

مشروع  
امل وسلام  
من اجل  
مستقبل سورية



project  
amal ou salam  
empowering  
the future of syria

Nola Ellen  
Education, Training &  
Consultancy



# **Project Amal Ou Salam Volunteer Training Feedback Amman, Jordan April 2017**



This short report summarises feedback from volunteers who participated in the Project Amal Ou Salam Spring workshops training delivered in April 2017 by Nola Ellen Education and Training.

The aims of the volunteer orientation training were:

- To grow and bond as a team
- Gain an awareness of the experiences and needs of Syrian child refugees
- Learn more about a typical workshop day with Amal Ou Salam
- Develop key skills and tools to support and empower children involved in the program

Of the **16** volunteers that completed the feedback forms:

- **6** were returning volunteers
- **10** were joining the team for the first time.

## What was the most valuable part of the training?

“Really it was the linking of context and the Syrian reality to the experiences and behaviours that we might encounter and observing as a group of first timers and ways to address this. Linking background and reality to our practice so important so that we can understand children's experiences.”

“I enjoyed the scenarios part - because I got the chance to hear from previous volunteers and i think it was very important to get to meet the team before the workshops start.”

“Techniques from returning volunteers and their tips and tricks on dealing with difficult situations.”

“With no previous experience in supervising children (apart from my own!) the training was extremely comprehensive and well structured. Mixture of media, team participation helped maintain interaction and attention, useful and enjoyable!”

## What was the most valuable part of the training?

"The team building exercise was a fun ice breaker! The exercise about what difficulties the children have been through and the more positive aspects was useful particularly with the video about the children. Empathy v. sympathy."

"Team building exercises and the documentary"

The film about of where these kids are coming from, to see

"The tools to use to deal with issues related to children watching the videos about the suffering experienced by the child refugee. The difference between empathy and sympathy."

"Exchanging with the other volunteers, brainstorm and get to know each other."

Good and valuable tips on how to act/react in some circumstances during the workshops. Realistic examples were good to set expectations and give clearer idea on the experience.

"Team Building The importance of working together Signals to capture the attention of the kids."

## What was the most valuable part of the training?

The video on how many of the refugees are currently living and how fast the children have had to grow up in a short amount of time. Also, the level of exposure to various types of trauma the children have experienced and the long terms impact it has on their well

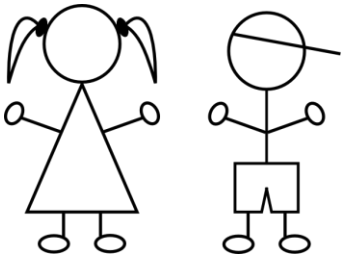
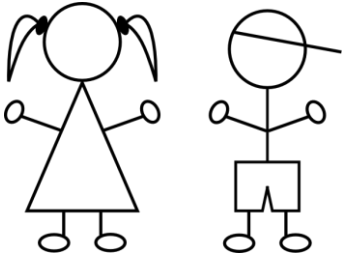
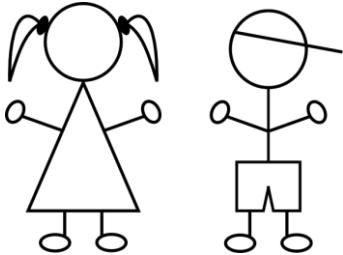
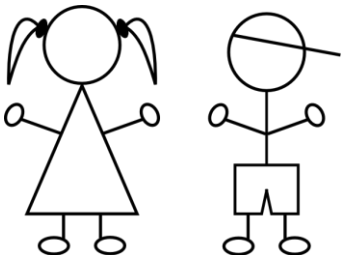
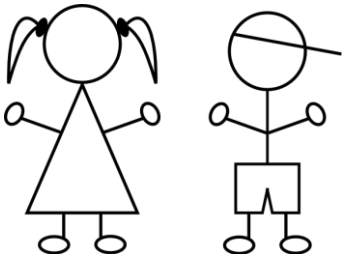
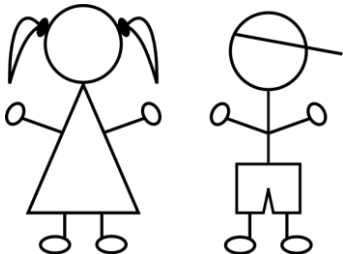
Powerful narratives from the save the children video. Former volunteers sharing experiences and especially how they handled issues when they arose. Sharing in groups was helpful to get to know people."

"Information of the state of the children we will work with because I can understand the situation better. To get information about everyone in the team and the volunteers.

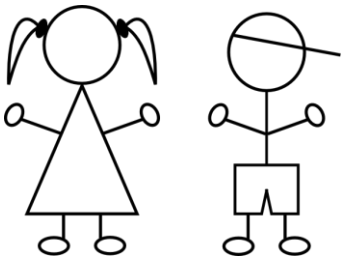
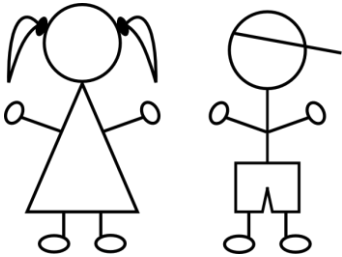
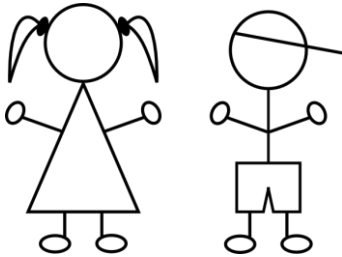
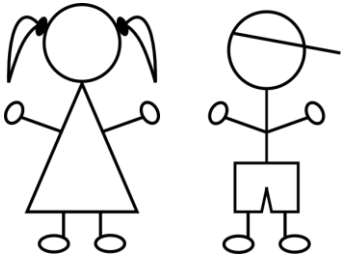
"I think the two videos are very useful. In terms of time management is very well split into team building and presentation of the work strategies and tips."

"The section regarding the potential scenarios which may occur was extremely helpful as it helped brainstorm regarding potential scenarios. Team building session was great - broke the ice between team members. Video showing empathy and sympathy."

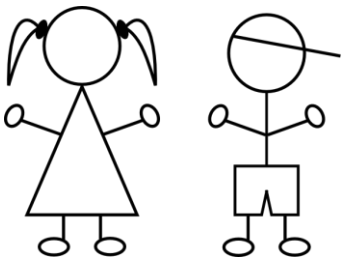
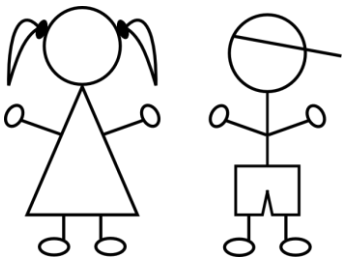
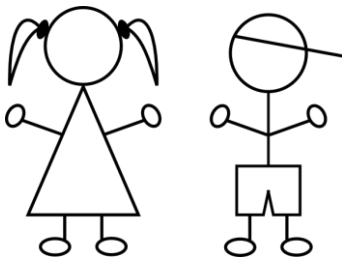
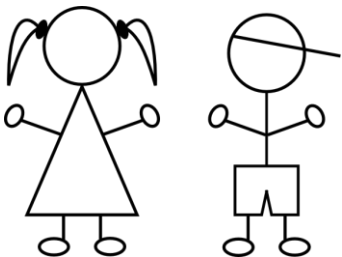
## How will you apply what you learnt in the training?

<p>“I will put into practice some tips we mentioned at the end of the session.”</p>		<p>“I will set expectations and create an inclusive environment.”</p>
	<p>“I will make sure I am always in tune with the children's energy levels and understand their behaviour within their context.”</p>	
<p>“I will keep in mind the tools and techniques suggested for working with the children.”</p>		<p>“I will try to have as much of an individualised relationship with each child as possible.”</p>
	<p>“I will use the training to get the most out of the kids I now know it requires most input from us.”</p>	

## How will you apply what you learnt in the training?

<p>“I will use lots of these exercises to calm children down and keep their attention. I now have a much better understanding of the way workshops are and our role.”</p>		<p>“I will use the tactics learnt for each of the 'issues' – e.g. if children want to be in workshops with siblings, it was very helpful to use real life (typical examples) - both for new volunteers and a refresher for returning.”</p>
	<p>“I will maintain a notion that the day is about the kids and not us. I will practise and seek engagement and encourage it.”</p>	
<p>“I will show them how much we care about them and they are not alone. To give them some positive vibes.”</p>		<p>“I will use the potential scenarios and how to address the many scenarios, this will be useful for in case any issues arise.”</p>

## How will you apply what you learnt in the training?

<p>“I will keep open communication with my team members to ensure a high level of engagement is sustained throughout the day despite being tired.”</p>		<p>“I will use this training to improve my "performance" as a volunteer, brainstorming and learning from each other is extremely useful.”</p>
	<p>“I will try to support the needs of the children with much empathy. Working and exchanging ideas with the team.”</p>	
<p>“I will remember and apply the difference between empathy and sympathy.”</p>		<p>“I will definitely seek to be mindful that all my actions are children-centred and strive to be empathetic rather than sympathetic.”</p>



## **Suggestions on how the training could be improved:**

- “I like that the documentary showed help in giving a closer look at the situation and helps us hear from the children themselves but I feel it was too long for a training.”
- “The video on refugees was extremely interesting but we could have watched less of it.”
- “We could be given some pre training prep for example, recommendations for things to read ahead of time?”
- “Now that you have examples of children who have gone through the program and now on to better environment, perhaps have some dialogue shared on a video on how the programme impacted them and what was effective?”
- “Team building would be good if we worked in the teams you will work in during the workshops.”
- “More active team-building activities (like the marshmallow forts!)”
- “I was just wondering if it needs changes for next sessions to
- make sure returning volunteers don't experience the same things every 6 months? You probably already thought about it.”

## Additional feedback:

- “I feel this was a good opportunity to take some moments to reflect and think deeper. Empathy/cultural sensitivity are values that are important for everyday life”
- “Thank you, great job!!”
- “I feel much more prepared and empowered.”
- “It was very interactive which is great! Thank you Nola.”
- “The documentary part was the best. Theory doesn’t serve much without linking it to something practical / real.”
- “Brilliant mix of activities and theory. Engaging and very useful.”
- “Excellent - good job Nola!”

