinert**, **Ferdinand Carrière** and **Ousman Cessay** – for a great documentary

The key note speakers **Malathi Kattampatti Santhanam** and **Benjamin Haas** – for insightful keynotes

Laura Scheinert – for sharing insights on the DEVal study with us

Our special guests **Agathe Schiwy** and **Johannes Lauber** – for dedicating their time

David Sabau – for recommending and booking the restaurant for our night out

Tanja Neubüser – for her yoga lesson

The ventao board – for their inspiration

All the participants who facilitated a workshop and thereby made this format possible

Jan Wenzel for your support and encouragement

And last but not least **Marion Heidorn** – for the beautiful graphic products!

Introduction

The quality association „Verein entwicklungspolitischer Austauschorganisationen e.V.“ (short: ventao) organized an international partner conference for its members and their partners from June 18-21, 2018 in Frankfurt/Main (Germany). Among the almost 60 participants were 26 partner organizations and 20 German organizations.

The thematic focus of the partner conference was on partnerships and the cooperation between partners within the program.

We

- looked back at 10 years of experiences with volunteer services in the context of development cooperation in the weltwärts program
- exchanged experiences and discussed best-practice examples
- developed recommendations for how to strengthen the positive impacts and qualitative development of the weltwärts program in the context of mutual cooperation.

On purpose we did not put the focus on the individual developments of volunteers but rather looked at the developments happening between the partners within the context of volunteer services.

The conference intended to create a space for dialogue and exchange between partner organizations in the Global North and South. We started by looking back at impacts already created, had a closer look at factors for successful cooperation but also at challenges, and concluded with recommendations for how quality in cooperations between partners can best be supported and achieved – for the benefit of the whole weltwärts program.

Our participants brought a lot of experiences regarding the impacts of volunteer services to the conference. We intended to merely offer the framework and support a dialogue to enable an exchange of expertise.

The conference language was English, with translation into Spanish. All contributions were translated from English to Spanish and vice versa.



Ventao – who we are and what we do

ventao is a German acronym and stands for „Association of weltwärts exchange organizations in development cooperation“. As an association of currently 33 organizations, who are sending and hosting volunteers within the weltwärts program we have two main fields of action:

1. We are a so-called „quality association“, which means that we are an association for sending and hosting organizations, providing information, advice and networking opportunities on all issues regarding volunteer services to our member organizations. We also support them with regard to quality development and capacity building.
2. We are as well a shared interest group representing the interests of our member organizations regarding the weltwärts program towards the Federal Ministry of Economic Cooperation and Development (BMZ) and other political institutions like the German Parliament.

We currently have three staff members:

Jan Wenzel, the managing director with a full-time position, who is responsible for the overall administration of our association and for the political representation.

Anette Schwitzke, the quality management consultant works 20 h/week. She supports the members with regard to questions of quality management, organizes events and writes newsletters and manuals.

Nathalie Bambalinkenga supports our accounting.

You can get in touch with us at info@ventao.org or follow us on Facebook at <https://www.facebook.com/ventaoQV/>



Conference Preparation

The following four sets of questions were sent to the participants beforehand in order to prepare themselves for the conference.

GUIDING QUESTIONS

Step 1 – Description

Please describe in a few words and with a couple of numbers the partnership, in which your volunteer services take place.

(e.g.: Since when does the partnership exist? Since when are you exchanging volunteers? North-South and/or South-North exchange? How many volunteers annually? On which topics do you work with your partners (e.g. education, health, human rights, the environment, a certain Sustainable Development Goal, ...) Which role do volunteers play in your projects?)

Step 2 – Exemplary story

Which impact did volunteer services have on your work and the cooperation with your partners? What has changed due to the volunteer services?

(Please give a concrete/specific example.)

Step 3 – Impacts

Which positive and negative impacts on the partnership have you observed since you started to cooperate in the context of volunteer services?

Step 4 – Recommendations

Which recommendations on how to strengthen partnerships would you give to partner organizations in the weltwärts program?





DAY 1: MONDAY, 18th of June 2018

Welcome, introduction and a look back at 10 years weltwärts

10:00 am

Briefing with keynote speakers and translators

11:00 am – 06:00 pm

Welcome, Introduction and a look back at 10 years weltwärts

TOP	What?	Who?
Until 11:00 am	Check-in of the German participants	Milena Nikolaus
11:00 AM	Welcome and introduction	Ventao board and staff, film team, moderator: Muna Wagner
11:15 AM	Partner keynote: "Processes and challenges in partnerships"	<ul style="list-style-type: none"> Malathi Kattampatti Santhanam, Karl Kuebel Foundation, India ☞ Will be translated
12:00 AM	German keynote: „What are factors for successful partnerships in international volunteer services? “	<ul style="list-style-type: none"> Benjamin Haas, Cologne University/ Voluntaris ☞ Will be translated
1:00 – 2:00 pm	Lunch break	
2:00 PM	Presentation of ventao	<ul style="list-style-type: none"> Anette Schwitzke ☞ Will be translated
2:30 PM	Collecting expectations	<ul style="list-style-type: none"> Muna Wagner ☞ Will be translated
2:45 PM	Short introduction of all participants (energizer)	<ul style="list-style-type: none"> Muna Wagner
3:00 – 4:00 pm	3 parallel workshops: Introduction of the participants <ul style="list-style-type: none"> Each participant introduces himself/ herself in a smaller group <ul style="list-style-type: none"> → Areas of work → Length of partnership → Experience with international volunteer services → Number of volunteers 	Workshop 1 Facilitation: Kakha Kotshvili (GergArt)/ Jürgen Menzel (act for transformation), (English) Workshop 2 Facilitation: Malathi Kattampatti Santhanam, (Karl Kuebel Foundation India) Workshop 3 N.N.
4:00 – 4:30 pm	Coffee break	
4:30 – 5:45 pm	3 parallel workshops (continuation): Looking back at 10 years of weltwärts - Changes and Impacts <ul style="list-style-type: none"> „Most significant changes“ – What has changed since your organization engaged in international volunteer services? What are the key impacts? (on the partnership, own projects, target groups, ...) 	Workshop 1 Facilitation: Kakha Kotshvili (GergArt)/ Jürgen Menzel (act for transformation), (English) Workshop 2 Facilitation: Malathi Kattampatti Santhanam, (Karl Kuebel Foundation India) Workshop 3 N.N.

5:45 – 6:15 pm	<ul style="list-style-type: none"> • Presentation of main results of the workshops 	<ul style="list-style-type: none"> • Muna Wagner ➡ Will be translated
6:15 – 6:30 pm	<ul style="list-style-type: none"> • Collection and clustering of the subjects of interest of the participant • Outlook on the following day 	<ul style="list-style-type: none"> • Muna Wagner ➡ Will be translated

6:30 pm – 8:00 pm

Dinner at the venue

8:00 pm

Optional film: „One year in Germany“

by Christian Weinert

Experiences of four South-North volunteers in Germany (Engl.)



Welcoming 11 a.m.

Jan Wenzel and Fritz Heidorn from ventao opened the conference, welcomed all participants and gave a short introduction to the conference. They pointed out that we were not only celebrating ten years of weltwärts but also five years of the existence of ventao. In the conference we would have time to share our experiences as well as to look into the future and to reflect on how we could improve the weltwärts program.

Unfortunately, Jan Wenzel also had to mention a frustrating point regarding two potential participants of the conference: two invited members from partner organizations (one from Ecuador and one from Ghana) could not participate due to not having received their visas.

The conference was moderated by Muna Wagner and interpreted from English to Spanish and vice versa by two interpreters, Annalisa Neher and Inga Schiffler. Besides, a film team was present (Christian Weinert, Ferdinand Carriere and Ousman Cessay) which produced a documentation and a short trailer about the conference.

Streaming of the films:

<https://vimeo.com/user48111986>





Keynote speeches 11:15 a.m.

Keynote speech 1

The first keynote speech was given by **Dr. Malathi Kattampatti Santhanam** from India. She talked about partnership, according to her, a key factor for sustainable development. In her speech she focused on:

- The process of partnership building in weltwärts
 - partnership is a process, based on voluntariness
 - partnership is built by individuals, each individual has own goals, values and ideas
 - “putting people into boxes” and labelling them impedes partnership
 - learn to appreciate differences
- Some of the challenges in weltwärts partnerships
 - retaining the originality of weltwärts
 - competence-gap between old and new partners
 - quality assessments
 - communication – judging before observing and lack of egalitarian open feedback

* Appendix 1: Script of Malathi’s keynote speech





Keynote speech 2

The second keynote speech was delivered by **Benjamin Haas** from Germany. He talked about reciprocity and partnership in international volunteering. In this context, he presented a “cooperation hexagon” which includes six conditions for successful cooperation (see figure).



Source: Messner et al. (2013)

* Appendix 2: Handout of Benjamin's keynote speech

Lunch break 1 – 2 p.m.

Presentation of ventao by Anette Schwitzke 2 p.m.

Anette briefly presented ventao as an organization and described its task and structure.

She pointed out, that ventao consisted of only three staff members, two of them working part-time in order to provide realistic expectations of the scope of its work. Postcards were handed out to participants as a means to introducing ventao to everybody.



Collecting expectations 2:30 p.m.

Participants were invited to write down their expectations regarding the conference which were then clustered and summed up to the central topics of interest for the coming days.

After that, through an energizer activity we found out some interesting facts about the participants of the conference:

- The participants came from four different continents
- Their journey to the conference took between 20 minutes and 24 hours
- The partners started working in the weltwärts program between 2008 and 2017

Three parallel workshops: Introduction of the participants 3 – 4 p.m.

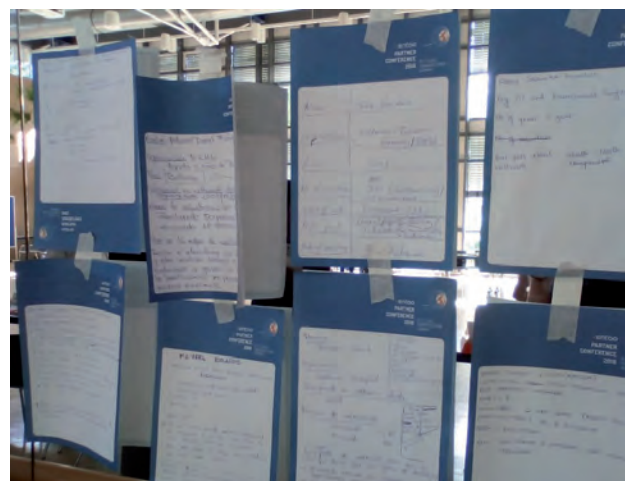
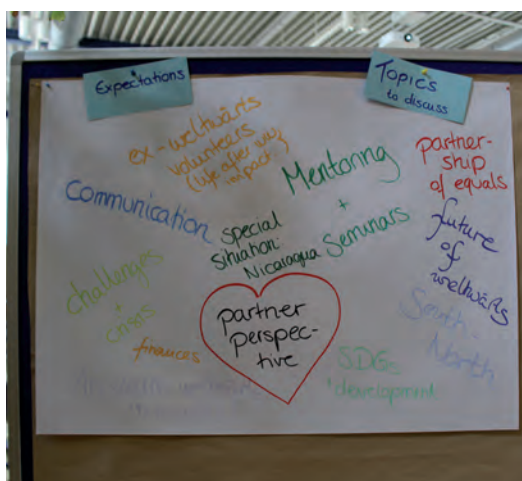
Handout with guiding questions:

Each participant has the chance to briefly present himself/herself and describe the partnership, in which their weltwärts volunteer service takes place. Ideally, each participant puts a few keywords on a flipchart paper, which afterwards could be pinned to a wall.

Some questions you might want to consider:

- What is your name?
- Which organization are you working for?
- Where are you from?
- How many volunteers do you send/receive?
- Since when does the partnership exist?
- Since when are you exchanging volunteers, both before and since the start of the weltwärts program? Have you had any volunteers outside of weltwärts?
- On which topics do you work with your partners (e.g. education, health, human rights, the environment, a certain Sustainable Development Goal, ...)?
- Which role do volunteers play in your projects?
- What do you like most about weltwärts?

Coffee break 4:00 – 4:30 p.m.



Three parallel workshops: Looking back at 10 years of weltwärts – Changes and Impacts 4:30 – 5:45 p.m

Handout with guiding questions:

In the second part of the day we would like you to discuss two questions:

- Most significant changes – What has changed since your organization engaged in international volunteer services?
- What have been the key impacts of the program? (on the partnership, your own projects, your target groups...)

Results:

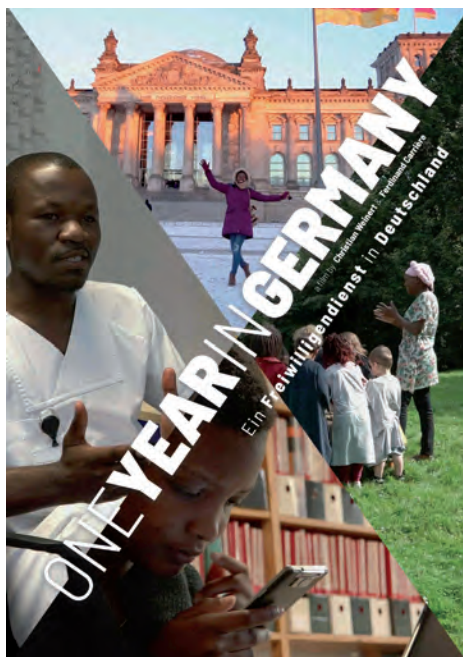
Significant changes:

- Increased professionalism
- Increased trust, tolerance and sensibility
- Change of perspectives
- Partner organizations gained more self-confidence
- Relationships with the partners were strengthened
- Communication between the partners has improved
- Systems of organizational policy have been developed
- Increased networking
- South component: more equality between sending and receiving organization

Key impacts:

- Intercultural exchange
- Increased interest in the culture of the respective partner
- People believe in the ability of volunteers
- Transfer of skills
- Former volunteers engage in the selection and preparation of new volunteers
- Long term planning
- Negative impact: competition between receiving organizations

* Appendix 3: Posters of the workshops



Dinner 6:30 – 8:00 p.m.

Presentation of the film:

**“One year in Germany”
by Christian Weinert
and Ferdinand Carrière** 8:00 p.m.

A short description of the film:

Four young people from Tanzania and Cameroon complete a year of weltwärts voluntary service in Germany. For each of them, it is their first visit in Europe. The film follows the volunteers throughout their year of service, it expresses different expectations, enthusiasm, goals and challenges. The volunteers describe subjectively their personal experiences as well as their view of Germany. The documentary is a thoughtful and exciting vision of the exchange program seen by four young people.



DAY 2: TUESDAY, 19th of June 2018

Impacts of volunteer services in the context of development cooperation

8:00 am

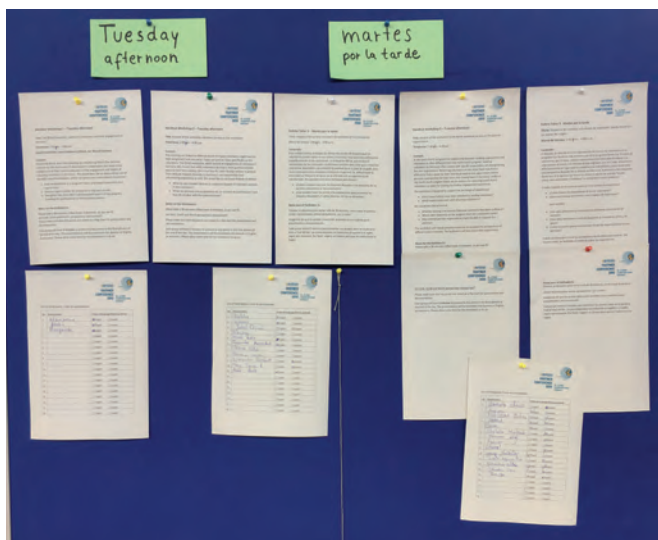
Join us for 30 minutes of yoga with Tanja Neubüser

9:00 am – 5:00 pm

Impacts of volunteer services in the context of development cooperation

Special guest: Agathe Schiwy, weltwärts Coordination

TOP	What?	Who?
9:00 AM	Morning plenary - Review of yesterday, overview of the day ahead, choice of workshops	<ul style="list-style-type: none"> Muna Wagner ➔ Will be translated
9:30 AM	<p>3 parallel workshops:</p> <p>Workshop 1: How does the weltwärts volunteer service contribute to developmental partnerships? → Two perspectives: Specific impacts on existing partnerships – Contribution to the SDG</p> <p>Workshop 2: The value of volunteer services for the hosting organization/placement: → What is the impact of the placement on the volunteer? → What is the impact of the volunteers on the organization? → Which areas of work seem to be especially suited for volunteers?</p> <p>Workshop 3: Working on the texts for a brochure on partner perspectives – Going through the findings of yesterday afternoon and more in-depth work (incl. coffee break after 10:00 am)</p>	<p>Workshop 1 Facilitation: Karthik Ravichandran (Consortium for DEWATS Dissemination(CDD) Society), (English)</p> <p>Workshop 2 Facilitation: Mantopi Lebofa (Technologies for Economic Development (TED)), (English)</p> <p>Workshop 3 Facilitation: Fritz Heidorn (Econtur), (English)</p>
1:00 – 2:00 pm	Lunch break	



2:00 – 4:00 pm	<p>3 parallel Workshops:</p> <p>Workshop 1: DEval Evaluation „weltwärts volunteers and their civil engagement in Germany“ → Introduction of DEval and background on the study → Discussion of recommendations, which are relevant to partners</p> <p>Workshop 2: Impacts of volunteer services on the volunteers → Learning vs. support → Desired/intended and undesired/unintended impacts → How to deal with this?</p> <p>Workshop 3: Impacts of the weltwärts South-North volunteer service in the country of origin – Experiences with engagement of returnees of South-North volunteer services</p> <p>(incl. coffee break after 3:00 pm)</p>	<p>Workshop 1 Facilitation: Jan Wenzel, ventao (Engl./ Span.) Input: Laura Scheinert, (DEval)</p> <p>Workshop 2 Facilitation: Zora Ott (Alegro e.V.)/ Virgina Ventemilla (TECHO) (Span.)</p> <p>Workshop 3 Facilitation: Barbara Schütz (Welthaus Bielefeld)/Adriana Welsh (Ñepi Behña, A.C.) (Span.)</p>
4:00 – 5:00 pm	Plenary session: Presentation of workshop results	Muna Wagner ➔ Will be translated
5:30 pm	Group picture and start of the tour to the city (by public transport)	Public transport tickets covered by ventao

6:30 pm:

Walking tour of the city (1,5 h),
Meeting point: Alte Oper (S-Bahn Taunusanlage), Languages:
The group will be split in one English and one Spanish tour.
More on the tour operator: <http://alternative-walking-tour.com/>

8:30 pm:

Joint dinner at Gasthaus Zur Sonne,
Berger Str. 312, 60385 Frankfurt am Main – traditional food from Frankfurt

Morning plenary 9:00 a.m.

Special guest: Agathe Schiwy (weltwärts Coordination)

- Thanked the organizers of the conference for their engagement and all the participants for coming and sharing their experiences
- Emphasized the importance of the conference for showing the impact of weltwärts

Three parallel workshops 9:30 – 12:00 p.m.

Workshop 1:

How does the weltwärts volunteer service contribute to developmental partnerships?

Facilitator: Karthik Ravichandran (Consortium for DEWATS Dissemination (CDD) Society)

Handout with guiding questions:

We would like to approach the question from two perspectives.

1. How do volunteer services impact partnerships between organizations from Germany and the Global South?
2. How does the weltwärts volunteer service contribute to reaching the Sustainable Development Goals and to which specific goal/s does it contribute in your case? (the 17 SDG will be handed out to you on paper)

Some of you might have been working together long time before you started to exchange volunteers. Others might have formed a partnership with the aim of exchanging volunteers. No matter your background, we believe the exchange and hosting of volunteers does have an impact on an existing partnership. Some impacts might have been anticipated, some came as a surprise. Some impacts are welcomed, other might be difficult to deal with. Please feel free to share and discuss the different impacts you experienced.

Results:

- Weltwärts is in line with the SDGs (Goal 4: Quality Education, Goal 17: Partnerships)
- Global North profits more than the Global South
- There are misunderstandings because of different terminologies
- Importance of reciprocity, equity and having a direct dialog
- In the partnership we can reflect ourselves

* Appendix 4:

Powerpoint presentation about weltwärts and the SDGs (Karthik Ravichandran, India)



Workshop 2:**The value of volunteer services for the hosting organization/placement****Facilitator:** Mantopi Lebofa, Technologies for Economic Development (TED)**Handout with guiding questions:**

We would like to look at the different levels of impact volunteer services can have on their assignments. Please feel free to discuss both positive and negative impacts:

- How do the assignments impact the volunteers?
- How do the volunteers impact their assignments?
- How do the volunteers impact the target groups, the host families, the community?
And vice versa?
- Taking all of the above into consideration: Which assignments seem to be especially suited for volunteers?

Please feel free to share and discuss your experiences. You may add other levels we might not have thought about.

Results:**Impacts of volunteers on places of assignment:**

- Host organizations become more connected and popular, increase recognition
- Volunteers take work pressure off the professionals working in the places of assignment
- Competence exchange
- Intercultural exchange, breaking of stereotypes
- Open doors to education and behavioural change, to environmental cautiousness and health
- Global learning
- Contribution to progress and development of the country



Impacts of places of assignment on the volunteers

- Volunteers improve their creativity, flexibility, learn to work with few resources
- Learn to adapt to a situation outside of their comfort zone
- Realize, that development is slow/takes time and has limitations (e.g. bureaucracy) → volunteers learn to be patient
- Learn to be part of a team – not the decision makers
- Volunteers receive orientation and gain more self-confidence
- Volunteer service helps to reflect about what to do in one's life
- Volunteers get to know different approaches to solve problems → cultural background
- Learn to accept other points of view without the need to change people or things
- Volunteers get empowered to work on future issues
- In general, impacts on volunteers are bigger if their interests match with the topics of the places of assignment

Which assignments seem to be especially suited for volunteers?

- Assignments in the area of education, sports, environment, natural parks, culture, art
- Possible tasks: technical work, documentation, photography, websites, public presentations
- Not suited: hospitals
- Assignments with communicative environment and teamwork
- Volunteers should work as assistants
- The assignment must fit the profile of the volunteer (age, abilities, flexibility, attitudes)
- Assignment must offer new possibilities and open opportunities
- Assignments should be more generic

* Appendix 5: Posters of the workshop



Workshop 3:**Working on the texts for a brochure on partner perspectives****Facilitator:** Fritz Heidorn (Econtur)**Handout with guiding questions:**

This workshop is dedicated to start working on the brochure by deepening the partners perspectives.

Elaborating specific impacts and changes caused by the volunteer services

- Formulating recommendations for strong partnerships in the weltwärts program

The brochure is a project of our head of board, Dr. Fritz Heidorn. He will lead this workshop and follow-up with participants.

Results:

- Include multiple perspectives, not only one point of view
 - Include the volunteer perspective (before and after the volunteer service)
 - Include the perspective of mentors and the partner organizations
- Include portraits of partnerships (two partners tell their story together)
- Write about the complexity of the weltwärts program



Lunch break 1:00 – 2:00 pm

Three parallel workshops 2:00 – 4:00 pm

Workshop 1:**DEval Evaluation “weltwärts volunteers and their Civic Engagement in Germany”****Input/Facilitation:** Laura Scheinert (DEval), Jan Wenzel (ventao)**Handout with guiding questions:**

We would like to start the workshop by introducing DEval (The German Institute for Development Evaluation) and share some background on their recent evaluation of the civic engagement and impact of returning volunteers. We would then like to discuss three out of the eight recommendations, which we believe are most relevant to partners:

1. Regularly review outcomes
2. Extend contact opportunities in the host country
3. Consolidate the “Gemeinschaftswerk” (collective venture), including the participation of international partners

Results:

- The DEval Evaluation examined effects of the weltwärts program on German volunteers.
- Volunteers have high levels of engagement before and after their participation in the weltwärts program; after their volunteer service, their engagement more often has a link to developmental issues.
- Individual effects in the volunteers comprise increased specific knowledge, language skills, perspective-taking ability, positive attitudes and empathy towards people from the host country.

Recommendations:

- Jointly continue to develop the program theory
- Regularly review outcomes
- Extend contact opportunities in the host country
- Strengthen effectiveness in Germany
- Intensify the pursuit of diversity
- Jointly continue to refine the program’s development profile
- Enhance complementarity in BMZ-funded programs
- Consolidate the “Gemeinschaftswerk”
- Publish civil society’s contributions

*** Appendix 6: Powerpoint presentation: weltwärts volunteers and their Civic Engagement in Germany (Laura Scheinert, DEval)**



Workshop 2:**Impacts of volunteer services on the volunteers****Facilitators:** Zora Ott (Alegro e.V.) and Virgina Ventemilla (TECHO)**Handout with guiding questions:**

This morning we looked at different levels of impact volunteers might have on their assignment and vice versa. Today we want to focus specifically on the volunteers. The DEval evaluation, which looked at engagement of returnees in Germany also found, that while volunteers develop a more positive attitude towards their host country, this is not true for other foreign nations in general. Their attitude towards diversity in Germany is not impacted by their volunteering experience as well. We would like to use these findings to discuss:

- What do you consider desired or undesired impacts of volunteer services in the volunteers?
- What could partners and assignments do to increase the desired impacts? And how do we deal with the undesired ones?

Results:

- There are desired/intended and undesired/unintended impacts
- How to deal with this?



Desired impacts	Undesired impacts
<ul style="list-style-type: none"> • cultural and global learning • getting to know different realities → develop consciousness • tolerance/cultural acceptance • improvement of language skills • personal development/(inner) growth • self-realization and self-discovery • development of bilateral relationships • mutual learning • civic engagement after returning to the home country 	<ul style="list-style-type: none"> • homesickness • sickness/health issues • threatened security, sexual assaults • too much work or no/too less work, feeling useless, boredom → no motivation • lack of communication • reality does not meet expectations • adoption of “bad” habits from the other culture (habits that are socially not accepted in your home country)
What can we do to increase desired impacts? How do we deal with undesired impacts?	
<ul style="list-style-type: none"> • Train the mentors of the volunteers to provide good guidance • Mentors should help in case of any kinds of questions (not only in the workplace) • Annual mentor meeting • Improve communication, clarify line of communication → proper information flow • Provide preparation also for the hosting organizations • Provide structure (especially in the workplace) • Guidelines for the culture (Do's and Don'ts) 	

* Appendix 7: Posters of the workshop

Workshop 3:

Impacts of the weltwärts South-North volunteer service in the country of origin – Experiences with engagement of returnees of South-North volunteer services

Facilitators: Barbara Schütz (Welthaus Bielefeld) and Adriana Welsh (Ñepi Behña, A.C.)



Handout with guiding questions:

In the South-North program the relationship between sending organization and volunteers is often different from the North-South program. Sending volunteers to Germany often comes with specific expectations of strengthening the own organization. Returning volunteers on the other hand may find it difficult to find a space for their individual experiences upon return and to develop a perspective for their time after having been in Germany. Unlike in the North-South program there are no options for returning South-North volunteers to apply for funding for further engagement back home.

The workshop is designed to support the exchange of experiences:

- Which expectations have been attached to sending volunteers?
- Which experiences exist with and by returning volunteers?

We would also like to look at:

- Whether existing instruments (returnee seminars) have been sufficient?
- Which other elements on the program level are considered useful?
- How German partner organizations might be able to support the process?

The workshop will include practical exercises to consider the perspectives of different actors involved. The facilitators will also share their experiences.



Results:

- The exchanged experiences were very diverse.
- For many volunteers the volunteer service was a good experience, but some volunteers with high education were disappointed about their tasks in Germany.
- In some regions in Germany, it seems like the Germans are not prepared to receive volunteers from other countries.
- Some volunteers wanted to stay in or seek to go back to Germany.
- Volunteers have to unlearn some things that they learned in Germany, because they do not fit into the culture of their home countries.
- Volunteers wished to get a certificate, which would help them in their career.
- The volunteer service as a kind of nonformal education is often not valued/appreciated.
- Difficulties of finding a job after the volunteer service, lack of support by the sending organization.
- Some volunteers are not accepted anymore in their “old” workplaces in their home countries. (People say that they are overqualified, because of their experience in Germany.)
- Many volunteers experienced fear of having lost friends in their home country.
- Disappointment because of not returning to their home country with many gifts.
- Fear of going back to their families and being controlled, fear of losing the freedom they had in Germany.
- Feeling frustration after returning to their home countries, difficulties to go back to their “old” lives.
- Feeling of uncertainty regarding the future.
- Some volunteers experienced an identity crisis after returning to their home countries.
- Volunteers with good preparation had less problems after returning to their home countries.
- Volunteer service can open new doors, but it is not easy.
- Some volunteers found good jobs in their home countries after the volunteer service.
- Positive impacts of the volunteer service: volunteers want to be someone in life, have plans for the future, seek opportunities, and want to make use of what they learned in Germany.
- One volunteer founded his own NGO after returning to his home country.
- Some former volunteers founded a partner organization, now preparing the new volunteers.
- What makes the reintegration easier: networks, contact with other volunteers in the same situation.
- It would be helpful to have financial support for the volunteers after their return, so that they could develop projects of their own.
- The volunteer service seeks for more equality but we live in an unequal world, there are many circumstances difficult to change.

Meeting for the group photo 5:30 p.m.

Walking tour through Frankfurt 6:30 p.m.

**Joint dinner at the “Gasthaus zur Sonne” –
traditional food from Frankfurt** 8:30 p.m.





 Speisekarte HISTORISCHES GASTHAUS „Zur Sonne“	
Frankfurter Küche	
Frankfurter Grüne Soße ^(A,U) und Salzkartoffeln	
mit 2 gekochten Eiern	€ 8,90
mit gekochter Ochsenbrust ^(2,7)	€ 10,90
mit paniertem Schnitzel ^(A,U)	€ 11,90
mit gebratenem Zanderfilet ^(U)	€ 12,90
Hausgemachte Leberknödel ^(U) mit Sauerkraut ^(2,7,11) und Püree ^(U)	€ 8,70
Leber- und Blutwürstchen ⁽²⁾ mit Sauerkraut ^(2,7,11) und Püree ^(U)	€ 8,70
1 Paar „Frankfurter“ ^(2,7,11) mit Sauerkraut ^(2,7,11) und Bauernbrot	€ 5,90
Bauernbratwurst ⁽¹¹⁾ vom Bauern Trapp mit hausgemachtem Kartoffelsalat ^(2,7,11)	€ 7,50
„Himmel und Erde“	
Püree ^(U) , Zwiebeln und gebratene Blutwurst ⁽²⁾ dazu hausgemachter Apfelmus	€ 8,90
Gekochtes Rippchen ^(2,7) vom Stiel, Sauerkraut ^(2,7) und Bauernbrot	€ 7,80
Gebackenes Schäufelchen mit Sauerkraut ^(2,7) und Bauernbrot	€ 14,90
Hessische Schlachtplatte für 2 Personen	
2 Leberknödel ^(U) , 1 Leber- und 1 Blutwürstchen ⁽²⁾ , 2 Rippchen ^(2,7) und 1 „Frankfurter“ dazu Sauerkraut ^(2,7,11) und Püree ^(U)	pro Pers. € 12,50
Schmorgerichte	
Wildgulasch ^(1,2,4,9) mit hausgemachten Walnuss – Spätzle ^(A,U) und Feldsalat ⁽¹⁾	€ 13,90
Gefüllter Spießbraten ^(2,11,12) in Dunkelbiersoße ^(1,6,6) mit Semmelknödeln ^(A,U) und Krautsalat	€ 11,90
Fisch	
Forelle „Müllerin“ ^(U,9)	
oder in Mandelbutter ^(U) gebraten, mit Petersilienkartoffeln und grünem Salat ^(1,4)	€ 12,30
Matjes „Hausfrauenart“ ^(4,9) mit Salzkartoffeln	€ 9,80
Beilagen	
Püree ^(U)	€ 2,50
Sauerkraut ^(2,7,11)	€ 2,50
Salzkartoffeln	€ 2,50
Hausgemachter Kartoffelsalat ^(2,7,11)	€ 3,20
Folienkartoffel mit Kräuterschmand ^(U)	€ 3,40
Beilagensalat ^(1,6,1)	€ 2,90
Dessert	
Rote Grütze mit flüssiger Sahne ^(U)	€ 4,10
Hausgemachter Apfelstrudel ^(A,1,4) mit Vanillesoße ^(U)	€ 4,50
Verschiedene Kinderteller auf Anfrage	

 Speisekarte HISTORISCHES GASTHAUS „Zur Sonne“	
Unsere kalten Speisen	
Handkäs mit Musik ⁽¹⁾ , Bauernbrot und Butter	€ 2,80
Handkäs mit Kürbiskernen an Vinaigrette ⁽¹⁾ , Bauernbrot und Butter	€ 2,90
Handkäs mit Kräuterschmand ^(U) , Bauernbrot und Butter	€ 3,20
„Schneegestöber“ – angemachter Frischkäse und Bauernbrot	€ 5,80
„Bernemer Käsbrot“ – Brot mit Frischkäse, Handkäs, Zwiebeln und Kümmel	€ 6,40
Vogelsberger Presskopf ^(1,2,4,7,11) mit Musik, Gewürzgurke, Bauernbrot und Butter	€ 7,30
„Vesperteller“ ^(2,4,7,11) mit geräucherter Blut- und Leberwurst, Presskopf, gekochtem und rohem Schinken, Gewürzgurke mit Bauernbrot und Butter	€ 8,50
Hausgemachter Wurstsalat ^(1,2,4,7,11,1) mit Bauernbrot und Butter	€ 7,20
„Bernemer Krabbenröstbrot“	
geröstetes Bauernbrot mit Grüner Soße ^(U,1) und Grönlandshrimps	€ 8,90
Salate	
Verschiedene Blattsalate mit Champignons, Tomaten und gebratener Putenbrust an Olivenöl-Balsamico-Dressing ^(2,7,6,1)	€ 10,90
Verschiedene Blattsalate mit Grönlandshrimps, Orangenfilets und Kürbiskernen an Orangendressing ^(1,1)	€ 10,90
„Hessischer Brotsalat“	
verschiedene Salate, Handkäs und Bauernbrot an Vinaigrette ^(1,6,1)	€ 9,30
Großer gemischter Salatteller ^(1,6,1)	€ 8,90
Kleiner gemischter Salatteller ^(1,6,1)	€ 5,90
Suppen und Vegetarische Speisen	
Hausgemachte Leberknödelsuppe ^(U)	€ 4,50
Rinderkraftbrühe mit Kräuterflädle ^(A,U)	€ 4,10
Sauerkraut-Lasagne ^(A,U) an Salatbeilage ^(1,6,1)	€ 7,90
Pfannengerichte	
Paniertes Schnitzel ^(A,U) mit hausgemachtem Kartoffelsalat ^(2,7,11)	€ 9,80
Pilzrahmschnitzel ^(A,U) mit Bauernbrot und gemischtem Salat ^(1,6,1)	€ 9,80
Zwiebelschnitzel ^(A,U) mit Bauernbrot und gemischtem Salat ^(1,6,1)	€ 9,80
Kalbsschnitzel ^(A,U) mit hausgemachtem Kartoffelsalat ^(2,7,11) und Preiselbeeren	€ 15,50
Rumpsteak mit Kräuterbutter od. Zwiebeln, Bauernbrot und Salat ^(1,6,1)	€ 16,90
Rumpsteak mit Kräuterbutter od. Zwiebeln, Schmandkartoffel ^(U) und Salat ^(1,6,1)	€ 18,90
Schweinelenndchen mit Pilzrahmsauce ^(U) , hausge. Spätzle ^(A,U) und Salat ^(1,6,1)	€ 12,90
<small>Nach dem geltenden Lebensmittelrecht sind zugelassene Zusatzstoffe zu kennzeichnen. Wir machen diese auf unseren Getränke- und Speisekarten mit Nummern kenntlich. Die Liste der Zusatzstoffe können Sie an der Theke einsehen. Wir bitten um Verständnis, dass wir keine EC- und Kreditkarten akzeptieren.</small>	



DAY 3: WEDNESDAY, 20th of June

Partnership in practice

9:00 am – 6:00 pm

Partnership in practice

TOP	What?	Who?
9:00 AM	Morning plenary - Review of yesterday, overview of the day ahead, choice of workshops	<ul style="list-style-type: none"> Muna Wagner ➔ Will be translated
9:30 AM	3 parallel workshops: Workshop 1: Offering pedagogical support (incl. mentoring) based on partnership → Who talks with whom and when? Workshop 2: Shaping communication → Means and occasions for communication – collection and discussion Workshop 3: Partnership of equals – flexible topic added according to the needs and interests of the participants (incl. coffee break after 10:00 am)	Workshop 1 Facilitation: Claudia Paz Vera Troncoso (Fundación ANIDE)/Sebastián Roldan (VJF e.V.), (Span.) Workshop 2 Facilitation: Aziza Shaaban Ngalupia (Tanzania Youth Coalition (TYC)) and Tanja Neubüser (Deutsch-Tansanische Partnerschaft), (Engl.) Workshop 3 Facilitation: Jan Wenzel (ventao) and Malathi Kattampatti Santhanam, (Karl Kuebel Foundation), (Engl.)
12:30 - 2:00 pm	Lunch break	
2:00 – 5:00 pm	3 parallel workshops: Workshop 1: Dealing with conflicts and crisis in partnership → Joint understanding of what constitutes a crisis → Managing relationships in challenging situations → Roles & responsibilities Workshop 2: Developing seminar concepts in partnership → Interlinking of preparatory, mid-term and returnee seminars Workshop 3: South-North Exchange: Challenges on the way – flexible topic added according to the needs and interests of the participants (incl. coffee break after 3:00 pm)	Workshop 1 Facilitation: Kakha Kotshvili (GergArt)/ Jürgen Menzel (act for transformation), (Engl.) Workshop 2 Facilitation: María Virginia Vintimilla Suárez (TECHO Ecuador) and Zora Ott (Alegro e.V.) Workshop 3 Facilitation: Barbara Schütz (Welthaus Bielefeld) / Adriana Welsh (Ñepi Behña, A.C.) (Span.)
05:00 PM	Greetings from the Ministry for economic cooperation and development (BMZ)	Johannes Lauber (BMZ)

6:30 – 8:00 pm

Dinner at the venue

8:00 – 9:30 pm

Event at the venue: Meeting former and current volunteers

Exchange with returnees and current South-North volunteers.

Moderated by Muna Wagner and Jan Wenzel.

The returnees will briefly present their engagement after the volunteer service and share their motivation, support mechanisms and challenges.

With the South-North volunteers we would like to talk about their motivation for an engagement in Germany, their previous engagement back home, and any experience they had so far with their volunteer service in Germany that they would like to share.

We will allow enough time to engage with the volunteers and ask questions.

Morning plenary 9:00 a.m.

- Review of the last day
- Overview of the day



Three parallel workshops 9:30 a.m.

Workshop 1:**Offering pedagogical support (incl. mentoring) based on partnership**

Facilitators: Claudia Paz Vera Troncoso (Fundación ANIDE) and Sebastián Roldan (VJF e.V.)

**Content Handout with guiding questions:**

Today we are looking at practical issues shaping partnerships. Offering pedagogical support to the volunteers is a key element of the volunteer program weltwärts. You might want to discuss some of these questions:

- What is your understanding of pedagogical support and do you share a common understanding of pedagogical support with your partners? If you share a common understanding how did you reach it?
- What are your goals, what is your desired outcome with regard to pedagogical support? What do you want the volunteers to take away from their experience?
- What are the roles and responsibilities of the respective partners in this process?
- What is helpful in offering joint pedagogical support? And what not?

Please feel free to add your own questions.

Results:

- In the workshop methods were used which the workshop hosts use in the seminars with their volunteers (e.g. energizers).
- The points discussed were grouped into three main topics: communication, expectations and evaluation.

Communication:

- Partner organizations should become familiar with the quality standards (this knowledge is often missing).
- Improved communication through standardization of mechanisms and contents.
- Create structures for better communication between the partners.
- Analyse and review the pedagogical concept of the South-North component.

Expectations:

- Do not raise false expectations (e.g. regarding their future career).
- Lower expectations to prevent frustration.
- Develop strategies to provide support for the volunteers when they return to their home countries and face difficulties regarding their reintegration.
- Communicate: The volunteers do not come to help but to learn.

Evaluation:

- It should be guaranteed that all volunteers get the evaluation questionnaire at the end of their volunteer service (some South-North volunteers did not get the questionnaire).
- The sending and receiving organizations should also provide a feedback.
- The volunteers should get a personal feedback from their hosting organization/mentors as well.



Workshop 2:**Shaping communication**

Facilitators: Tanja Neubüser (Deutsch-Tansanische Partnerschaft and Aziza Shaaban Ngalupia (Tanzania Youth Coalition (TYC))

Handout with guiding questions:

Today we are looking at practical issues shaping partnerships. Communication is central to all human interaction. You might want to discuss some of these questions:

- How often and by which means do you communicate with your partners? In which language(s)?
- Have you agreed on topics/situations, which require communication?
- How much information do you need/want from your partners in order to participate? And on which topics?
- How are you dealing with sensitive topics, such as child protection or harassment?
- Which challenges have you faced with regard to communication and how might they be overcome?

Please feel free to add your own questions.

**Results:****Why do we communicate?**

- To share (receive and deliver) information
- To reflect together what happened and why
- To give reports
- To give feedback
- To thank the partner
- To express, what we want and why, to explain decisions
- To stay in touch and create a base for partnerships
- To develop long term relationships
- To maintain trust and transparency

- To get towards a common understanding and to better understand each other
- To prove assumptions
- To develop ideas together and to organize things
- To talk about the future of projects
- To discuss and to solve conflicts
- To assume responsibility

Communication: what is not working well

- Few direct contact
- E-mails are answered late or not answered at all
- Time for regular skype meetings is missing because of high work load
- Setting short deadlines
- Avoiding to make decisions
- Decisions are made late
- Judging or concluding before asking or communicating
- From the German side: rules, deadlines, orders; from the Global South: suggestions, recommendations, opinions, proposals
- Germany expects: order, transparency, enforcement of law
- Some people from the Global South expect: to be listened, to see changes
- Roles and tasks are defined by agreements and contracts – but is there a common understanding? How to reach a common agreement if there are more than 100 partners?

Discussion results

- South-North component: BMZ should finance 90% and later 100%
- Importance of a clear and simple policy
- Importance of having a personal and trustful relationship between the partners
- Open intercultural communication is only possible with trust and knowing each other well
- Communicate without being afraid of making mistakes
- Make clear to each other how you want to be treated
- Sensibility is necessary
- Importance of accompanying measures financed by the BMZ (conferences in Germany or other countries), problem: Visas are denied ≥ inequality

*** Appendix 8: Posters of the workshop**



Workshop 3: Partnerships of Equals

Facilitators: Jan Wenzel (ventao) and Malathi Kattampatti Santhanam (Karl Kuebel Foundation)

Handout with guiding questions:

As this workshop was created spontaneously based on the needs of the participants, no handout could be prepared beforehand to guide the discussion of the working group.



Results:

- Defining: What is partnership? What is a good partnership?
- Accept that there are inequalities
- There are inequalities at different levels
- Importance of communication to combat inequalities

Equalities

- Desire to continue with the program
- Motivation for intercultural exchange
- Wish to contribute to development and changes needed for a better world
- Exchange brings different knowledge, perspectives and experiences together
- Aspiration towards shared quality levels
- Selecting volunteers together, with a veto right for sending and receiving organizations
- Shared knowledge
- Collective decisions
- Access to the internet

Inequalities

- Unilateral setting and enforcement of rules and standards
- Unequal perception of outcomes and goals
- Access to visa, possibility to travel to different parts of the world
- Unequal possibilities to participate
- Unequal access to financial resources
- Voice of partners not considered
- German volunteers have less pressure than volunteers from other countries
- Role of German volunteers in projects sometimes bigger and more powerful than the one of local volunteers
- Volunteers are seen as experts even if they are not

* **Appendix 9: Posters of the workshop**

Lunch break 12:30 – 2:00 p.m.

Three parallel workshops 2:00 – 5:00 p.m.

Workshop 1:**Dealing with conflicts and crisis in partnership**

Facilitators: Kakha Kotshvili (GergArt) and Jürgen Menzel (act for transformation)

Handout with guiding questions:

Today we are looking at practical issues shaping partnerships. Conflicts and crises are situations, which test any partnership. Here a strong and trusting partnership can be essential for solving the challenge ahead.

You might want to discuss some of these questions:

- What constitutes a crisis/conflict for you in the context of the weltwärts volunteer service?
- Do you have a common understanding with your partners what a crisis means in this context? If yes, how was this common understanding reached?
- Which types of conflict/crisis are you most often dealing with in practice?
- What do you consider to be the roles and responsibilities of the partners?
- Where do you see your biggest gaps and challenges with regard to crisis management, where would you need more support from your partners or other sources?

Please feel free to add your own questions.

Results:

Group Work: Exchange of experiences regarding conflicts between partners

Discussed conflicts:

- Conflict due to different opinions about the private life of volunteers
- Conflict about religion (non-religious volunteer in a religious organization)
- Conflict between mentor and volunteers: Volunteers drove motorcycles without driving licence and although it was forbidden by the partner organization
- Volunteers went on vacation without permit
- Conflict due to unclear roles (organization with two different authorities, volunteers did not know whom to follow)
- Conflict because a volunteer worked with the parents of school children without permit

Conflict resolution:

- Use of the method “Peer-to-Peer-Consulting” to find a solution for the following conflict: The volunteers in a specific country are driving motorcycles, due to remote placements and lack of reliable public transport, which the sending organization agrees with. The host organization feels this is too dangerous and would like to prohibit the use of motorcycles by volunteers.

For a good description of the method (in German) see:

<http://www.kollegiale-beratung.de/Ebene1/methode.html>



Workshop 2:**Developing seminar concepts in partnership**

Facilitators: María Virginia Vintimilla Suárez (TECHO Ecuador) and Zora Ott (Alegro e.V.)

Handout with guiding questions:

Today we are looking at practical issues shaping partnerships. The mandatory seminars, which volunteers attend before, during and after their service, are an essential part of the pedagogical support and learning experience in the program. Seminars also offer a chance for partners to develop content together.

You might want to discuss some of these questions:

- Who develops and implements these seminars?
- Are both partners aware of the content of these seminars?
- Which topics do both partners consider important for each type of seminar?
- How could both partners work together more closely in shaping the seminars and linking them together?

Please feel free to add your own questions.

Results:

- Clarify roles: facilitator, co-teamer, former volunteers, extern persons, organizer
- Basic structure/relevant themes that should always be included: Security, interculturality and transculturality, expectations and needs of the volunteers, socio-political education
- Atmosphere of confidence: Empathy, reflection
- Enough time and flexibility to guarantee inspiration
- Have spaces for topics proposed by the volunteers
- Equal positions for both organizations (sending and receiving organization)



Workshop 3:**South-North Exchange: Challenges on the way**

As this workshop was created spontaneously based on the needs of the participants, no handout could be prepared beforehand to guide the discussion of the working group.

Results:**Challenges:**

- Progression of the project's framework
- What is the outcome and the purpose?
- Handling different expectations
- Profile of the volunteers: professionals or non-professionals?
- Greater focus on development issues
- Situation after finishing the volunteer service: what is needed?
- Volunteer's finances: pocket money needed for full socialization
- Promote research about volunteer services
- Promote post engagement in sending organization
- Future planning and development of perspectives regarding the time after finishing the volunteer service → good returnee seminars needed
- Funding to help returnees to develop their own projects
- Returnees need to get recognized certificates after finishing their volunteer service
- Improve the conditions for networking between the volunteers

* **Appendix 10: Posters of the workshop****Speech of Johannes Lauber (BMZ) 5:00 p.m.**

- 10 years ago (2008) weltwärts started as a program for volunteer services
- In 2017 more than 3700 volunteers did a volunteer service in more than 60 countries
- Since weltwärts started, over 35000 volunteers have participated in the program
- The South-North component started with 150 volunteers in 2013
- Now 800 South-North volunteers come to Germany every year
- The program is based on the commitment of the hosting and sending organizations
- During the 10 years of its existence weltwärts has been evaluated and modified
- There was an evaluation in 2011 and another in 2017
- Partner conferences: space for exchange, debates and recommendations
- Since 2013 weltwärts has a new quality system
- weltwärts is in line with the Sustainable Developmental Goals of the agenda 2030
- Thanks to all participants for their work and for coming to the conference

Questions from the participants of the conference and answers of Johannes Lauber:

Question 1: Why is there only a funding of 75% of the costs? For South-North volunteers it is difficult to afford the rest of the money.

→ **Answer:**

- There are extra funds for some countries
- The weltwärts funding is already higher than in other programs
- The 75%-rule is a general rule and is difficult to change

Question/comment 2: Two persons did not get the visa, so they could not come to the conference. This is a big problem.

→ **Answer:** Most people got a visa; the embassies have to look at every case individually.

Question 3: How many people working for weltwärts did a voluntary service themselves?

→ **Answer:** In the past there did not exist as many volunteer programs as today, so there are many people working for weltwärts who didn't have the chance to do a volunteer service

Question 4: Why can't Chile and Uruguay participate in the weltwärts program anymore?

→ **Answer:** We only work together with developing countries (DAC list), we are not allowed to spend money on other countries. Chile and Uruguay were removed from the list.

Question/remark 5: It would be good to have a fund to finance projects of the volunteers.

→ **Answer:** We have to discuss this idea and think about solutions. We can give funding to German organizations but not to organizations from the partner countries.

Question 6: What are your expectations of us regarding this conference?

→ **Answer:** I expect that the discussions of the conference will have results and that the results are put into practice.

Question 7: What about the future of the South-North-component?

→ **Answer:**

- We do not have results of the follow-up yet, but the South-North component for sure will continue
- Challenge: the reintegration of the volunteers after going back to their home countries
- We have to concentrate on the developmental profile of weltwärts

Question 8: Why is weltwärts funded by funds which are for developmental aid, although the volunteers are the ones who profit most from the service?

→ **Answer:** The OECD agreement says that a part of the money for developmental aid should be spend on developmental education and that's why weltwärts as a learning service fits.

Remark 9: Weltwärts is a learning program, not only for the volunteers, but also for the people who work in weltwärts

Remark 10: For the next conference I would like to invite weltwärts to come, too, because weltwärts is a partner, too.



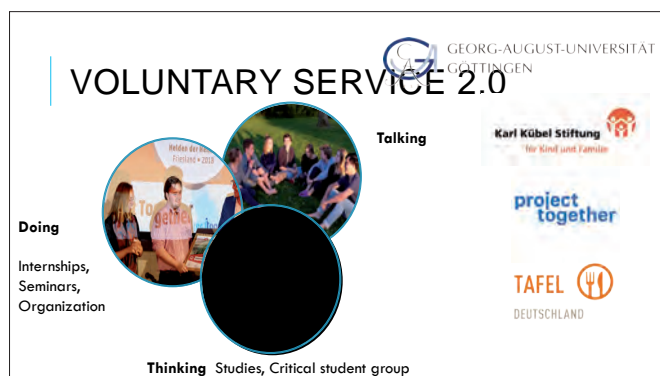
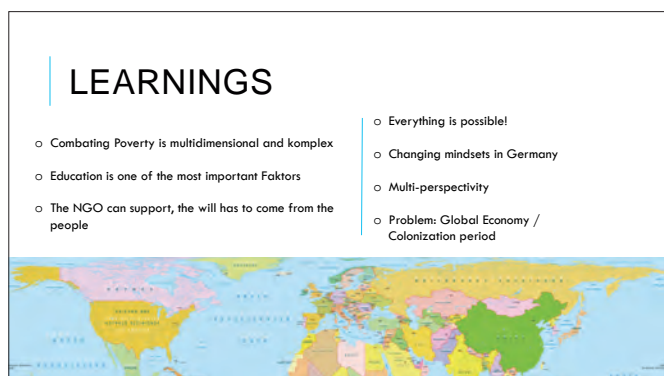
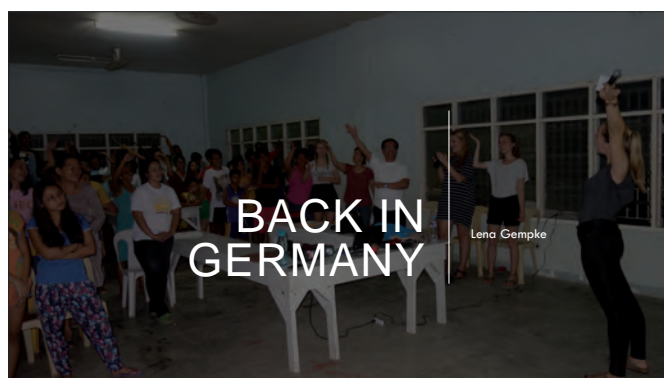
Dinner at the venue 6:30 – 8:00 p.m.

Exchange with South-North and former North-South volunteers

8:00 p.m.

- Presentation of the former North-South volunteer Lena Gempke who did a volunteer service in the Philippines (with the sending organization “Karl Kübel Stiftung”)
- Informal round of talks with four South-North volunteers from India who started their volunteer service in Germany two month ago.

Presentation of Lena: „Back in Germany“





DAY 4: THURSDAY, 21st of June 2018

Recommendations and the way ahead

:00 am – 4:00 pm

Recommendations and the way ahead

TOP	What?	Who?
9:00 AM	Morning plenary - Review of yesterday, overview of the day ahead	<ul style="list-style-type: none"> Muna Wagner ➔ Will be translated
9:30 AM	Collecting <ul style="list-style-type: none"> Practical recommendations Recommendations on how to further improve/develop the program (incl. coffee break after 10:00 am)	The results will form the basis for a checklist with recommendations on partnerships in international volunteer services
12:30 – 1:30 pm	Lunch break	
02:00 PM	Partner panel Assessment, summary, outlook	Moderation: Jan Wenzel (ventao)
03:00 PM	Coffee break	
03:30 PM	Evaluation and Farewell	ventao board and staff, Muna Wagner
After 4:00 pm	Departure	

Morning plenary 9 a.m.

- Review of the last days
- Overview of the day

Practical recommendations, recommendations on how to further improve & develop the program 9:30 a.m. - 12:30 p.m.



Handout with guiding questions:

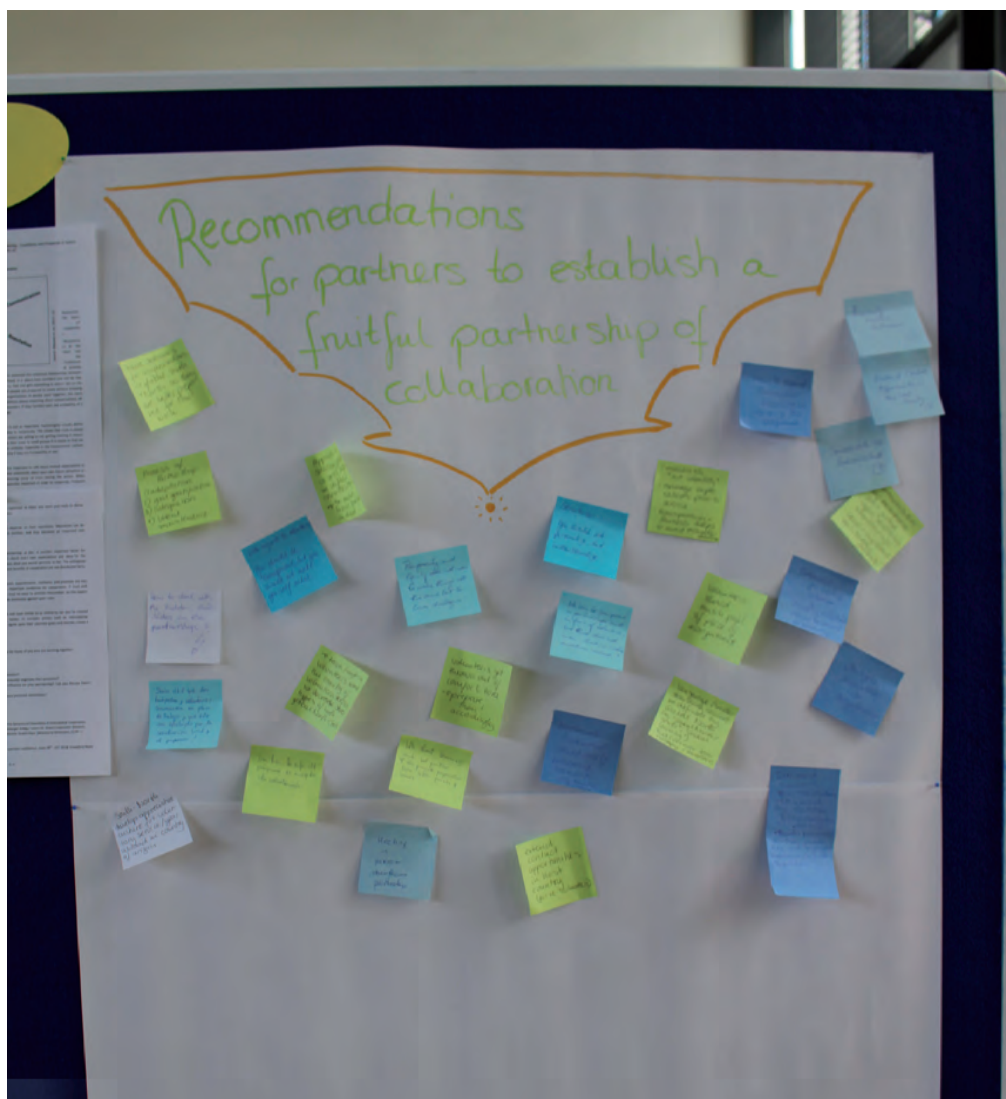
On our last day, we would like you to look back at all the topics discussed and all the issues raised and collect two sets of recommendations:

1. Practical recommendations for the joint everyday work with your partners
2. Recommendations for the program on how to further develop and improve partnerships.



You can use the summaries of the last days provided on the flipcharts if you like.

- Participants were invited to write down best practice examples and recommendations on post-its and stick them on several flipcharts and pinboards distributed around the room.
- There was one pinboard/flipchart for each of the following topics:
 1. Offering pedagogical support
 2. Dealing with conflicts and crisis in partnership
 3. Partnerships of Equals (models, examples, recommendations)
 4. Developing seminar concepts in partnership
 5. South-North exchange: Challenges on the way
 6. The value of weltwärts for the hosting organization/placement
 7. How do volunteer services contribute to developmental partnerships?
 8. Impacts of weltwärts service on volunteers
 9. Impacts of South-North in the country of origin and return
 - 10. The DEval evaluation and what follows from it**
 - 11. Shaping communication**



Practical recommendations:

We took all the remarks and recommendations participants have put on flipcharts and pinboards and tried to sort them with regard to different sets of topics. This is a raw list of recommendations for good partnerships that we have collected. We will further work on that list and publish it by the end of 2018 as a short “checklist for partnerships”.

**General factors**

The key insight for us really was the fact, that everyone is a partner to someone. We on the German side often tend only to call the international hosting and sending organizations “partners”, in fact overlooking, that we ourselves are partners. So in a nutshell: partnership is a two-way street, involving everybody active in this program.

Partnership is, like most things in life, a process. Ideally it goes through the following steps: 1) adaptation 2) goal gratification 3) integration 4) latent maintenance

And everybody is in a learning process.

What makes such a partnership work? What makes it fruitful and beneficial for both partners? Here are some suggestions:

Prepare the ground

- Communicate the goal, purpose, scope of the weltwärts program to all stakeholders. This helps them to understand the objectives and purpose of the collaboration. Mutual respect and recognition towards all stakeholders including the volunteers, is key.
- Obviously hosting and receiving organization should not only share the purpose but also the benefits with each other. Reciprocity and equity does not mean to make things all the same, there are for example different responsibilities on each side, but to have dialogue.
- This means always trying to view all relevant aspects of the cooperation from both sides.

- Partners should honestly communicate their needs, interests as well as limitations to each other. As this is sometimes difficult for partners from the South it would be good if the German partners actively encouraged their international partners to come forward. Ask your partners what they want and need, do not just assume.
- Trust and a “we-identity” lays the groundwork for such a partnership. Trust is best established by meeting face-to-face and having direct and personal contacts on a regular basis.
- Especially in the beginning it is helpful to clarify key terms, such as the difference between volunteering, internships or on the job training. It also helps to clarify the norms and values that are guiding your work. Keep in mind, that the most relevant values for your everyday work and not those written down in your mission statement, but those explicitly held by yourself and your staff and colleagues.
- Do not create false expectations, be realistic in what you can offer and reach together.
- Find time regularly to exchange lessons learned and best practices – again taking both points of view into account.
- Establish a culture of appreciation of each other’s efforts and achievements.

Capacity building

- A lot of participants felt a need for more capacity building activities to prepare all partners for their work. This capacity building could take place in form of peer-to-peer learning from other organizations in the region, or as an accompanying measure organized by the German partners.



Networking and further development

- As much as we have stressed the importance of personal interaction, it is important in the long run, that organizational structures are build and processes institutionalized, not just depending on individuals.
- Reassess your collaboration from time to time. Are both sides still content? Have circumstances changed? Is there a need for readjustments?
- Sharing experiences is not just a good idea between partners across continents, but also between organizations in the same region, who are also active in the program. As they are sharing a common language and possibly cultural background, it might be easier to learn from each other.

But obviously partnerships are not just about the sunny side of life. Participants mentioned the “dark sides” and wondered, how to deal with them.

These might include competition between organizations over numbers of volunteers. Or the wish of partners to establish new partnerships without losing the uniqueness of the existing ones. Partners in the South may feel on the weaker side of the partnership, being dependent on their partners from the Global North for volunteers and possibly other support, and therefore hesitant to address the issues that bother them. Or they might feel, they do not get all the information needed to make informed decisions.

One way forward on the political level would be to consolidate the “Gemeinschaftswerk” and strengthen the role of partners from the South in the program.

On a more direct level one could say that the quality of partnerships can only be improved if every individual is aiming to improve the partnership. So let’s start here and now!

To quote a participant: “In the world we have different points of view and sometimes we have to learn from one another or agree to disagree, not necessarily to change everything.”

The meta level

Partnership for development

How can your partnership support the development of your organization or even development in a broader sense?

Some remarks of our participants:

- Regularly review the outcomes of your partnership. Is it heading in the right direction? Is it supporting your goals and aims?
- Some participants felt that volunteer services stimulated new project ideas and helped the partners in the South to reach their goals by contributing to their development work.
- Others felt that the volunteers helped the partners on both sides to include the other point of view, acting as a sort of bridge. They thereby helped to broaden and strengthen the personal relations between partners.
- Capacity building was considered an important factor, as were regional networks (such as quality circles or peer evaluation) and building partnerships across the institutional structures.
- Remember that partnership is a process, like development, and that it can be a slow process as well.



Creating positive impact – in the South and North and on the individuals involved

Partners have different expectations, what they might want to gain through engaging in an international volunteer program. All partners are interested in creating a positive impact for their organizations and the people involved.

From an organizational perspective some aspects, which might support that:

- The volunteers should match the profile of the place of assignment, in order to create a positive impact there.
- Good placements occur with good policy & guiding structures to ensure all role players know their roles and expectations.
- Guidelines and instruments help different actors in the process to make the most of the volunteer service (hosting organization, mentor, host families, ...)
- Skilled and motivated volunteers may transfer their skills to the place of assignment
- Volunteers may contribute to an increase of networks for the hosting and sending organizations
- Especially for South-North volunteering the develop of an appreciative culture for voluntary service abroad in country of origin would increase their impact.

Some aspects from a volunteer perspective include:

- Take your time to first watch the new context, be quiet and learn before you raise your voice!
- Development is a slow process. It has challenges and limitations that volunteers get to learn in their place of assignment.
- It would be helpful if volunteers had a small fund to help them develop their own projects in the host organization.
- Alumni conferences for volunteers might add create more impact, even after the service is over
- Especially for South-North volunteers returnee seminars are often missing and would be very important to help them readjust and support their engagement in their home countries.



The practical level

Communication

Communication is key to all successful interaction. Clearly the most important topic according to our participants.

Some factors for good communication among partners:

- Communication should be regular and intense
- Communicate frankly and openly. Don't hesitate to state your point of view in an adequate manner.
- Be honest about your needs and interests, but also about your limitations.
- Do not hesitate to express your ideas, interests, needs... Ask questions! Take your space!
- There are no wrong or stupid questions. Talk about anything that is important to you.
- Having clear norms and values in your organization (and making them known to your volunteers) – makes communication and working together easier.
- Keep your partners informed. Find out how much/what kind of information is relevant to them.
- Answer your partner's emails or messages over other channels in an appropriate time-frame. Having to wait for an answer for weeks or getting no answer at all does not support good partnership.
- Unclear hierarchies and responsibilities make communication difficult. Agree with your partners about who has the authority to make which decisions, especially with regard to the volunteers.
- Such transparency and fairness helps to avoid misunderstandings.
- With regard to volunteers: you should be transparent, but you do not need not make yourself naked.
- Learn how to give and receive feedback.
- And be self-aware: do not judge before absorbing a new situation.
- Some participants felt that language and the meaning of terms could not be defined in the Global North (e.g. Global North/South, Global Learning, etc.). Find common terminologies if possible, that everybody feels comfortable using.
- Some also felt it was important to include all partners in the annual online survey, not just the volunteers.



Pedagogical support

Jointly supporting the volunteers makes their learning more comprehensive. Some recommendations from the participants:

- Do not create false expectation, be realistic what a volunteer service can offer and what not.
- Clarify between the partners what the key components and the minimal standards of support for volunteers are.
- You might want to think about a normative approach in order to homogenize the pedagogic methods more effectively. Or you might not, highlighting the differences as part of the learning process.
- Workshops between organizations as part of peer-to-peer learning could help to improve and enrich the pedagogic approaches.
- Accompanying measures might be another way to reflect on and further develop the pedagogical support by both sides.
- All volunteers should have a local mentor, who should get paid as well. Mentoring is a challenging and often time-consuming task and a mentor cannot be expected to do it on a volunteer basis alone.
- Provide training to the volunteer mentors and set up regular evaluation.
- New volunteers should be given pedagogical support before going to the receiving country. While this is the norm for German volunteers it is not yet the same for South-North volunteers.
- It would also be useful to have a seminar for the volunteers before they leave their assignment to reflect on their experiences and impacts.
- Upon return South-North volunteers should receive similar opportunities to North-South volunteers, e.g. returnee seminars or a network of ex-volunteers for support.
- Involve returned volunteers to prepare the new volunteers. There could be a 1:1 mentor program for each new volunteer.
- Extend contact opportunities in the host country for the volunteers
- Avoid that volunteers live and stick together too much



Dealing with conflicts

Conflicts are a normal part of human life. Dealing with them in an adequate way is what matters.

Here are some suggestions by our participants:

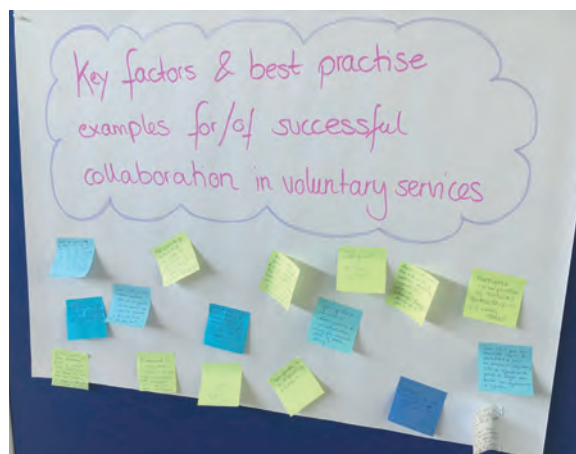
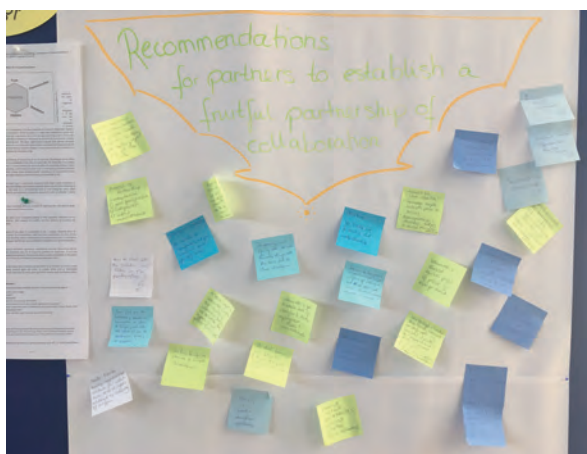
- Deal with conflicts early on and thereby avoid a conflict becoming a crisis.
- Do not hesitate to approach sensitive topics with your partners.
- Approach to solving problems is very different in different countries/regions. – be aware, learn from another, adapt.
- Try to make it transparent to your partners, how conflicts are dealt with where you come from. That makes it easier to understand each other's behavior.
- Try to speak with one voice towards the volunteers and do not undermine the authority of your partners. It is a bit like with parents, who should not fight in front of their kids...
- Respect is a key term, and a term very little understood in Germany.
- In case a conflict is becoming serious: Have an external ombudsperson (e.g. an ex-mentor)
- Make your volunteers understand, that their private behaviour may have a serious negative impact on the reputation of their host organization. There is no such strict line between public/work and private life in a volunteer service at it would be back home!

Developing joint seminar concepts

Seminars are an essential part of the pedagogical support weltwärts volunteers receive. Developing the contents together or at least being aware of each others contents, reflects positive on a partnership.

Some ideas:

- Develop joint guidelines for seminars, some kind of minimal standards everybody can agree on.
- This is best done during a personal encounter between sending and hosting organization. An accompanying measure might help to finance such an encounter.
- Core topics include safety, intercultural awareness, expectations, social and political education. Informing volunteers about the historic, economic, social, political and cultural background of their host country may decrease stereotypes on all sides.
- Volunteers get thrown out of comfort zone – prepare them accordingly.
- The seminars should also be used to explain the policy and purpose of the hosting organization to the volunteers.
- Ask potential, current and former volunteers (North-South as well as South-North) what they expect from a weltwärts seminar and include those ideas into the seminar concept.



Lunch Break 12:30 – 13:30 p.m.**Evaluation and messages from the missing partners** 1:30 p.m.

- Participants complete evaluation questionnaires
- Messages from Ayuba Mamadu Mohammed and Azucena Morales Sanchez, the two partners who could not join the conference because they did not get the visa, are received

**Partner panel** 2 p.m.

Moderation: Jan Wenzel (ventao)

Panelists: María Virginia Vintimilla Suárez (Ecuador), Aziza Shaaban Ngalupia (Tanzania), Karthik Ravichandran (India) and Stefanie Schaarschmidt (Germany)

Question 1: This conference is about partnerships and equalities and inequalities. Which equalities and inequalities did you observe during the conference?

Answers:

- The Global South is more represented (30 participants from the Global South vs 20 participants from Germany)
- I feel that we are equal partners, we had the same conditions in the conference
- Two participants are missing at the conference \geq unequal power of passports from different countries

Question 2: What do you take with you from the conference? Is there something that you can apply in your work?

- The workshop about shaping communication motivated me to participate with my organization in the South-North component of weltwärts.
- I am encouraged to work harder and to keep raising my voice.
- I go home with more questions.
- I go home with a lot of ideas and a different perspective.



Question 3: Weltwärts is now running for 10 years. What is your vision for the next 10 years ahead? How do you see weltwärts changed for the better?

- Weltwärts will be known by more people
- More people will participate
- The volunteers may be more diverse, focus on different target groups (not only white privileged people with good education)
- There will be more placements for highly skilled participants (with university degrees)
- More promotion of the social commitment of former volunteers, make the volunteer service more sustainable
- Wish: less bureaucracy, less visa barriers, more trust
- Reconsider how to call the service: “Development service” – What does development mean and which perspectives are taken into account?

Closure and farewell 3:30 p.m.



Evaluation of the conference

Based on 41 evaluation sheets (out of 52 participants)

Values of the scale:

0 = I do not agree

1 = I somewhat agree

2 = I agree

3 = I fully agree

I. Content and presentation of the conference

The topics were interesting and well chosen:	2,5
The topics were relevant to my work:	2,6
The conference was well structured:	2,4
The keynotes were interesting and well presented:	2,3
The conference was well moderated:	2,7
The time-frame was adequate:	2,1
The translation worked well:	2,6
I enjoyed the evening events:	2,6
The overall atmosphere was good:	2,7
There was adequate opportunity for an exchange with other participants:	2,8

1. Which topic/s were most interesting and/or relevant for you?

South-North: mentioned by 23 participants

Conflict Management: mentioned by 10 participants

Communication: mentioned by 8 participants

Equal partnership (new workshop topic): mentioned by 7 participants

Seminar development: mentioned by 4 participants

Pedagogical support: mentioned by 3 participants

II. Preparation and organization of the conference

The communication with ventao beforehand was smooth and helpful:	2,8
I got all the information I needed beforehand:	2,8
I was happy with the accommodation:	2,6
I was happy with the food:	2,8
I was happy with the conference location:	2,7
I felt well taken care of during the conference:	2,9

III. Overall assessment

The conference met my expectations:	2,6
I would attend another ventao event:	2,9

I would rate the ventao conference overall as

Very good: 24

good: 11

satisfactory: 1

fair: 0

poor: 0



List of appendices

Appendix 1: Script of Malathi's keynote speech

Partnership: A Voluntaristic Action:: Key Note – Dr. K.S. Malathi, KKF, India.

Introduction::

Partnership is the mantra/fuel for development. It is one of the Sustainable development goals (#17) as well as important one, cutting across all other goals set for 2030. All of us can be proud that weltwaerts is a means to strengthen partnership across globe.

Beyond my organic partnership with my family, my partnership with my (Guru) Teacher; and with members of Karl Kübel Stiftung/ foundation gives me this privilege to stand before you today. My life is groomed by various such partners. I am indebted to my partners...specially our volunteers!!

Weltwaerts partnership is decade old, and a golden time to review and strengthen for future! I am to focus on two aspects:

(1) The process of partnership building in weltwaerts (2) Challenges in weltwaerts partnership.

The spine of the talk::

- Partnership? Definition, components
- Process of building partnership -AGIL
- Challenges: past, present and future

What is Partnership? Each one here has one's own perspective – organic / mechanical; hard or soft and so forth.

To me partnership is a process, is “a voluntaristic social action, structurally enabling to partner with; remains functionally utilitarian and providing unconditional support to the partners while in need, and never let them down.” (No compulsion or hidden expectations; and it will be fruitful only if it is voluntary!!)

Weltwaerts, like any Partnership deals with

- Individuals (volunteer, mentor, crisis manager...)
- each one has goals to seek; (learning new culture; task orientation...)
- each one achieves by multiple processes (living in host family, independent house...)
- each one from their situations per se, fix one's goals and decide means to achieve; (internal mentor, external mentor, acquaintances...)
- each one holds their values, norms and ideas and this influence the means to reach the end (fulfilling a task like video filming; week end liberty;...)
- each one is bound to defend /offend through interpretations as right or wrong and will make subjective decisions (hierarchical; not interested...)

What is the process?

Different units (individuals / groups /structures) with different functions (financing, preparing, coaching, volunteering, mentoring), with different status (donor, legal authority, crisis manager, quality certifier, host) and characteristics (culture, attitude, standard of living) are assembled together as partners in weltwaerts. All these different units have to contribute **to strengthen the partnership!!**

I propound that Partnership in weltwaerts revolves around the four major functions of ADAPTATION, GOAL FULFILMENT, INTEGRATION & MAINTENANCE. (Source: Talcott Parsons Theory on voluntaristic theory of action) **Let us look into these functions with their attributes:**



Adaptation: Partners should realise their collective needs, obtain resources and adapt to the given environment. This function attributes to ...

- Members should acculturate and accommodate with each other spontaneously
- Egalitarianism should be maintained to grow, develop and survive together as partners
- Have a common understanding that resources are scarce and unequal
- Be prepared to share mutually among all stake holders
- Be aware that any form of inequality will disturb the whole fabric of partnership
- Be responsive to develop equilibrating mechanism to produce orderly outcome

Goal Gratification: Partners should collectively create the aims of weltwaerts, mobilize resources to gratify

- The partners should collectively define the purpose of association
- The partners should instil systems in place to attain the outcome
- Every player/unit must be able to visualise their goal-posts
- Everyone be aware on power imbalance due to resource inequality as a reality
- Every partner should achieve a status by achieving their results
- Everyone should be self governed to achieve, must explore means, and accepted by all

Integrate: Partners should implement the agreed goal, bring in rules and regulations to achieve results

- Socialize the players to get civilized on partnership – it is dynamic
- Provisions for periodical reinforcement of goals, means and rules is necessary
- Relish Identity of oneself and others, respect individuality
- Regularise relationship with power equity to bond
- Nurture the culture of sharing and learning with reinforcement to attain goal
- Admit differences, be positive, correct deviations with sanctions

Latent Maintenance: Partners should create a culture of sharing and learning; forecast challenges, mitigate them and re-fix goals

- Partners must be aware of unspecified expectations, unaccepted styles to attain the goals will affect the whole process
- Partners should foresee breakdown; regulate and coordinate at appropriate times, to make it beneficial to all
- Ensure institution centric (not person-centric) norms, systems, protocols; and make all partners to respect the agreement
- Dormant culturally motivated systems will erupt during tensions – allow them as mark of indigenous method to widen the networking

Thus partnership is weaved with heterogeneous people!! Do we enjoy this beauty of heterogeneity? Yes, but “we put people into boxes” and label them. This will certainly impede partnership and this program. Instead if partners learn to appreciate the difference can co-exist, perform and sustain the relationship!! Like fingers differing in shape, size and role but performing the role of a hand; weltwaerts partners should agree to disagree; and build cohesiveness!!

So instead of talking about current challenges which most of the weltwaerts audience would have shared, heard through conferences, let us talk challenges ahead in the weltwaerts partnership to fix goals for 2023.



2. The challenges that may shake this present pillar of partnership in weltwaerts are:

Past >5 years	Present=10 years	Future<15 year
Integration	Mundane-task	Originality
Mentoring-coaching	Competence gap -SDG	Quality
Risk and safety	Diminishing marginal utility	Governance
Partnership – HO centric	Communication-person centric	Sustainability- institution centric

- **Originality:** Retaining the uniqueness of weltwaerts vis a vis the other kinds of volunteers program; motivating partners to practice its uniqueness and expand weltwaerts partnership base
- **Mundane:** monotony /stereotypic functioning; lack of innovation; lack of pressure groups to enable the partners to look out for better options/ novelty, will shrink/saturate partnership base
- **Competence-gap:** mismatch of skills and competence between old and new players; dependency on external simulation to upgrade; raise in investment costs.
- **Quality:** Quality assessment is at present at one level but should be at 360 degrees. Indices of quality of partnership should be discussed; Quality circles at host countries may be of demand.
- **Sustaining:** speed, technology and dynamism pose a constant risk on values of weltwaerts. To sustain, research is needed to identify new players including corporate, new products, measure impact on partners; plan of returnees engagement and so forth
- **Governance:** how/who to govern different role players? How to ensure accountability of all players? What mechanisms to be instituted to ensure transparency? Who/How conflict to be managed?
- **Diminishing marginal Utility:** The outcome should be at eye-to-eye level and balancing satisfaction of all stakeholders a challenge: every player tends to check the return on this investment on partnership;
- **Communication:** “judging before observing” and “lack of an egalitarian open feedback” will weaken the partnership pillars – need training on cross cultural communication

To conclude, the weltwaerts partnership needs a shift from survival model to sustaining model. Partnership can be strengthened only if all stakes voluntarily ensure accountability!!

Key Ingredient: Mr. Karl Kübel, founder of Karl Kübel Foundations(in Germany and India) famously quotes, “quality of life of every individual improves only if he/she strives to do so” and the same fits to partnership across the globe!! Every player in the weltwaerts should strive to improve one’s own quality to boost the quality of others – which is an obligation of players in partnership.

The beauty of weltwaerts lies in partnership like a tree (institution) that has with roots, trunk, branches, fruits, birds and so forth. Like a tree bowing down to the ground with humility, (I will flash a picture) all partners should retain this attitude to bow down with humility to learn and contribute!!

Best Wishes, KKF

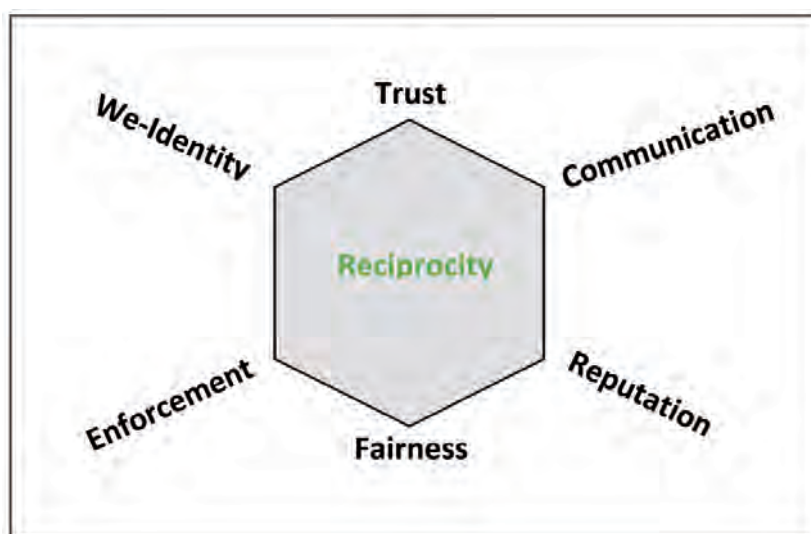


Appendix 2: Handout of Benjamin's keynote speech

Keynote: Reciprocity & Partnership in International Volunteering - Conditions and Prospects of Action
Benjamin Haas, University of Cologne, benjamin.haas@uni-koeln.de

HANDOUT

The "Cooperation Hexagon": Conditions for successful cooperation



Source: Messner et. al. (2013: 15)

*Reciprocity:
The heart
of coopera-
tion*

Reciprocity
is at the
heart and
the funda-
mental
premise of
any (sus-

tainable) cooperation or collaboration. The more balanced the reciprocal relationships between actors, the more successful the cooperation. On the one hand, it is about how confident one can be that one's own contribution is accepted and reciprocated, that is, that one gets something in return. But on the other hand it is also about the question of whether or not people are prepared to invest without knowing whether they will really get something back. The closer organizations or people work together, the more often they interact, the more likely they are to cooperate without always expecting direct compensations. All the other six mechanisms can be described as reciprocity boosters. If they function well, the probability of a symmetric and good relationship based on reciprocity is high.

Trust

For cooperation to succeed, the building of mutual trust is just as important. Psychologists usually define trust as the belief of a person in the probability of the other to reciprocate. This shows that trust is closely related to reciprocity. Ultimately, it is about whether the actors are willing to risk getting nothing in return, but still cooperate for the relationship, and thereby prove their trust. In small groups it is easier to find out who we can or should trust than in larger, more complex contexts. Especially in the transnational context, we find it harder to observe how others behave to determine if they are trustworthy or not.

Communication

More communication leads to more trust. It is particularly important to talk about mutual expectations in order to develop common ideas and strategies and to make statements about your own future behaviour or plans. Good communication also leads to a self-reinforcing circle of trust among the actors. When stakeholder interests are different, communication is especially important in order to cooperate. Frequent contact



boosts intimacy and social proximity, enhances openness to share and learn and leads to dense networking and an intense yet open style of communication.

Reputation

Whether we consider another actor to be trustworthy depends on their reputation. Reputation can be influenced by one's own behavior, both negative and positive, and thus becomes an important and modifiable factor for cooperation.

Fairness

Perceiving the input and shares of the other in a partnership as *fair*, is another important factor for successful cooperation. The better the communication about one's own expectations and ideas for the collaboration, the easier it is for the other actors to assess what you would perceive as fair. The willingness to cooperate decreases when actors feel that the costs and benefits of cooperation are not distributed fairly.

Enforcement

Modalities and means to practice and enforce agreements, appointments, contracts, and promises are less pleasant to think about, but sometimes they can be important conditions for cooperation. If trust and reputation do not lead to cooperative behaviour, there must be ways to sanction misconduct. So this aspect deals with possibilities to react if actors do not follow the previously agreed-upon rules.

We-Identity

We tend to collaborate best with those who are closest and most similar to us. Similarity can also be created by balancing and negotiating common goals and values. In complex arenas such as international volunteering, cooperation works best when the actors agree upon their common goals and thereby create a we-identity.

Questions derived from the model:

The model presented here raises some basic questions for those of you who are working together:

- Do you know each other well enough?
- Do you trust each other?
- Do you have common goals?
- Do you have the same (or all necessary) information?
- Do you have access to resources and do you mutually negotiate their purposes?
- Are power structures in place that have an influence on your partnership? Can you discuss them? Can you do something about them?
- What interests do you represent apart from your personal convictions?
- ... ?
- ... ?

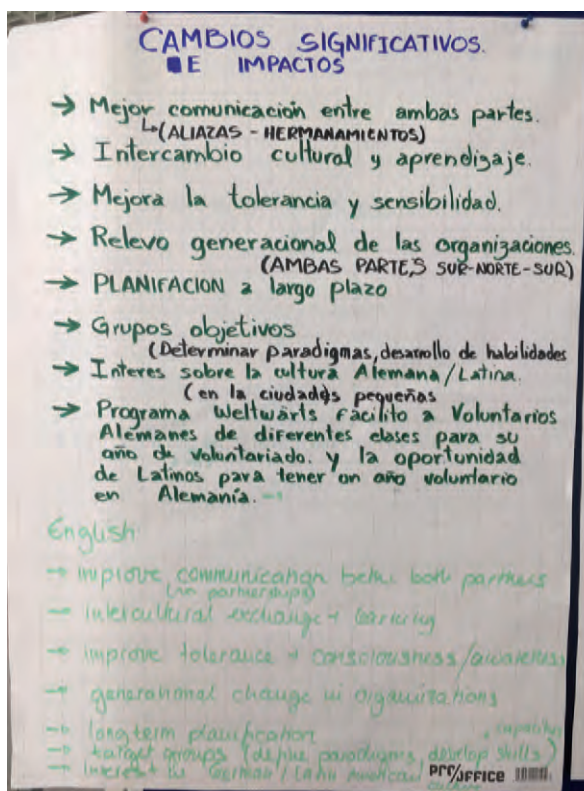
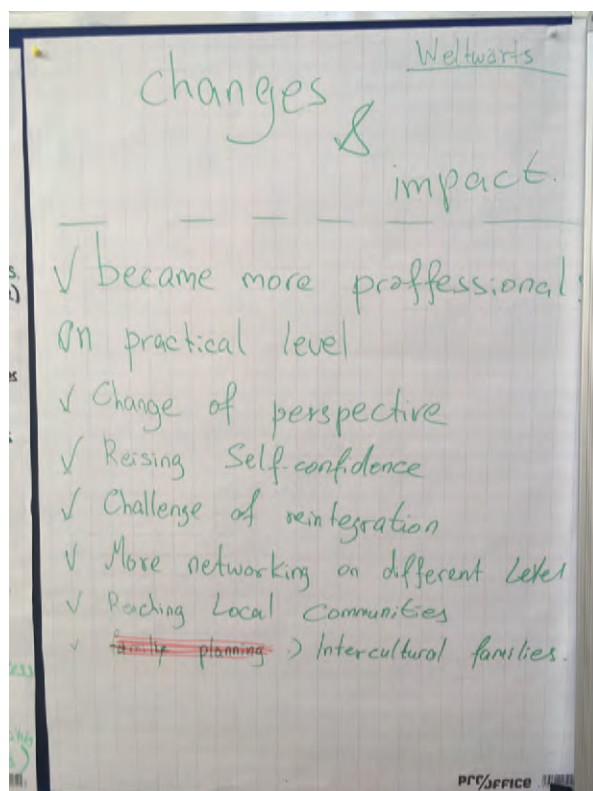
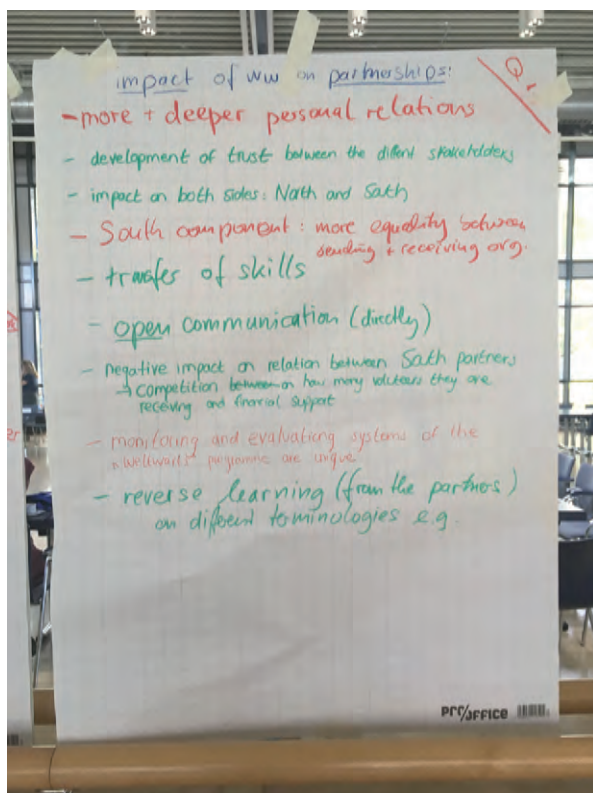
Literature

Messner, Dirk; Alejandro Guarín and Daniel Haun (2013): The Behavioural Dimensions of International Cooperation, Global Cooperation Research Papers 1, eds. Käte Hamburger Kolleg / Centre for Global Cooperation Research, Duisburg, https://www.die-gdi.de/uploads/media/Messner-Guarin-Haun_Behavioural-dimensions_GCRP-1-WEB.pdf.

Keynote delivered at the ventao e.V. partner conference, June 18th – 21st 2018, Frankfurt/Main

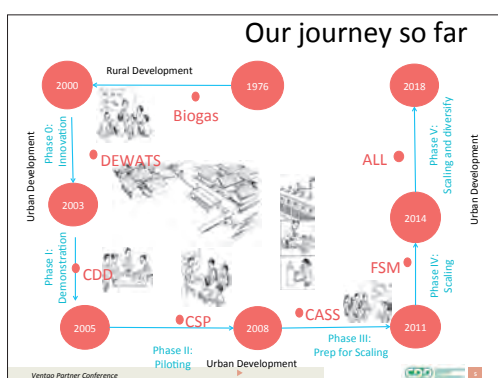
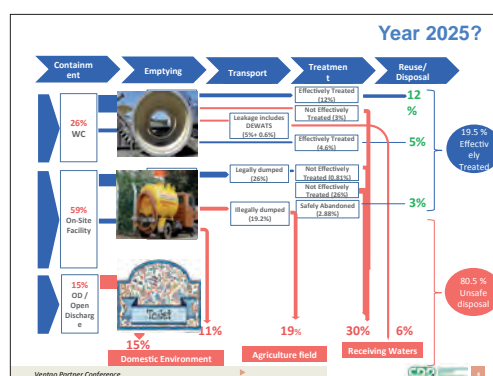
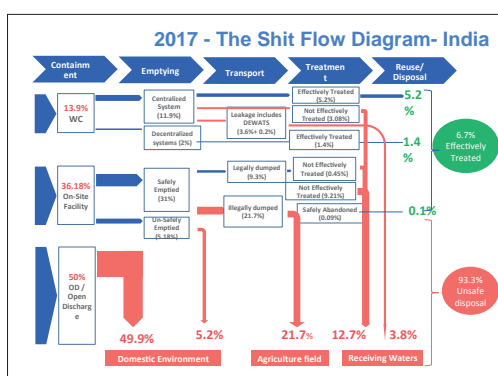
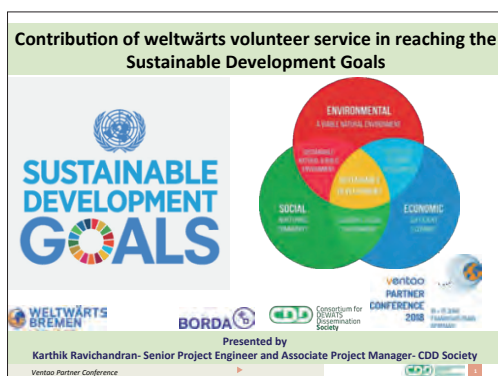


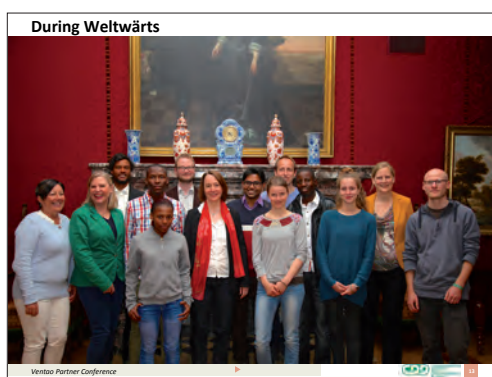
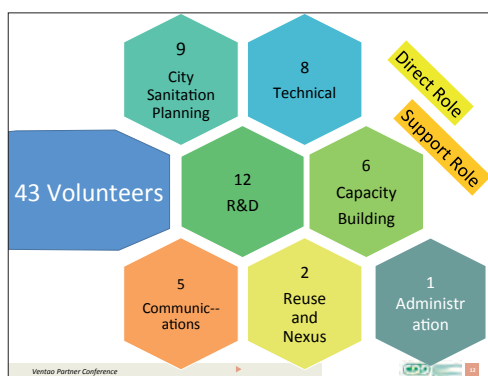
Appendix 3: Posters of the workshop: Significant changes and key impacts

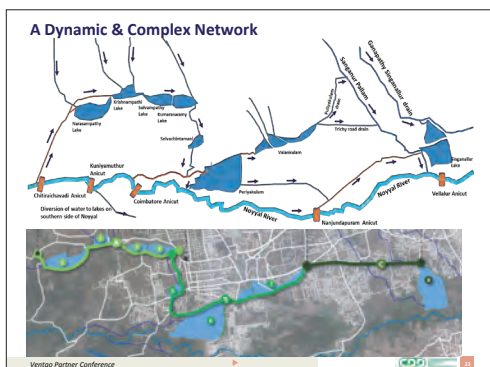
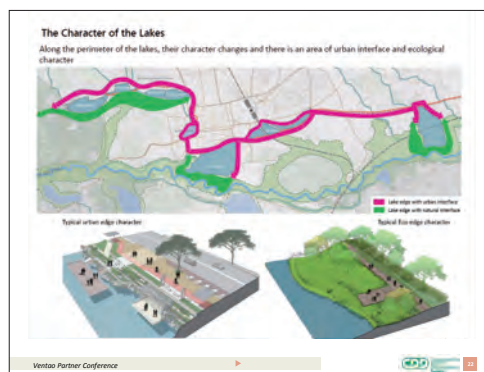
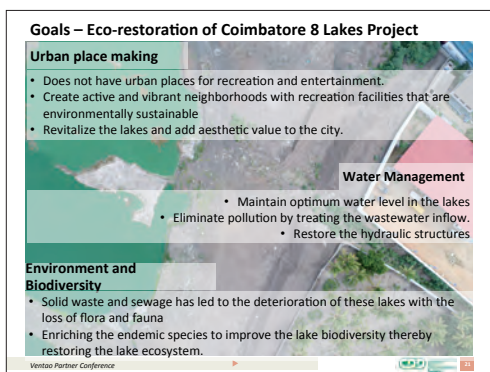
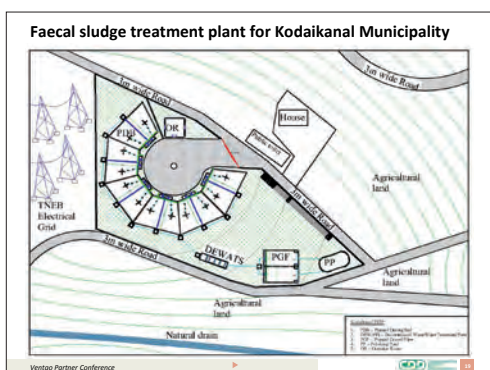
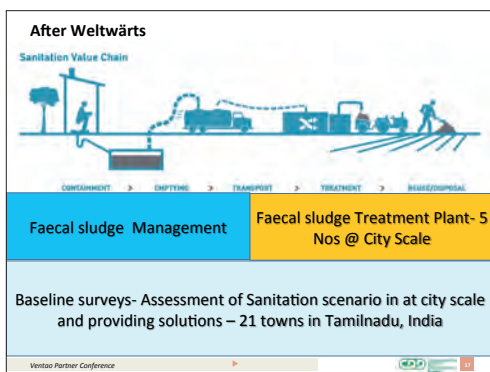




Appendix 4: Powerpoint presentation about weltwärts and the SDGs (Karthik Ravichandran, India)









Design Elements

PRE-FAB CONSTRUCTION	FLOATING WETLANDS	USE OF BAMBOO	GABION	CONTAINERS
<ul style="list-style-type: none"> -Faster -Better Quality -Less disruptive 	<ul style="list-style-type: none"> -Don't need foundations. -Can change level as per the lake 	<ul style="list-style-type: none"> -Saves transport cost & pollution. -Better suited to the project 	<ul style="list-style-type: none"> -Use local stone -Allow habitat for bio-diversity 	<ul style="list-style-type: none"> -Fast & easy to install -No foundation, structural works -Can be adapted to different uses

Ventao Partner Conference

Green community center

The green community center shall provide spaces for:

- Waste segregation and Recycling center
- Spaces to conduct different workshops to improve skills and livelihood
- Meeting rooms and rooms for imparting environmental education.
- Open areas to conduct various outdoor activities and have fairs and melas.
- Multipurpose area to conduct various sporting activities like yoga, aerobics, kabaddi, etc.

Ventao Partner Conference

ACTIVE SPORTS AREA

Ventao Partner Conference

Issues-Problem

Solid waste a greater issue than liquid waste

Ventao Partner Conference

Magnitude of the Problem

Wastewater – A solvable issue

Ventao Partner Conference

Existing Features of one of the 8 Lakes- Periyakulam

Distressed surplus weir

Wastewater flow

Solid waste issues

Ventao Partner Conference

Proposed Interventions for the Periyakulam lake

Wastewater treatment (P,S&T) plants are planned at each of inlets based on the quality of wastewater inflow.

Hydraulic structures such as a weir, sluice gates and bunds

Free surface flow wetlands

Screen and Diversion

WWTP

Ventao Partner Conference

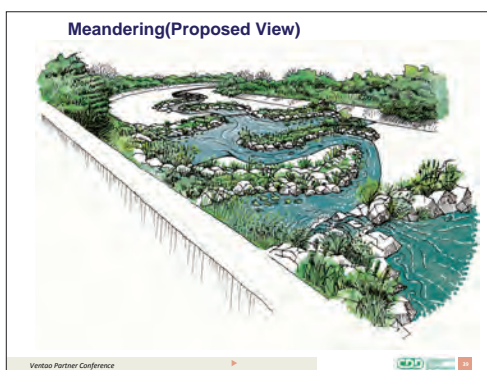
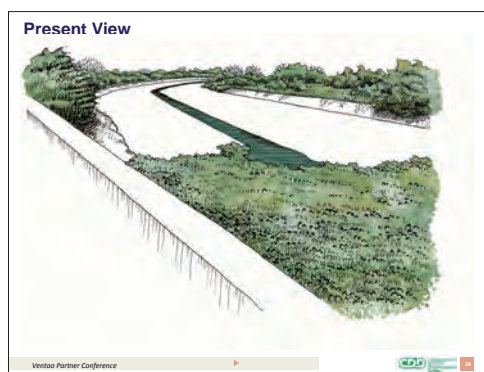
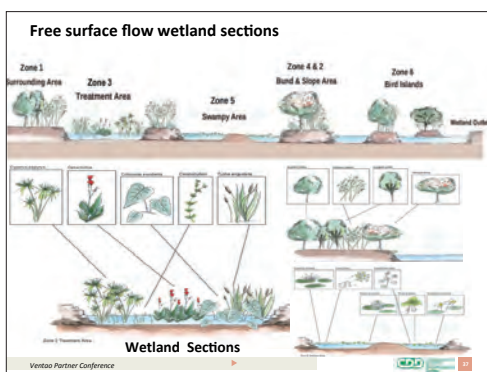
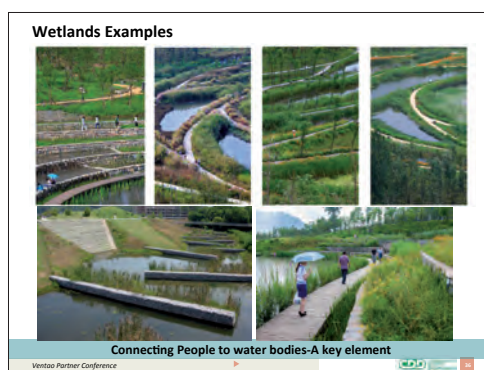
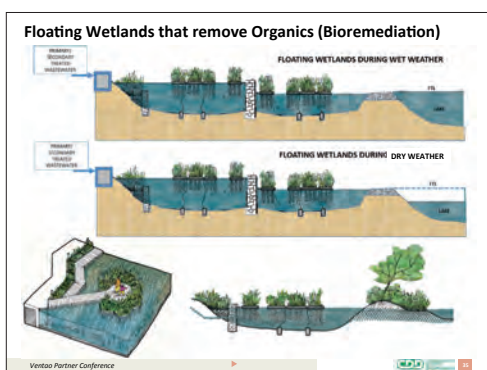
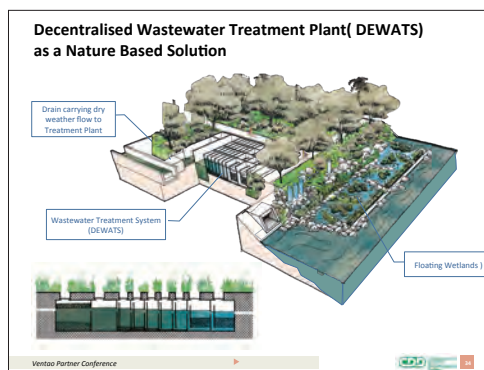
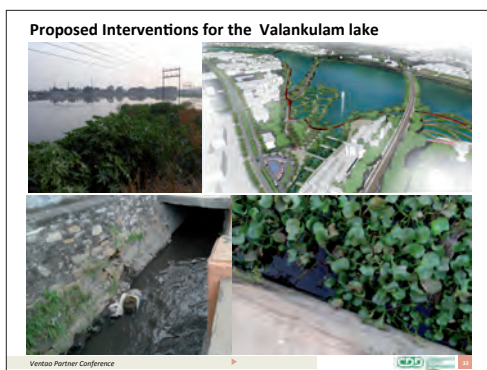
Proposed Interventions for the Periyakulam lake

WATER ONLY DURING MONSOONS

Biological edge

WATER ALL THROUGHOUT THE YEAR

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**Wetlands along Drain**

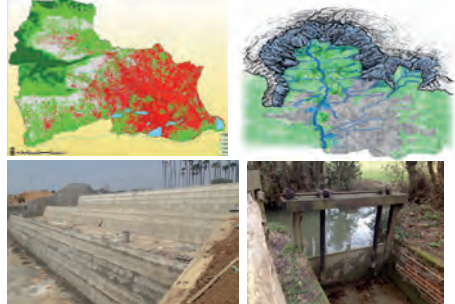
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**Present Condition**

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**Proposed View**

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**Hydrology and Hydraulic structures**

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**THANK YOU**

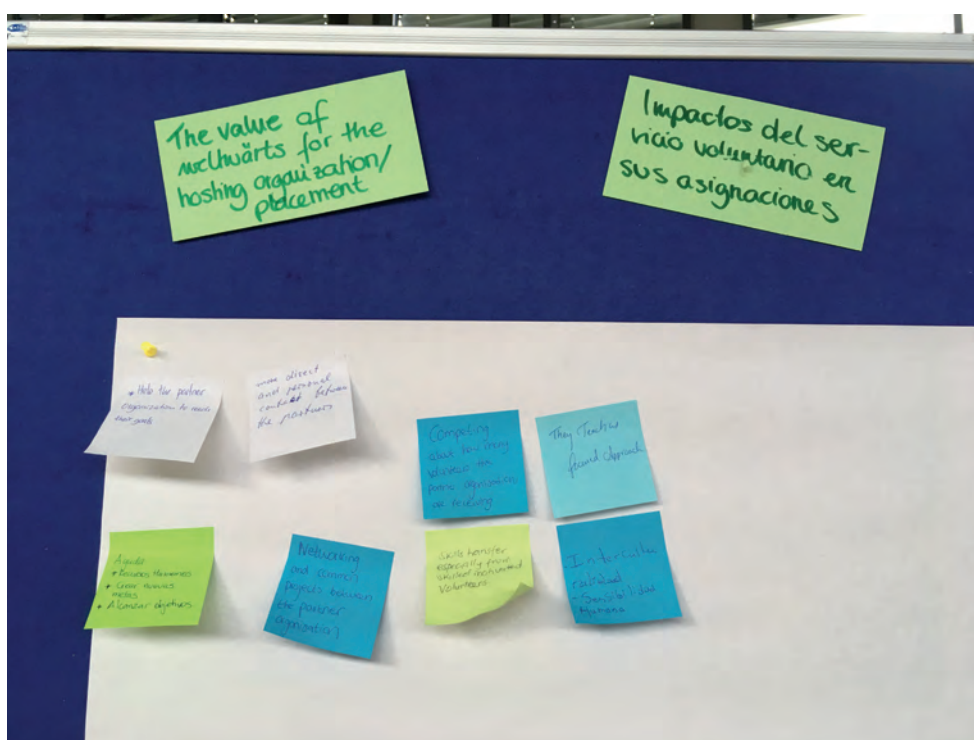
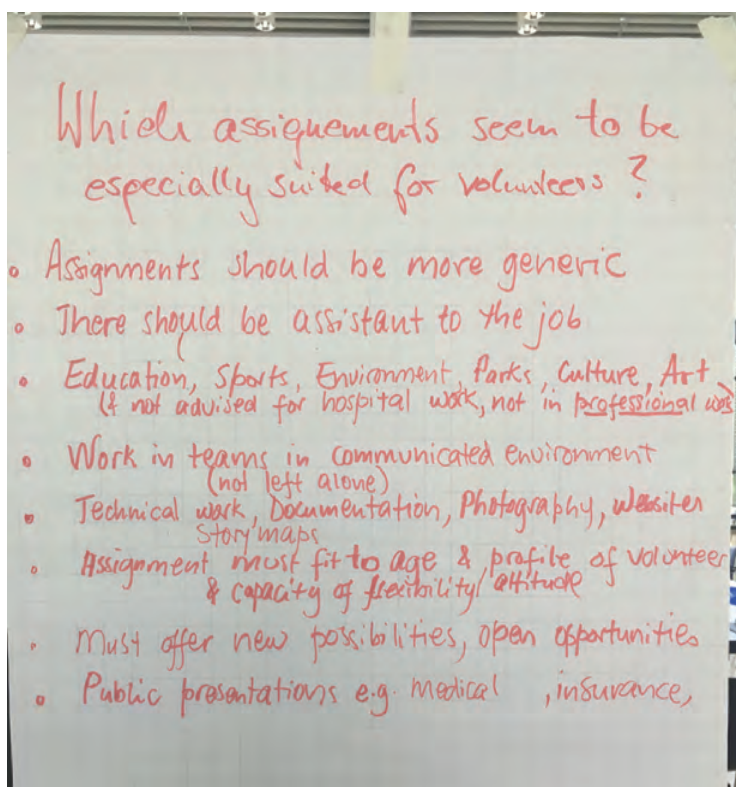
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Appendix 5: Posters of the workshop

"The value of volunteer services for the hosting organization/placement"





Appendix 6: DEval: Powerpoint presentation:
weltwärts volunteers and their civic engagement in Germany
(Laura Scheinert, DEval)



weltwärts Volunteers and their Civic Engagement in Germany

Ventao Partner Conference 2018 | Frankfurt/Main, Germany, 19.06.2018

Evaluation Team:

Tobias Polak, Kerstin Guffler, **Laura Scheinert**, Martin Bruder



Results – diffusion to families and friends



Individual effects in the volunteers

- Learning with regard to the host country: increased specific knowledge, language skills, perspective-taking ability, positive attitudes and empathy towards people from the host country

Effects in parents and friends

- Parents & friends: more knowledge about the given volunteer's host country
- Parents: increase of positive attitudes towards people from the host country
- Friends: increase empathy towards people from the host country

weltwärts Volunteers and their Civic Engagement in Germany

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Recommendations – overview



1. Jointly continue to develop the Programme Theory
2. Regularly review outcomes
3. Extend contact opportunities in the host country
4. Strengthen effectiveness in Germany
5. Intensify the pursuit of diversity
6. Jointly continue to refine the programme's development profile
7. Enhance complementarity in BMZ-funded programmes
8. Consolidate the *Gemeinschaftswerk*
9. Publish civil society's contributions

weltwärts Volunteers and their Civic Engagement in Germany

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Results – influencing factors



Effects in specific knowledge, perspective-taking ability, and attitudes

- Intensive everyday experiences (distinct effects of both positive and negative contact experiences)
- "Contact at eye-level"; lasting contact; overcoming role attributions
- Enabling conditions in situ (e.g. appropriate level of challenge at the place of assignment, satisfaction with accommodation situation)

Effects in the orientation of engagement

- "Contact at eye-level" (support by people from the host country)
- Overall satisfaction with education and mentoring programme
- Seeing and experiencing of local inequality

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Recommendations – overview



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Recommendations – overview



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Recommendations – focus



Regularly review outcomes

- Monitoring and evaluation system as opportunity to contribute views of *weltwärts* to the Programme Steering Committee's discussions
- Examine means of collecting data with and from partner organisations

Extend contact opportunities in the host country

- Embed encounters as key mechanism
- Even more vigorously facilitate encounters at eye-level in education programme, tasks at place of assignment, accommodation
- Facilitate contact between South and North volunteers

Consolidate the *Gemeinschaftswerk*

- Continue and intensify the facilitation of low-threshold participation for all sending organisations, partner organisations and volunteers

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Recommendations – overview



1. Jointly continue to develop the Programme Theory
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Thank you for your attention.

Laura Scheinert

Laura Scheinert (evaluator): laura.scheinert@deval.org
 Martin Bruder (department head): martin.bruder@deval.org



Outline

- The DEval institute
- The weltwärts evaluation
- Selected results and recommendations

weltwärts Volunteers and their Civic Engagement in Germany Page 2

Results – civil society networks

- Unique steering structure:** “collective venture” (*Gemeinschaftswerk*) between state and civil society actors, as well as volunteers’ representations
 - However, little partner involvement; desire for more respect and equality by sending organisations (SO)
- weltwärts as “door opener” to international networks for SO without established networking structures, intensifies exchange with existing contacts
- Some figures**
 - Numbers of SO partners: between 1 and 140 different partners*
 - Cooperations from before weltwärts: 61.4 %*
 - Cooperations as from/after weltwärts: 38.6 %*

* Sending organisations active in 2016, N = 101

weltwärts Volunteers and their Civic Engagement in Germany Page 6

The DEval institute

- Independent institute (est. 2012, Bonn)
- Mandated by the BMZ (Federal Ministry for Economic Cooperation and Development)
- Contribution to...
 - aid effectiveness and
 - legitimacy of development cooperation through evaluative work, providing
 - learning and
 - accountability
- Project with Latin American countries: FOCEVAL (Fomento de capacidades en evaluación)
 - <https://www.deval.org/en/projekt-foceval.html>
 - <http://foceval.org/>

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Results – participation in weltwärts

Figure 33: Civic engagement of volunteers before and after participation in weltwärts

Source: survey of volunteers 2016 and 2014 cohorts, matched
Note: Phi = .000, d = .001, p = .981; departing volunteers (2016 cohort): N = 1,338; returned volunteers (2014 cohort): N = 888

weltwärts Volunteers and their Civic Engagement in Germany Page 7

The weltwärts evaluation – motivation & questions

Motivation

- SDG focus on all countries
- Largest volunteer service in GER

Questions/examined effects

- Effects of programme participation on volunteers
- Effects of the programme in GER
 - volunteers
 - volunteers’ parents and friends
 - civil society organisations

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Results – weltwärts

Figure 34: Volunteers’ engagement having a link to development issues before and after participation in weltwärts

Source: survey of volunteers 2016 and 2014 cohorts, matched
Note: Phi = -.363, d = .331, p = .000; departing volunteers (2016 cohort): N = 1,338; returned volunteers (2014 cohort): N = 888

weltwärts Volunteers and their Civic Engagement in Germany Page 8

The weltwärts evaluation – methodology

Mixed-methods approach

- Quantitative data: survey data
- Qualitative data: focus group discussions, expert interviews

Programme-theory-based evaluation

Quasi-experimental Design

Standardised surveys of volunteers, comparison groups, volunteers’ families and friends

Focus group discussions with returnees

weltwärts Volunteers and their Civic Engagement in Germany Page 5

Results – civic engagement

Civic engagement

- High, above-average levels of engagement before and after participation
- Returnees show stronger focus on development issues in engagement
- Majority of returnees active in development education work (e.g. seminars)

Post-Assignment Component

- Low uptake of the funding line for civic engagement
- Potentially indirect use of funding line through participation in trainings
- Engagement with former sending organisation

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Appendix 7: Posters of the workshop "Impacts of volunteer services on the volunteers"

Impacts of Volunteers on places of assignment

- 1) Taking pressure off the system
- 2) Intercultural exchange - take away stereotypes on both sides
- 3) Competence exchange
- 4) Open doors to education & behaviour change to environmental consciousness & health
- 5) Global learning
- 6) Bringing culture to Volunteer (inspiring Volunteering)
- 7) Connecting host organizations & popularizing work of host organization increasing recognition
- 8) Contributing to country progression/development

- If not properly oriented can interfere/not be effective. Need for clear policy & structure

Impacts of places of assignment on the volunteers

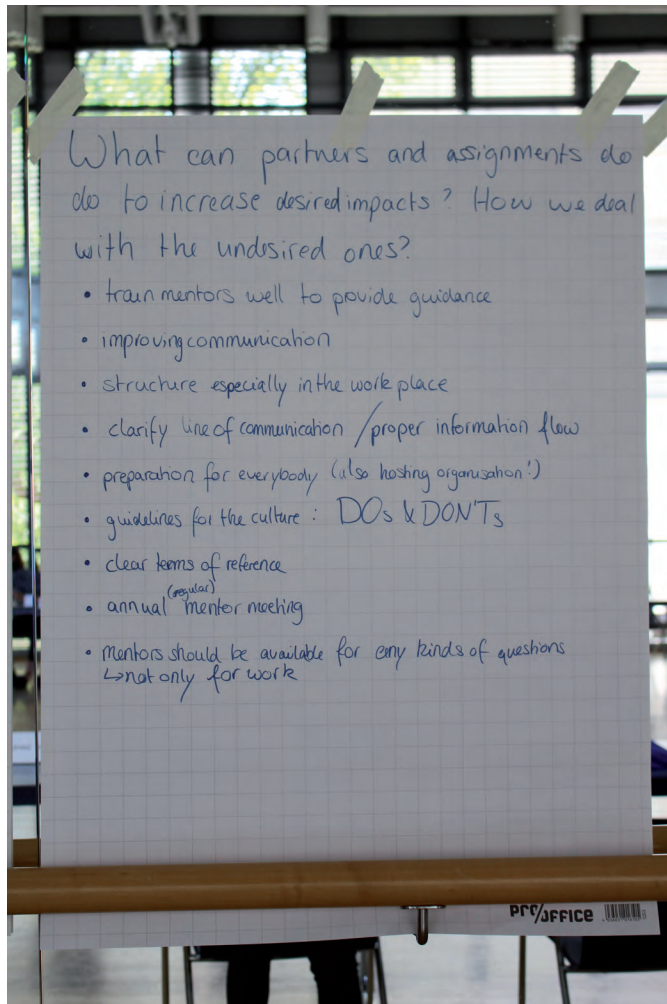
- impacts on volunteers are bigger if they match with topics of places of assignment (in general)
- Leave volunteers empowered to work on future issues
- gain different approaches to solve problems → cultural background
- creativity
- flexibility
- ability to work with few resources
- learn to be patient
- learn to adapt to a situation out of their comfort zone
- learn to be part of a team - not the decision maker
- accept other points of view without the need to change them/things
- realize that development is slow/takes time has limitations / bureaucracy

What do you consider desired and undesired impacts of volunteer service in the volunteers?

desired	undesired
• cultural learning ("shock")	• make contribution (mutual learning)
• language skills improve	• homesickness
• personal development/inner growth	• sickness/health issues
• bilateral relations	• sexual assault
• tolerance/cultural acceptance	• security threatened
• self-realization/-discovery	• lack of communication to overworking/boredom
• getting to know different "realities"	• expectation vs. reality
↳ develop consciousness	• adopting "bad" habits from the other culture
• "Auto-conciencia" "Selbstfindung"	• feeling useless / no work
• global learning (politics)	↳ no motivation
• further engagement (after return?)	

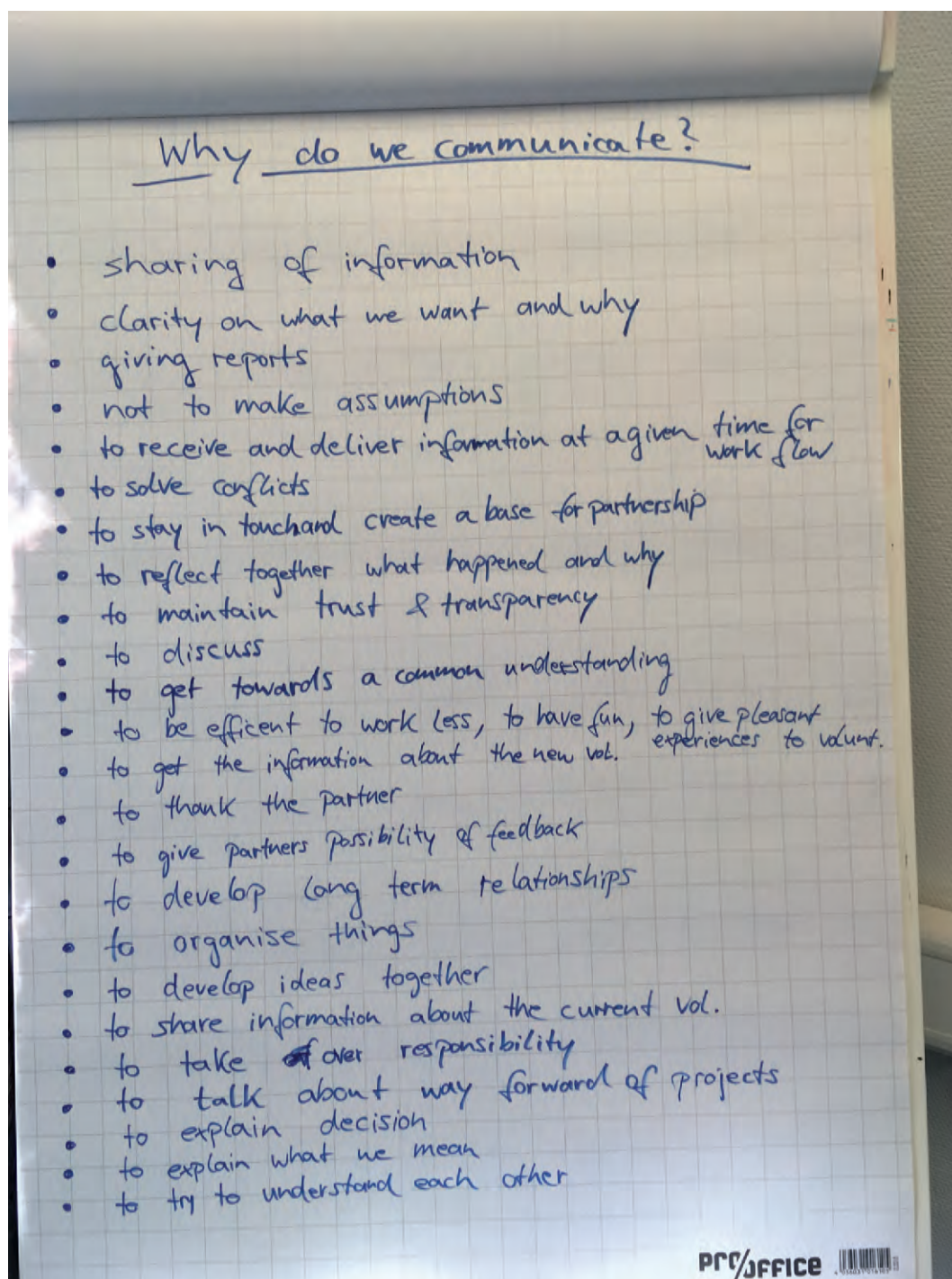
What can partners and assignments do to increase desired impacts? How we deal with the undesired ones?

- train mentors well to provide guidance
- improving communication
- structure especially in the work place
- clarify line of communication / proper information flow
- preparation for everybody (also hosting organization!)
- guidelines for the culture: DOs & DON'Ts
- clear terms of reference
- annual ^(regular) mentor meeting
- mentors should be available for any kinds of questions
↳ not only for work



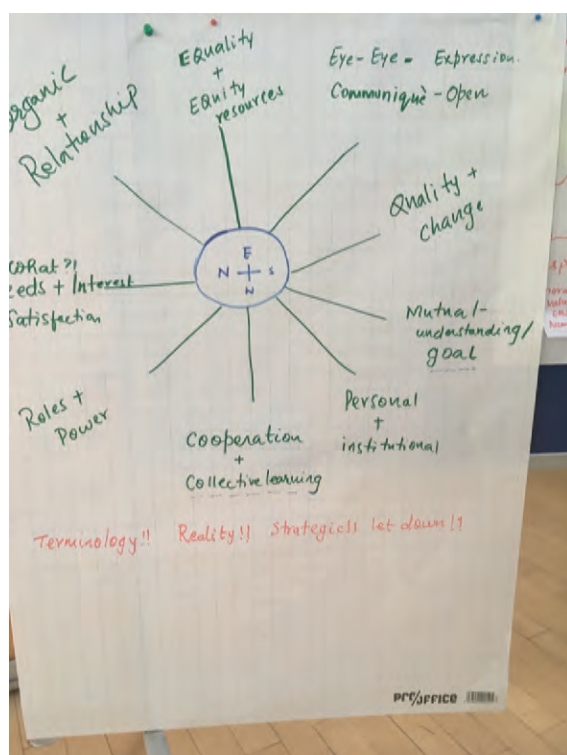
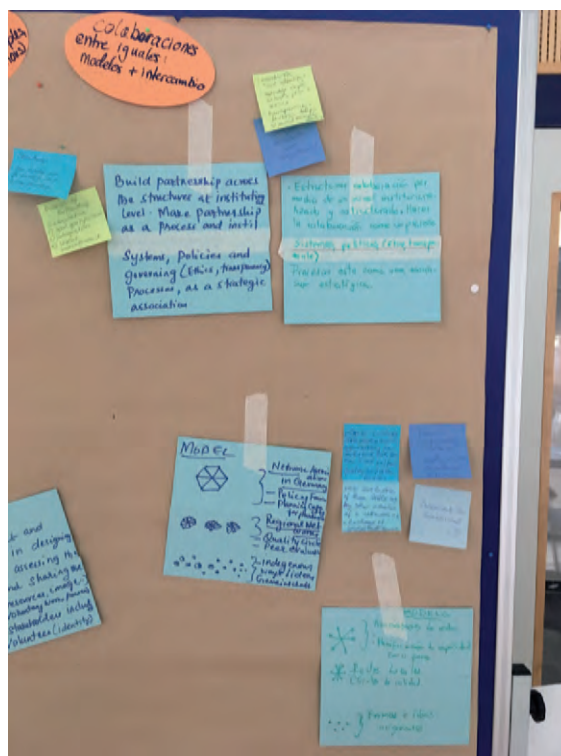
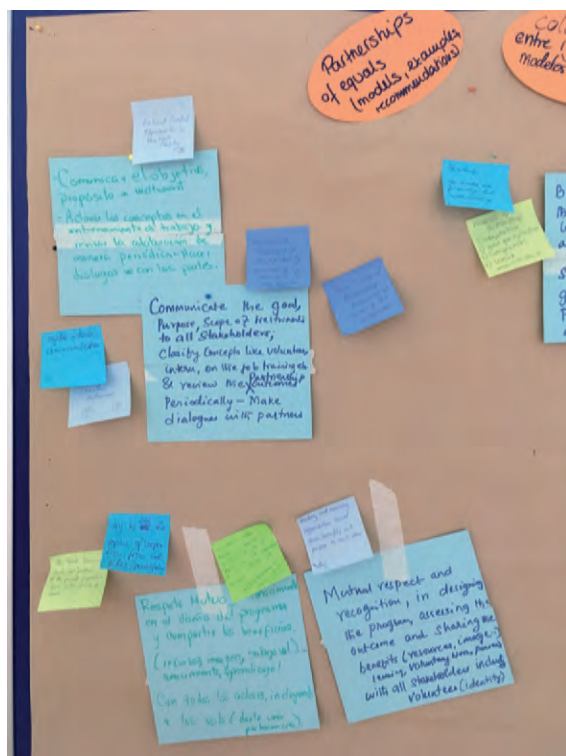


Appendix 8: Posters of the workshop "Shaping communication"





Appendix 9: Posters of the workshop “Partnerships of Equals”





Appendix 10: Posters of the workshop "South-North Exchange: Challenges on the way"

Discussions / Findings

- S/N-programm: BfZ shall finance 90%
(Like with ENSA school-visits-programm)
and later on fund 100%
(Like in GfV Norway...)
- have a clear and simple policy together between partners
- MOST IMPORTANT:
have a personal, trustful relationship between partners
- Berg. with accompanying measures financed by BfZ
to sit together personally in:
a) Germany
b) host country
or c) invite all partners to Germany (visa problems?)
= inequality
- with partners in many countries:
does the SO have different policies with each country?
- communicate WITHOUT being afraid to make mistakes!
Germans: to become more flexible
- open intercultural communication is only possible
with trust and knowing each other well
→ to understand each others cultural backgrounds
and educations mutually
→ to make clear to each other how you want to be
treated
"South" explains whole stories, "North" only gives conclusion/
comment
→ sensibility is very necessary!
→ waiting until the other is ready to speak

CHALLENGES S/N.

- ✓ ① PROJECT FRAMEWORK
↳ New S/N Framework
↳ Progression old → New
- ✓ ② OUTCOME / PURPOSE?
- ✓ ③ WHAT & WHY?
WHERE
- ? ④ Level of Expectation
Level of volunteer
- ✓ ⑤ POST volunteering
↳ systems
↳ WHAT IS needed
↳ stay or go
- ? ⑥ FINANCES
↳ Pocket money needed for full socialisation
Balance → Education & keep
Research support
- ? ⑦ Research support
for dev. impact
↳ Current experience evaluation
Near completion
↳ Next step supporting Research into
volunteerism affecting wide range of
development
↳ VENTAO sciences conference
Opportunity to Berg. Talks

↳ Full Research from other international program

Qualif. certificate

↳ Recognised
S/N activities

Inform volunteer & family what volunteerism & program is

Funding to assist return opportunities & projects

Internships during service

Equip language

post engagement with sandy organisations But voluntary

Future planning & perspective development poss. Return with resource lines to achieve goals

POSSIBLE S/N RUNS BY Self

STRONG RETURNER SEMINARS

S/N WHAT?

visit Europe at least (1)

S/N Seminars & inclusion of volunteers to improve system & create possibilities of networking & jump start

Delay 1st seminar
until they experience Germany
• More practical development
• Use 2nd 25 days of development

S/N CURRENT

10-13 SEP S/N PARTNER CONFERENCE WILL PRESENT ON FULL EVALUATION

Placements happy

Volunteers happy

More focus needed on development issues

Explain some volunteer placements not in sphere

Volunteer profile discussed but no change

- IS IT correct?
- How young?
- Professional vs non professional

More discussions being done based on survey ongoing

300 points of results put forward to steering committee

Instruments for returns IS IT needed?


Classification of volunteer's return

Legal S/N cooperation on this partner to recommend best practice

Push for central program theory to be developed from results & input



Appendix 11: Example of a workshop handout



Handout Workshop 1, 2 and 3 – Part I

Title: Introduction of the participants

Timeframe: 2:45 pm – 3:45 pm


Content:
Each participant has the chance to briefly present himself/herself and describe the partnership, in which their weltwärts volunteer service takes place. Ideally, each participant puts a few keywords on a flipchart paper, which afterwards might be pinned to the wall.

Some questions you might want to consider:

- Since when does the partnership exist?
- Since when are you exchanging volunteers, both before and since the start of the weltwärts programme? Have you had any volunteers outside of weltwärts?
- North-South and/or South-North exchange? How many volunteers?
- On which topics do you work with your partners (e.g. education, health, human rights, the environment, a certain Sustainable Development Goal, ...)
- Which role do volunteers play in your projects?

Please also discuss, how you define „partnership“.

Notes for the facilitator/s:
Please make sure, that the participants put their brief presentation on a flipchart each.
It is your task, to keep the time in mind and make sure, everybody has a chance to speak.
Please note the different definitions/models of partnership, that you have discussed.



Handout Workshop 1, 2 and 3 – Part II

Title: Looking back at 10 years of weltwärts - Changes and Impacts

Timeframe: 4:15 pm – 5:30 pm

Content:
In the second part of today we would like you to discuss two questions:

1. What has been the most significant change due to the volunteer service in your partnership?
2. Which impacts did the volunteer service have on your partnership, your project work, your target groups, etc.?

Notes for the facilitator/s:
Please make sure, that both South and North perspectives are addressed.
Please feel free to let the participants of your workshop work in smaller groups of 4-5 people, if that helps to dig deeper into the topic.
Each workshop group has **5 minutes** to present key results in the final plenary meeting. Please decide together with the group, what you want to present and who shall present.
The presentations in the final plenary will be translated into Spanish or English, as necessary. Please allow some time for the translators to do so.