

Handling MultiCulturality in Care - Project n. KA202-2014-006

The Third Edition of the Course in Italy

*Overcoming barriers:
the intercultural communication*



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Summing up: general information

What? Third edition of the course, three days, 21 hours

When? on 6th, 17th and 31 of March 2017

Where? at Martelli nursing home

What did happen?



Training Objectives

Specificities of the edition:

- The third edition has faced with “Intercultural Communication”, focusing on stereotypes and prejudices within the work context

Why?

- On the basis of the requests of the participants at the second edition. The reason: it represents a relevant issue, often not understood.

Therefore..

- The course aimed at discuss around some relevant issues regarding: recognizing the role of categorizations and stereotypes within the construction of social relationships, in particular the working ones. Stereotyped visions of the Other what behaviors do they produce and re-produce and in what kind of situations. through what social processes do prejudices form?

Specific Objectives

- To promote the ability of listening the Other and to contrast the DE individualisation of the Other, as they are the origin of the processes of discrimination and racism.
- To enable participants in becoming active for developing specific projects: drafting good practices of organizational integration able to support the various members to approach effectively to the multiple forms of cultural diversity
- This practical application of the training contents has a further objective: disseminate the achieved results and to share them within the organisation.

The Trainers



Dr. (Ph.D.) Letizia Materassi, sociologist, expert in organisational communication and work group. Research Fellow at the Department of Political and Social Sciences (University of Florence). She has developed specific researches focused on migrants' representations, on perception and on inclusion (or exclusion) cases.

Dr. (Ph.D.) Silvia Pezzoli, she's researcher at the Sociology and Political Sciences Department and teaches Cultural studies and Media and Society at the University of Florence. She has been working on issues related to the modernization process with attention to the construction of identity and the increasing individualization of the Modern. Recently, she moved her attention to important existential questions in today's society and its media representation, such as sickness, death and aging.



The Participants

- **n.8 care professionals** belonging to different cultural background and/or with different nationalities, employed within **2** different residential and nursing home
- n. 7 women, n. 1 man
- Different roles and work experiences
- Nationality: Italian, Swiss, Cuban, Dominican, Ukrainian, Albanian, Romanian, Albanian, Moroccan.

Training Methodologies

The methodologies adopted are interactive ones:

- ✓ Individual and In Group Exercises
 - ✓ Simulations
 - ✓ Role Playing
 - ✓ Case Studies
 - ✓ Movies
 - ✓ Etc.

Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

Main contents:

- Intercultural and Interpersonal Communication: ways
- Cliché and stereotypes: how they work and how to recognize them
- Prejudice, stigma and their relatives...racism, discrimination, ethnocentrism

The lesson started from communication: what does it mean?
...sharing meanings

Relevance of the different forms of interpersonal communication: verbal, non-verbal and paraverbale

Then, participants faced with the ways of constructing stereotypes and prejudices, through exercises and role playing games ...

Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

Participants were asked to dress up clothes of a list of character and to play an attitude consistent with the assigned role

Each participant was given (without the others being aware) a note with a written character as to be interpreted. They had to go behind an improvised tent and dress with accessories and other clothes



Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

The rest of the group was given the task of trying to guess what the characters were.

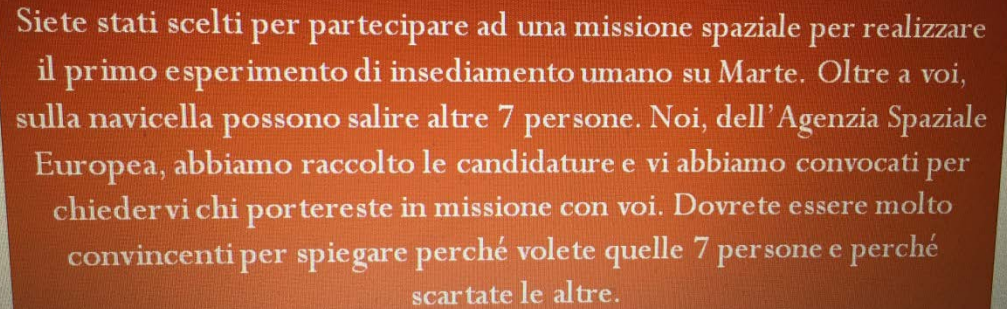


Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

Another exercise...

The instructions given to participants are:



Siete stati scelti per partecipare ad una missione spaziale per realizzare il primo esperimento di insediamento umano su Marte. Oltre a voi, sulla navicella possono salire altre 7 persone. Noi, dell' Agenzia Spaziale Europea, abbiamo raccolto le candidature e vi abbiamo convocati per chiedervi chi portereste in missione con voi. Dovrete essere molto convincenti per spiegare perché volete quelle 7 persone e perché scartate le altre.

You have been chosen to participate in a space mission aimed at realize the first human settlement experiment on Mars. Besides you on the spacecraft can climb up to seven more people. We, the European Space Agency, have collected your applications and we have called you to ask who you would be on mission with you. You will have to be very convincing to explain why you want those 7 people and why you reject the others.

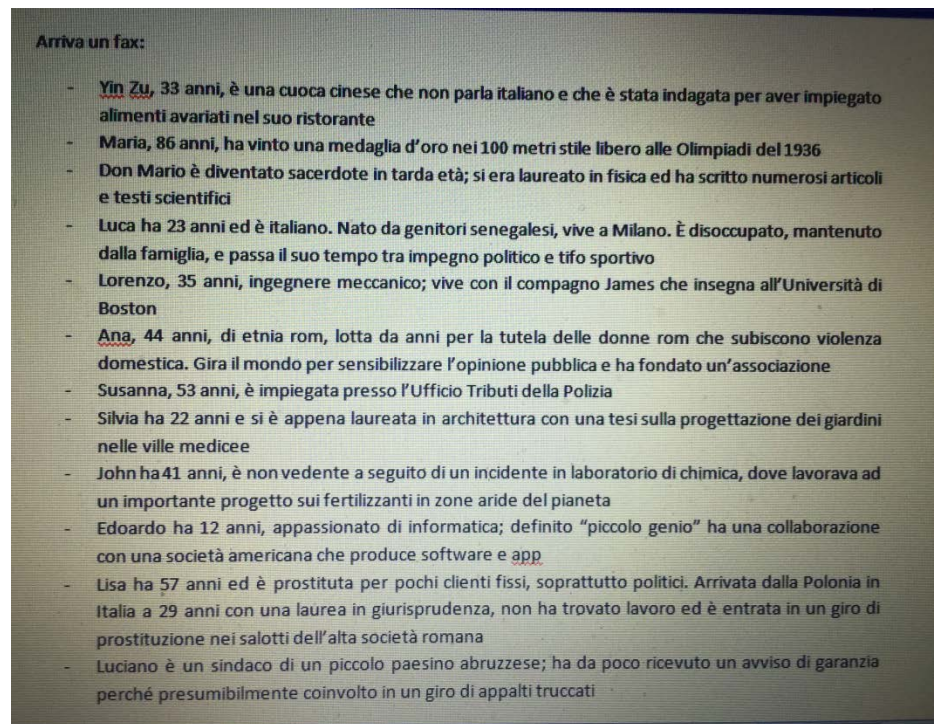
Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

Each participant is given a list and is asked to choose on this list who would take the mission and why:

1. Cook
2. Sports Athlete
3. Priest
4. Black activist
5. Gay
6. Rom woman
7. Policeman
8. Architect
9. Blind man
10. Twelve-years-old
11. Prostitute
12. Politician

After the discussion, the trainer showed a note with the description of the competences of each person on the list...



Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

1. Cook: Yin ZU, 33 years old, is a Chinese cook, she doesn't speak Italian and she has been investigated for having used stale foods in her restaurant
2. Sports Athlete: Maria, 86 years old, won a gold medal in the 100 meters in 1936
3. Priest: Don Mario became priest in advanced age; graduated in physics, he has written many scientific articles
4. Black activist: Luca is 23 years old, he's Italian with parents from Senegal, he lives in Milan. He doesn't work and usually spends his time Between political commitment and sports support
5. Gay: Lorenzo, 35 years old, is a mechanical engineer, he lives with his boyfriend James who teaches at the Boston University
6. Rom woman: Ana, 44 years old, of Roma ethnicity, has been fighting for years for the protection of Roma women who are subjected to violence. She goes around the world to raise public awareness and she founded an association.
7. Policeman: Susanna, 53 years old, works at the police's tax office
8. Architect: Silvia, 22 years old, just graduated in architecture with a thesis on the design of gardens in the Medici villas
9. Blind man: John is 41 years old, he became blind because of an accident in a chemistry lab, where he worked on an important fertilizer project in arid areas of the planet
10. Twelve-years-old: Edoardo is 12 years old, is a genius in Informatics and he collaborates with an American society producing software and app
11. Prostitute: Lisa, 57 years old, she's a prostitute for few usual clients, mainly politicians of the High Society of Roma. She arrived in Italy from Poland and she didn't find work
12. Politician: Luciano is the major of a small town in Abruzzo; recently, he has received a warranty notice because of massaged public sector contracts

Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

At final, the discussion regarded the factors that make individuals as bearer of "labels".

Progressively the group has shifted its look from stereotypes in general to those created in the work context, that tend to crystallize over the time, making difficult the communication between colleagues.

This is due to the difficulty of listening to each other as well as opportunities for discussing, but also as a consequence of the fast rhythms of the work that lead to not to "see" the other and to go on for automatism.

If, by one side, stereotypes are to be considered as "accelerators" of information that make work procedures and practices quicker and more immediate, as "maps" that help carrying out daily activities...

..on the other they can make relationships between colleagues more superficial and foregone.

Knowledge is therefore carried by "labels" that each one wears on, but that if they are not explored and not supported by a climate of exchange and sharing within the group, they can lead to forms of discrimination or distance between colleagues until they reach the creating prejudices that inhibit good working climate.

Each person, each participant represents a starting point as well as a particular point of observation of the world around: each one, with his own oversight represents both an opportunity and a possibility for obstacles for communication.

Within this framework, each one was asked to identify solutions and correct behaviours in order to overcoming distance and mistrust toward the colleague.

Day 1 - 6th of March – 9/13 and 14/17

Focus on Communication, Stereotypes, Prejudices

Contents and exercises allowed to centre on two «levers» for overcoming intercultural obstacles and conflicts:

- Knowledge and widening its own views: the most we experience diversity, the most we'll tend not to passively accept stereotyped visions or to reproduce prejudices or attitudes of discrimination. In the organizational field, this has to go through an internal communication, a comparison and an explication of the different ways of being and behaving within the same professionalism. This is why special tools are needed to ensure that this exchange relies not only on the "good will" of the individual, but becomes a practice and working routine that is functional in the performance of his or her duties. Moreover, knowledge also concerns the level of awareness of the cultural and behavioural elements belonging to other citizenship, religion, and ethnicity. We found that most of the prejudices that participants have toward other cultures stem from their lack of knowledge and that only experience, closeness, and direct contact can succeed in filling that distance.
- The fight to de-individualization: it's necessary for construct a good working climax is the knowledge of the Other as individual with his/her own representations. This means achieve tools to direct meet the colleague , since the first moment he/she enters in the organisation, promoting an interpersonal relationship based on trust and hosting.

Day 2 - 17th of March – 9/13 and 14/17

Focus on Communication, Media and Stereotypes

Main contents:

- Intercultural communication and media
- Media and Representations
- Differences among various media outputs: press information, fictions, satire, advertising etc..

The reflection regarded the representations diffused by media with the support of dr. Silvia Pezzoli, a sociologist expert in media: she explained the role of media in constructing partial point of views on reality.

Day 2 - 17th of March – 9/13 and 14/17

Focus on Communication, Media and Stereotypes

First: the etymology of the term « stereotype» from French *stéréotype*..

it's a neologism of the typographer Firmin Didot, indicating the method of printing he patented in 1795. It is formed by the greek “stereos» hard, rigid and by «typos» as tooling (it was a stamp, and it needed to be recognizable)

Stereotypes are simplifications, aimed at knowing people, useful, they get confidence but can work as tool for discrimination

Day 2 - 17th of March – 9/13 and 14/17

Focus on Communication, Media and Stereotypes

- It has been showed a first part of the broadcast by a German TV: Kebab for breakfast, first series

<https://www.youtube.com/watch?v=kNBP6QeiEDU&list=PLvjKHmk2PEOKIhbHGcrBOhwTnj7e3Q4vk&index=1>

- Then the trainer shows a part of the same episode without dialogues (from 1: 33).
- During the exercise, participants ae asked to write the screenplay of the second part and to dub it. The exercises is realized in small groups

Day 2 - 17th of March – 9/13 and 14/17

Focus on Communication, Media and Stereotypes

- Each participant is provided with a white and empty envelope
- The group is given notes, they have to choose some:
 - **Note about age**
 - **Nationality**
 - **Literature or best movie: thriller, love story, fantasy**
 - **Hobbies in the leisure time: cinema, reading, walking, dancing**
 - **Religion: muslim (green), Christian (red), Jewish(yellow), others (blue)**
- Trainer collects the envelopes and put the notes on a board
- The groups has to guess which participant has certain preferences: the reflection regards the fact that persons are also identified through tastes not only through their geographical origins. Two persons are exactly the same.



Day 2 - 17th of March – 9/13 and 14/17

Focus on Communication, Media and Stereotypes

- A beautiful and moving Danish TV video that does not need comments
<http://www.lastampa.it/2017/02/02/multimedia/societa/ci-siamo-noi-e-poi-ci-sono-gli-altri-lo-spot-svela-quanto-si-ha-in-comune-IOPcv23ya9ljghZOlpBQEP/pagina.html>
- It outlines that mass media, tv and newspaper are responsible of crating and lasting over the time of stereotypes and prejudices
- As an examples, some advertising from 50's..(Huffington Post 3/12/2013)



Day 3 – 31st of March – 9/13 and 14/17

Focus on Recognizing the Other

Main contents:

- Recognizing the *Other*: from misunderstanding to an active listening
- Overcoming and prevent intercultural obstacles: a vade-mecum

An exercise... realized in two groups....The task is: in absolute silence each group, having a large white sheet, has to make a drawing.

Then, the drawings are exchanged and the group has to:

1. Give a title and elaborate a story on the drawing
2. The drawings are exchanged again and are asked to construct a screenplay and to interpret it (VIDEO)

Both the groups have not interpreted that sheet as a single canvas

The design was therefore not coherent and harmonious with the work of the others.



Each one has drawn his own part without paying attention to the design of others, although for example the "instruct" of exercise was not "not get up" but only "be silent and do not speak to each other".

The task was: draft a drawing being silent. The result should be a unique work.

Day 3 – 31st of March – 9/13 and 14/17

Focus on Recognizing the Other

The perspectives actually were slightly different in the two groups: in the Luca group they tried to match the design that Beatrice and Veronica began, and they designed a house while in the other everyone made a small design in their own sheet space (2 sheets of A3 size put together, not even paying attention to the direction in which they were drawn, (in fact there is a tree that looks upside down with the drawing of the others.))?
It is an exercise used to select the staff.



Remember that communicating means sharing meanings!!!

Listening is an essential part of the communication process. In drawing for example, though not having the clear ideas, I do the drawing, I do my homework. One could wait in order to try to harmonize the drawing right with the drawings of others. Perhaps by reflecting, thinking, adopting the perspective of the other, all of us can do better the work to do together. Sometimes we impose our times on others, and the other lives as an intrusion into their space-autonomy.

Often a company does not have working groups but a lot of individuals. Racism originates because we no longer see the individual but the ethnicity, the race. We can fight against prejudices by meeting the Other, we have to surface the differences, the specifics, the characteristics.

Day 3 – 31st of March – 9/13 and 14/17

Focus on Recognizing the Other

Exercise:

Marcela is a Brazilian girl. She has to enter to replace a colleague for a year at Asp Martelli. She lives in Italy for a while but has no working experience here. She has worked in her country but is very young and has no experience.

The manager creates a group to bring Marcela into line with colleagues and clients. The goal is to integrate her.

Participants are asked to drop down a Decalogue to integrate her into Martelli.

- 1) Favorire il contatto
- 2) Conoscere la storia della persona
- 3) Avere supporto istituzionale
- 4) Avere degli obiettivi comuni
- 5) Avere status simili
- 6) "Superare l'ignoranza"-conoscersi

Here following the suggestions of participants:

1. To present Marcela to the whole group of staff to prevent someone coming into service from being in front of the newcomer without any pre-warning.
2. A weekly support with a presentation fighting against stereotypes (Beatrice's example: "I'm Switzerland and I'm not precise." Example of Life: "I'm Ukrainian and I always get cold and I wear fleece pyjamas" , here we refers to a recent news that, in stereotypes, women in the East defined women as women who do not wear fleece pyjamas and are sexy).
3. Marcela makes a presentation of herself a week after she has been set up, even at power point, to present to the elderly too.
4. Everyone dedicates 10 minutes to know better the colleagues.

Conclusions...tracks on the pathway to Integration

*At final, we collected suggestions, recommendations, awareness, given by participants in order to disseminate them within the working group..more then it they can be called as **tracks..on the pathway to integration of diversity***

1. Knowing different cultures gives more flavor to our habits
2. Let's start from ourselves and each one make room for the Other
3. Let's open the window on the world to enrich our luggage with new experiences
4. Do not stop at the appearance. We ask, let's go, we know!
5. We value the experiences that join us; Let us not confine ourselves to what divides us
6. When we meet a new person, let's look at who we are behind the group or category to which he/her belongs
7. Let yourself be surprised by the diversity!