

NEWSLETTER

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PROJECT'S INTELLECTUAL OUTPUT IS COMPLETED

perspectives of third country national migrants, civil servants, and key stakeholders in the community. In detail, Intellectual Output 1 is a compilation of three distinct Needs Review reports — from Spain, Italy, and

The results of the research phase of the project have provided us with extensive information from the

Germany — which highlight main strengths and weaknesses in the field of integration in each territory, and pave the way for building a comprehensive training package for city workforce aimed to reduce their gaps when dealing with migrants' integration in their cities. Each report is in the national language: Spanish, Italian, and German, respectively. An English-language version

of all reports will be forthcoming!

In terms of commitment to intercultural principles, such as diversity, equality and interaction by city authorities, as well as the intercultural intelligence and competence of officials, there is a consensus across the board of their importance, and the awareness of a need to enhance public officials' capacities in this regard.



the work of public officials more effective: **DIVERSITY WITHIN THE CITY WORKFORCE:**

From our analysis, these are the issues

whose implementation is crucial to make

not fully represented within the city workforce. That said, it was acknowledged by all that culturally and

linguistically diverse work teams provide a powerful advantage to the municipality, including in terms of the capacity to mediate intercultural conflicts. PROMOTION OF MULTILINGUALISM:

Language is one critical barrier towards effective communication. Migrants from all three territories have

All project territories are home to a high level of diversity; however, this cultural and linguistic diversity is

reported at varying levels difficulties engaging with local authorities who were not bilingual / multilingual.

Moreover, this difficulty lies not only in linguistic differences but also in the communicative codes of the different cultures, the jargon and modes of expression of individuals. Everyone would benefit from a clearer way of communicating and shared communication codes. **CULTURAL AND RELIGIOUS SENSITIVITY:**

positive attitude towards diversity. KNOWLEDGE ON LOCAL AND NATIONAL LEGISLATION APPLIED TO NON-EU CITIZENS:

Feedback from city officials showed that training on local/national legislation as it applies to non-EU citizens

Although religion is seen as an extremely private aspect of the person, it affects all perspectives and actions

of the individual. Openness, knowledge and respect for the religion of others are a very important aspect of a

will prove useful, in order also to support the development of migrant entrepreneurship. In fact, those migrants

who indicated their experience reported difficulties national legislation (i.e., difficulties in setting up a business or registering as an independent as a Third Country National). DIALOGUE AND INTERACTION WITH MIGRANT ASSOCIATIONS: Migrant associations are extremely active in all cities and span the entirety of migrants' natural life, from

language and integration courses, to facilitating access to the health, employment, and educational systems.

From our interviews, whereas two representatives indicated a collaborative agreement with the city, others

fundamental as this would ensure that public services are tailored to actual needs.

made no mention of an ongoing interaction, indicating that improvement may be possible. One representative from Spain noted the quality of interaction often depends on the political orientation of the local governors; some are less supportive of migrants and migrant associations than others are. CAPACITY TO INCLUDE ALL RESIDENTS IN THE POLICY-MAKING PROCESS: it is a topic that was not touched upon by any participant, whether migrant or public official, and yet is

According to the needs that are identified in this first phase, selected

city staff will be involved as trainees in a capacity building activity, and it will be one of the main achievements of the ECCIPA project.

THE VOICES OF ECCIPA

What do you understand by intercultural competence?

aggressive.



more or less peacefully. I speak Dari, I have treated women who spoke Pashto or Urdu. A human being is a human being. Those who leave their country (me because of the war, you perhaps for other reasons) leave their roots behind. As a doctor, I can tell you that it can be very painful. When it comes to pain, sometimes the reactions can be

The best medicine is an open conversation on both sides: Rights and responsibilities need to be clear, as well as

the individual's situation. Things that are not said or not said properly can cause problems.

I am a medical doctor and come from a country where people with different traditions and languages live together

other's world through one's own direct experience. What do you wish from the local public authority?

All this comes from the experience of mutual exchange: walking in each other's shoes and understanding each

Intercultural Competence is composed of knowledge, the ability to overcome fear and the ability to self-reflect.

receive are very difficult, but not only from a linguistic point of view. Even if we translate them with automatic tools, we do not understand the meaning of the messages. Many locals also have this problem. I think it is a lack of respect for those who do not have the tools to understand this complexity.

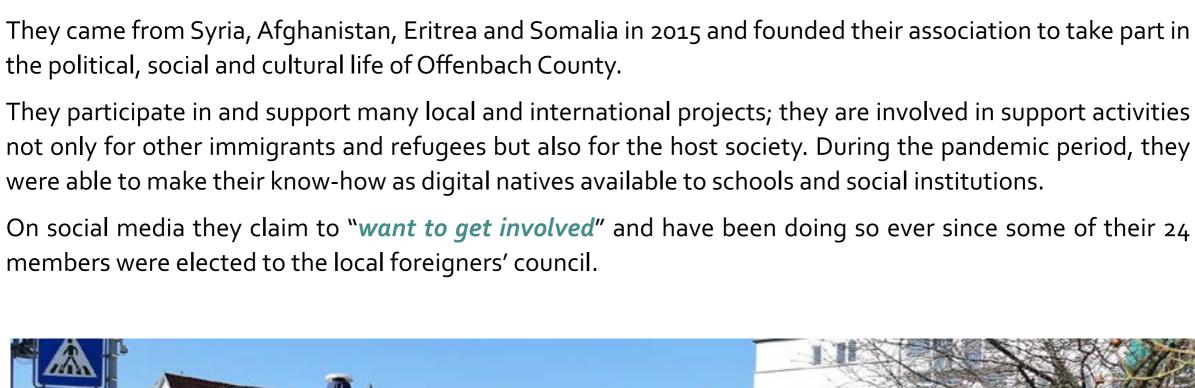
The big difficulty for my friends and me is to understand the articulation of the communication. The letters we

WISA Wir Sind Angekommen 77

DRYOFINTEGRATI

This is the programmatic name that a group of young refugees have given to their

association: "We have arrived"





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Contact us at:

"IN DIVERSITY THERE IS BEAUTY AND THERE IS STRENGHT"

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