



IRIS NETWORKing
CSOs for protection sensitive
migration management

IRIS NETWORK NEWSLETTER

APRIL, 2021

THE FIRST IRIS NETWORK TRAINING OF TRAINERS (T O T)



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INTRODUCTION

The first online Training of Trainers (ToT) organized under the IRIS NETWORKING – CSOs for protection sensitive migration management was a great success! Over the course of 7 days, more than 20 participants from the Iris Network from Albania, Bosnia & Herzegovina, Montenegro, North Macedonia and Serbia have joined forces with the exquisite, experienced trainers in the domain of Migration Management and Adult Learning.

The organizers would have preferred to have seen the smiles of the participants fill out a real conference room in a nice hotel in one of the IRIS Network partner countries, but the ongoing COVID-19 threat has kept us constrained in the ways we work, socialize, and even organize a training like this. When we embarked on this ToT journey, our trainers from IOM Serbia and ASB Köln have also recognized the challenges of conducting such an intensive and interactive training in a ZOOM environment. The reason more for everyone involved to share in the pride for the excellent training!

The ToT was envisaged as a twofold training comprised of two days of migration management topics and five days of adult learning.

The first two days were devoted to Migration Governance and Programing where the experts from IOM Serbia and IOM Vienna have laid out a bunch of significant topics that deeply concern us all and resonate locally, regionally, and globally. And what other organization could be better to discuss migration than IOM!

The remaining part of the training evolved around Adult and Sphere Learning. As this was the entirely new concept to most of participants, it was something everyone was curious and excited about.

Despite the fact that the ToT week was packed with information, lectures, tasks, and activities, the week of learning and sharing insights and positive energy has flown by!



IRIS NETWORKING Training of Trainers (ToT)



MORE THAN 20 PARTICIPANTS FROM
IRIS NETWORK



LOTS OF GREAT IMPRESSIONS, NEW
INSIGHTS AND FRESH IDEAS FOR
FURTHER NETWORKING



7 DAYS OF EXTENSIVE BUT HIGHLY
CREATIVE AND STIMULATIVE TOT



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IMPRESSIONS OF THE PARTICIPANTS

It has never been easier to collect the impressions of the participants since all of them have reacted positively and were eager to share their thoughts on the key learnings, the training methods, and the quality of the overall organization. Since the onset of the training, participants have been sending in their comments and evaluated the trainers. It cannot go without mentioning that both the IOM and ASB trainers have commanded the advanced level of the group, their immense energy, commitment and creativity. Below is a selection of impressions:



IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



STELA TANELLARI CAUSHI, DEPUTY DIRECTOR /
REINTEGRATION PROGRAM MANAGER
DIFFERENT & EQUAL



"I was very interested to attend the TOT training on migration in order to learn more from good practices to sharing the experiences with other colleagues from other countries. The first day has met my expectations with a lot of important information and delivered in a great way by trainers. I appreciated the opportunity to discuss during the sessions and during the workshop group! I am very happy and satisfied to participate in the training until the end of it."

Stela Tanellari Caushi, Deputy Director / Reintegration Program Manager - Different & Equal

"I strongly believe that it is important to pursue professional development in order to be better, more productive, and confident in what we do. Especially when you work in CSO and your job is to directly contribute to the community. For this reason, I am very happy to have the opportunity to be part of the Training of Trainers within the IRIS NETWORKing - CSOs for protection sensitive migration management. After two days of training, I can say that it is already responding to my needs. I am extremely glad to have met colleagues from other countries and had the opportunity to hear their experiences and connect with them. The facilitators are extremely dedicated and there is open space for all participants to give their opinion and discuss. I think that is the most important aspect of this training, the active participation of all and networking."

Ivana Smolović - Capacity and Communication Officer



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IVANA SMOLOVIĆ - CAPACITY AND COMMUNICATION OFFICER



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IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



VIOLETA MARKOVIĆ - CENTER FOR DEVELOPMENT OF
COMMUNITY BASED SERVICES - FIDES

"I am very happy for the opportunity to participate in the TOT within the **IRIS NETWORKing - CSOs for protection-sensitive migration management**. The third day of the training gave me much valuable information on how to improve my facilitation skills. More importantly, this is the first online training I am participating in, where we managed to develop an amazing group dynamic. After this day ended I was left with positive energy and a dozen paper airplanes in my working space and I am very much looking forward to the continuation of the training."

Violeta Marković Center for Development of Community Based Services – FIDES

"It is a real honor to be able to participate in such informative training. I gladly welcome all learning opportunities, and **TOT within the Iris NETWORKing – for protection-sensitive migration management** has so far been one of the most successful online trainings I have attended.

The group dynamics are amazing, no virtual environment shortcomings can be felt. I got a unique opportunity to meet a lot of colleagues and have fruitful discussions. A perfect opportunity to connect my current knowledge with new learning."

Slavko Milić, Defendologija



IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



SLAVKO MILIĆ, DEFENDOLOGIJA



IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



MILENA ŠKEKIĆ
RED CROSS OF MONTENEGRO

"When I heard online training, I had a lot of prejudice on the effectiveness of that. However, this training showed me that online training can be both fun and useful.

The training led me to the conclusion that having the knowledge for yourself and sharing the knowledge isn't the same. Different sessions taught me that there are different ways of learning and that we have to adapt to our audience if we want to successfully transfer the knowledge we have."

Milena Škekić, Red Cross Of Montenegro



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"I am always skeptical when I am invited or being given the opportunity to participate in a TOT, mostly because I have more than two decades of working experience as a trainer, lecturer, or facilitator. Can I learn something new? Is it worth my time? And I am even more skeptical when TOT is organized online, simply due to all limitations in comparison to live, face-to-face trainings. Oh boy, after few days of this Training of Trainers, with Axel and the wonderful group I must say that my skepticism was completely unwarranted. Did I learn something new? Yes, a bunch. Can it be done via Zoom or some other similar platform? Yes, definitely. And the best thing I learned about myself: I am still eager to acquire new skills and gain new knowledge."

Aleksandar Janković

IRIS NETWORKING Training of Trainers (ToT)



ALEKSANDAR JANKOVIĆ



IRIS NETWORKING Training of Trainers (ToT)
IMPRESSIONS



MERSIHA SMAILOVIĆ, NGO LEGIS

"At first, I was a little reticent because I didn't know what a few days online of training would look like.

But now that a few days have passed since then, I can say that what matters is not how the information will reach us, but how it will be transmitted to us.

The coaches are excellent, they guide us through the process thoroughly and the advice we receive is applicable to any topic we will work on in the future."

Mersiha Smailović, NGO Legis



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"I am happy that I was given the opportunity to participate in this kind of training. Interesting, well managed, and close to real-world and life experiences. Many things to think about from a new perspective. All topics were relevant to the 'real world' and lots to work on after the workshop.

All training participants have extensive work experience, and positive energy is felt in our virtual classroom. I especially liked the brand new way of facilitating virtual training with little or no use of power-point presentations.

Fantastic Trainer, very friendly and encouraging. He used personal examples from his career to help further explain the principles and are very helpful to my learning. Thanks to Axel and to IRIS Network!"

Adela Mehinagić, Association for Development LEDA



IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



ADELA MEHINAGIĆ, ASSOCIATION FOR DEVELOPMENT LEDA, B&H



IRIS NETWORKING Training of Trainers (ToT) IMPRESSIONS



MILKA SPIROVSKA



"The training was really productive. Combining different learning methods allows all participants to learn and overcome shortcomings more easily and effectively. The overall training was designed to keep the attention of all participants for the entire duration of the training, as well as for all of us to participate interactively. The work of the trainer Axel was well done, he adapted his knowledge and transferred it in different ways in order to be accessible to all participants."

Milka Spirovska



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KEY LEARNINGS ON MIGRATION MANAGEMENT

During the first part of the training, we had the opportunity to touch upon key current topics in migration management: protection and assistance to migrants in vulnerable situations in the international agenda and in the work of service providers, migration governance and sustainable development, conceptualizing social protection, Global Compact for Migration, reintegration, Mental Health and Psychosocial Support (MHPSS) in displacement and much more.

Below is a summary of the key learnings and materials, as an inspiration for further learning on the topic.

Migration and the SDGs

The adoption of the 2030 Agenda marks the recognition of migration as a development topic. It provides a key opportunity to proactively address migration and its relationship to development.

The inclusion of migration in the SDGs also has two important precedents for migration governance:

- Enables greater collaboration between different countries on migration
- Enables greater collaboration between the migration and development sectors

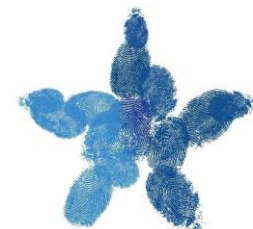
IOM UN MIGRATION

Sustainable Development Goals

Video call participants (from top to bottom): Jelena Lesko, Aleksandra D., Marko Perovic, Jelena Ribac, Stela Tanellari

Challenges to identification of vulnerabilities

- Identification of victims of trafficking of human beings and other forms of violence, abuse and exploitation is still very low in the Western Balkans
- Victims are reluctant to report any abuse
- Migrants are not aware (yet) of being trafficked or being at risk
- Screening and identification mechanisms do not exist, are not used or are hindered by:
- Insufficient number of staff to deal with such a numerous population
- The very short length of stay of migrants in each location
- Lack of interpreters
- Insufficient safe spaces where victims can talk without the presence of smugglers, traffickers or persons abusing of them
- Etc.



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Western Balkans – Assisted Voluntary Return and Reintegration

- Not only migrants arriving / transiting in the Western Balkans can be in vulnerable situations, but also Western Balkans nationals who return to their place of origin/residence
- The vulnerability of returnees is a key consideration for IOM and it is (re) assessed through specific procedures before, during and after the return

Top 5 countries of origin in 2019/2018, with number of migrants assisted			
2019		2018	
Georgia	2 603	Georgia	2 681
Ukraine	1 604	Albania	2 167
Albania	1 539	Russian Federation	1 952
Russian Federation	1 414	Ukraine	1 901
Serbia	1 313	Serbia	1 681

2019 IOM AVRR Highlights – South-Eastern Europe, Eastern Europe and Central Asia

Who are migrants in vulnerable situations?

- Migrants vulnerable to violence, exploitation and abuse
- Victims of Trafficking (VoT)
- Unaccompanied or separated children
- Migrants with health needs

The protection and assistance of migrants in vulnerable situation is part of the international agenda and of the daily work of actors providing protection (focusing on migrants, but also cross-cutting such as GBV, anti-trafficking, child protection, etc.) at national and community level

It is important to consider both risk and protective factors and develop targeted interventions that will mitigate the risks and leverage on capacities.

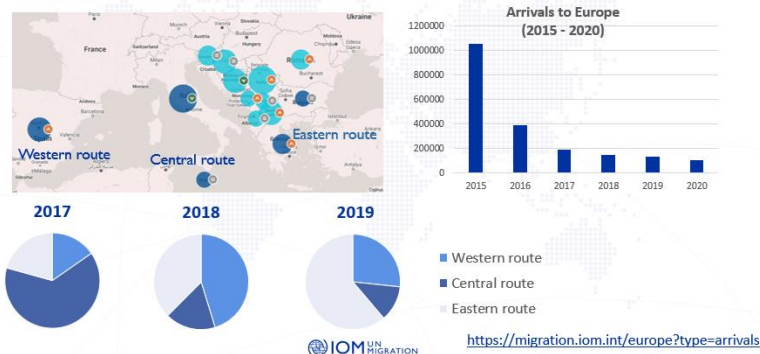
*IOM ToT trainer Marko Perović



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Mixed migration flows - Arrivals to Europe



KEY LEARNINGS ON ADULT LEARNING

During this training component, we had the opportunity to develop the competencies needed to deliver training using participatory methodologies, discuss various learning styles, give constructive feedback, employ our creativity in delivering a short training session, and get out of our comfort zones.

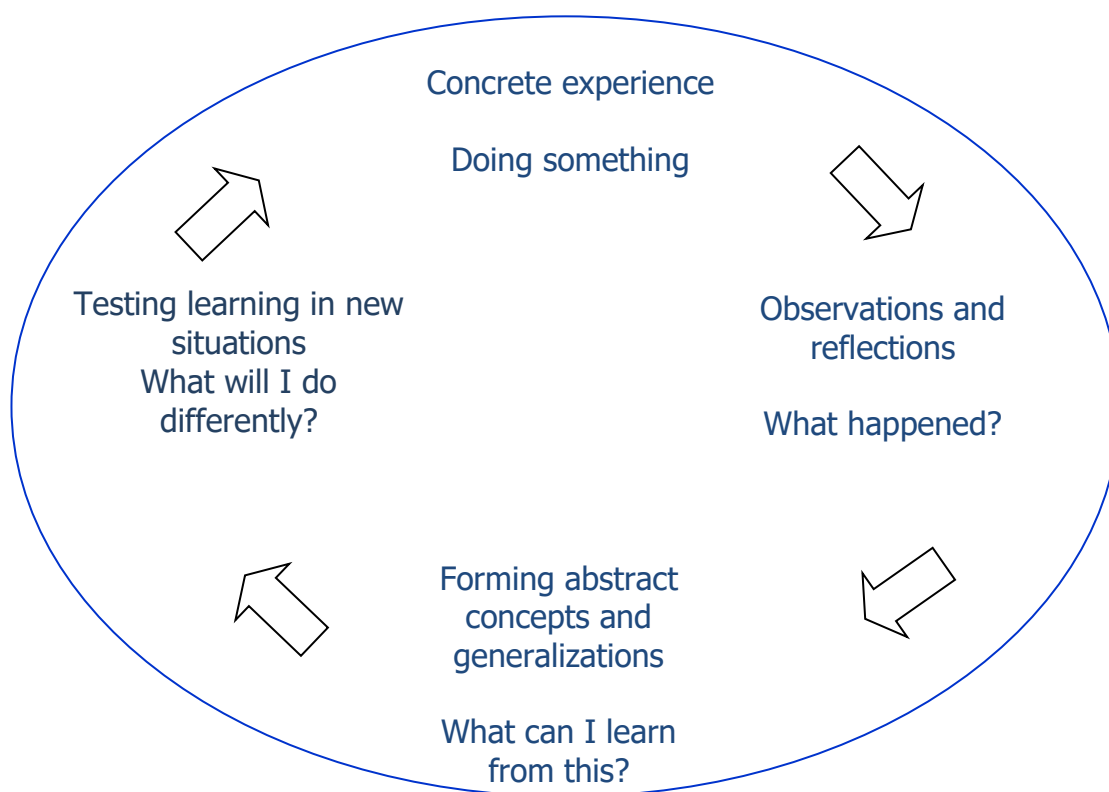
The online course combined theory and practice to help understand the fundamentals of training and facilitation and develop competencies to assist the participants in becoming more effective trainers.

By the end of the training, we were able to state principles of adult learning and apply them to designing and running a training course or session, list the stages of the training cycle and the key activities for each stage, apply a learner-centered approach when designing and delivering training, identify aims and objectives for training courses and sessions, design a training session that uses a variety of participatory methods and apply what we learnt to our own training contexts.

Learning from Experience – Kolb’s Learning Cycle

As adults, we tend to learn from experience. And how we perceive and learn new things is influenced by previous experiences, education, background and culture. We like to have some control over what we learn and to be able to apply it to real situations.

David Kolb’s famous model of experiential learning (1975) is shown below.



http://www.ldu.leeds.ac.uk/ldu/sddu_multimedia/kolb/kolb_flash.htm
<http://www.businessballs.com/kolblearningstyles.htm>

Learning needs analysis is the starting point of the training cycle and it influences all stages of the cycle. An effective learning needs analysis will answer the following questions:

- What needs to be done? – An analysis of the current situation, which may necessitate a task/job/role analysis
- Who needs to do it? – can be done either by an internal or external person; understanding of the task requirements is essential
- Why does it need to be done? – To enable appropriate learning opportunities to be planned; to provide a justification for training and development
- How will it be done? – Observation, questionnaires, interviews, performance appraisals and debriefs
- When will it be done? – To inform the planning process for training and development activities
- Where will it be done? – In the organisation/field



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- Have we done it? – Evaluation of achievement of the aims and objectives through assessment and review
- Key methods and tools to be used when analyzing learning needs are:
- Observation – structured observation of records, facilities, events, people and processes
- Questioning and listening – for information and for gauging attitudes and knowledge
- Role/job/task analysis – obtaining, recording and interpreting information about key elements and standards of role, job or task.
- Supervision and performance review – structured process of performance objective setting and regular monitoring and reviews
- Reflective thinking and ranking techniques – tools for structuring analytical processes of problem solving
- Self-assessment – an essential method in needs analysis, using the learners' assessments of their current performance and of their future needs
- Recording – keeping accurate records for planning and evaluation

How to Give Constructive Feedback

Giving effective feedback to others is an important and often overlooked skill, but it can help build and bond teams and work groups.

Some of the tips laid out by Shay McConnon include:

- Give feedback on the behavior, never the person
- Talk about the behavior being a problem for you rather than criticize the person
- Give affirmative (what you value about the other person) as well as developmental feedback (how things could be better).
- Describe rather than judge behavior.
- Talk needs, feelings and concerns.
- Never argue with perception (the OTHER person's).
- Talk solution rather than problem

Observation Criteria

Observations play an important role in trainers' professional development and performance management. Observations are an opportunity to identify and record a trainer's strengths and discuss areas that might need development. The observation criteria help both trainer and observer to measure performance during an observed session.



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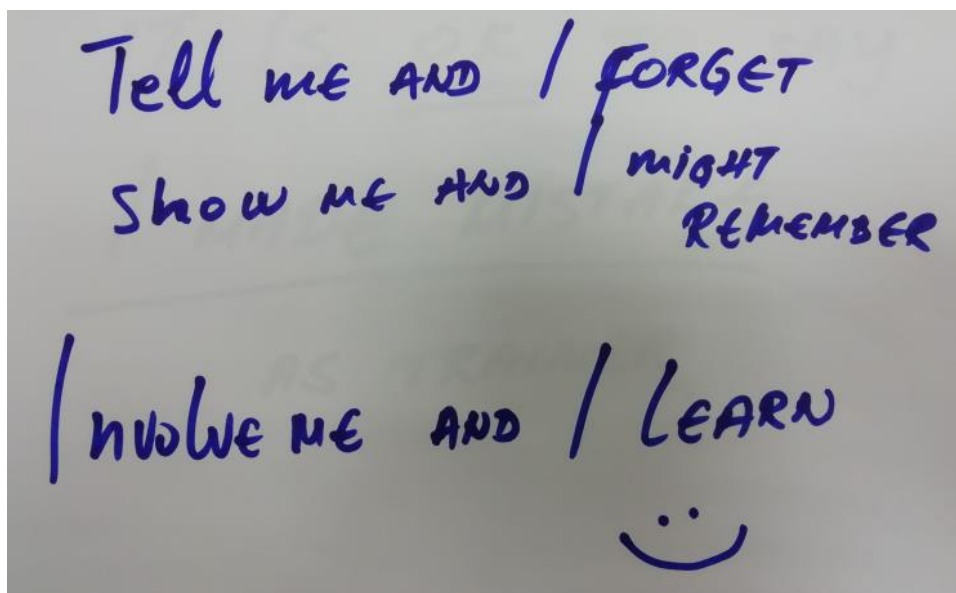
CONCLUDING REMARKS

Just like at the end of every successful training, the participants have been awarded Certificates of Completion for their efforts, the progress they made throughout the ToT and the active participation. Over the course of the training, the group of 20+ IRIS Network member organizations from all 5 partner countries became so coherent and creative, made such notable headway and had fun all along. Together with their trainers, the participants drew, sang, rapped, engaged in role play, facilitation, gave constructive feedback, laughed, and supported each other in order to become better every day.

Through the series of training sessions, the colleagues from all over the region networked, bonded, befriended. And that is the most valuable sentiment everyone will take from this ToT.

All of them have been enrolled in the IRIS Network pool of trainers, while only the best among them will act as trainers in the final IRIS Network Social Academy.

Until then..



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