

## Themepaper to Topic 12

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Grundtvig Learning Partnership -Public Living Room - A Safe Learning Space

## Topic 12 "" Tools and methods to set up safety in our group

### Organisational framework

The workshop took place in the two days in two different family centers (FZ) instead: the family center Burgweinting (Heart Sounds eV), which is located in a suburb on the south-eastern outskirts of Regensburg and the family center Bishop Wittmann House, in the city center.

The participants came from the partner countries / - Regions Poland, Austria, Slovakia, Turkey, Baden - Württemberg and Bavaria. A total of 17 women participated.

At the meeting, the head of the municipal Office for Youth and Family, which promotes Regensburg family centers financially, took time to welcome the participants and express his appreciation for the work of the centers.

### Content frame

In Mother and Family Centers (Mütterzentren) many people of different nationalities and different socio-cultural backgrounds meet and work together in different areas and projects. For this to work well, and misunderstandings and conflicts be avoided or absorbed well and can be processed, it is important to have appropriate tools and methods according to communicate well in a safe and trusting atmosphere together.

In Mütterzentrum it is a prerequisite to create a safe and trusting atmosphere in which accordingly safe and secure and both the visitors and those seeking help and the volunteer and paid faculty members, but also the employees feel comfortable and motivated to combine the energy and achieve common goals.



To prepare for this workshop Bayern had created as a host region a questionnaire at hand the topic of which was to be discussed in the centers of the partner countries: be it with the (volunteer) staff, the visitors, in the cafe, or open groups.

For the family center Burgweinting reports that it was very interesting to accompany the talks because it was discussed from two perspectives: from the perspective of visitors and the staff. Was exciting to see how the subject is very appealing for, because each (whether visitor or volunteer) has this feeling of security and it was exciting to see what it needs so that it can be nurtured.

The results from the individual countries were presented and discussed during the workshop: Here follows a list of results ordered by the questions of the questionnaire:

## **1. How we can in a safe, supportive and trusting way to work in our family center together?**

### GEOGRAPHIC

- "size, facilities and location of the premises are indeed essential for a family center but not decisive whether a guest feels comfortable with us." (Parent-child)
- The important thing is a cozy, friendly atmosphere
- It should be easy to clean
- "Less is more" when it comes to furniture
- their safety standard should be respected /Needs-oriented →

### PERSONELL

- well-functioning board, which is open to concerns and which can coordinate the work of the FZ good
- well-trained staff
- open, experienced and friendly hostesses who openly engage with visitors
- clear division of tasks, duties and responsibilities
- joint activities
- regular team meetings
- a well-mixed team (age, nationality, religion, educational level) allows each guest can find a suitable contact person

### PRINCIPLE

Our work should be marked by the confidence that we contribute to the common good and so doors open for new knowledge, education and social inclusion.

## **2. What work methods and tools we can produce a good, welcoming and supportive atmosphere, promote and maintain?**

- With an attitude that is characterized by tolerance, respect, humor, empathy, discretion, appreciation



- Ask for expectations and needs of the visitors and the employees
- good prepared premises
- clear rules and clear flow
- open to all visitors as a person / see individual, with its own history (not all lumped together)

### **3. What tools and methods we can provide a good way of communicating?**

- Nonviolent Communication
- Active listening
- texting among team members
- In addition to all other major forms such as telephone, email, Facebook etc. is the personal contact is most important
- Communication is a two way street. It consists of talking, but also listening
- regular team meetings
- Regular Board Meeting

### **4. How can we recognize existing conflicts and how we can deal with it in a good way?**

- a conflict is detected when the problem clearly identified and is on the table. But this is sometimes difficult, because things are just not openly named, but is much discussed around the back.
- avoid problems / conflicts, we can express his feelings freely through a climate where everyone feels safe
- conflicts but can also be an opportunity, if they are solved in a good way

### **5. What are our most important common values and principles?**

- We are volunteers and should have fun doing what we do
- love, respect, understanding
- independence from political parties, religion, and ethnic origin
- Acceptance different lifestyles / life plans
- Respect and tolerance towards adults and children
- strengthen parental competence
- good relations within the FZ is more important than the quantity and type of activities

### **6. How can we make this visible, live together and support our staff, visitors and volunteers?**

- Joint Develop a mission statement / a mission statement with the team (and the visitors)
- transparency in the decisions and working methods
- Promote the general principles: on the homepage, in publications, in the premises of Family Center
- This vision must also be visible in the actions of employees

→ "The atmosphere we create and radiate we provides exactly that, what makes us: We are there for you!" ((Parent-child)

**7. What - and how we do it exactly - so that our visitors, staff and volunteers are safe, well integrated and feel welcome?**

For visitors

- nice, friendly and open employees
- open atmosphere ("The choice has to be able to do something, but not have to ...)
- be open to suggestions and wishes of the visitor
- In addition to regular services, also offer new items special events
- secure, risk-free rooms (so that the children can move freely)

For staff

- Cooperative style of leadership
- Handbook for employees / volunteers / group leaders
- job descriptions as a guide
- Regular meetings between the teams to exchange: All the employees (whether hired or volunteer) should have access to the same level of information)
- mentors - system to support new helpers → training and continuing education
- appreciation for the work

**8. What methods and tools, we can create a clear structure and how we can visualize how the center is organized and what spoken and unspoken rules apply for the mothers?**

- The Board is the root of Family Center: with a healthy and functioning Board life in the center will flourish
- visible Mission
- Regular meetings
- through discussions with and information from visitors and staff

## Summary

The realities family centers in the various countries are very different. In addition to cultural differences, there are also differences in terms of organizational structure or financial support from state or local side.

In countries such as Germany and Austria, there are centers that have permanent staff who support the board and the volunteers in the organization and substantive work. In countries such as Slovakia or Poland, the centers are generally still fully volunteer-organized. At best, there is compensation for the holding of courses etc. In Gaziantep / Turkey there were salaried professionals of from the Ministry of Culture and Social Affairs accompanied by an NGO that initiated the centers. In some countries there is already a good national structure / a network of

several centers, in other countries this is just under construction.

Despite these differences was interesting to see that there were a lot of matching expressions to the individual questions. It turns out that family centers, no matter what country, are connected by a common "spirit".

