Training Evaluation Report

Project Overview

Implementation period: 03.03.2015 – 29.01.2016

Type of project: Capacity Building in the Field of Youth, co-funded by the Erasmus+ Programme of the European Union

The project involved a three-part training course that supported participants (trainers, coaches, mentors and teachers working in intercultural environment) to develop skills in intercultural communication and was supported by an online coaching element to reinforce their learning. The course explored the topic of culture and its impact on effective communication in intercultural groups or settings.

The project was co-funded by the Erasmus+ Programme of the European Union and was implemented by a consortium of partners: Asociatia ADDO (Romania), Yayasan Act Global (Indonesia), Isleyen Zihin Egitim Yazilim Bilisim Danismanlik Ithalat Ihrac (Turkey), Goeteborgs Universitet (Sweden), "Youth of Osh" Public Association (Kyrgyzstan), Volunteer Community Development (Nepal).

Aims of the project:

• To define the role of culture knowledge in trainers', teachers' and mentors' work by creating practical and critical intercultural training environment for participants, and its further analysis.

• To provide a good base for exchange of knowledge, best practices and innovative ideas in the field of intercultural methodology by involving partners from formal and non-formal education.

Objectives:

• To investigate the topic of cultural differences in the work of trainers, coaches, mentors and teachers;

• To give basic knowledge of intercultural differences and intercultural communication aspects that can be critical in training preparation and training delivery;

• To develop "innovative thinking" in relation to cultural differences;

• To create a practical environment for participants to acquire knowledge and practical experience in strategic management of intercultural differences in youth training work;

• To plan further projects based on the project results.

The program involved four phases:

1.Study visit in Romania (04.05.2015 – 10.05.2015)

This was a chance for the partners to come together and look at what intercultural competences mean in their local realities and to create the relevant context for a shared learning process.

2. Training course in Romania (05.08.2015 – 12.08.2015)

The training course explored the concepts of intercultural communication and discussed some of the main theories in this area. This course brought together 30 participants from the countries represented, which included Romania, Indonesia, Nepal, Kyrgyzstan, Turkey and Sweden. The training course aimed to develop intercultural communication competences of participants coming from three sectors: the for-profit sector, the not-for-profit sector and higher education. The training course was built on four main pillars: Values and Ethics in Intercultural Communication, Intercultural Communication Skills, Conflict Management in intercultural settings, Facilitation and processes in intercultural settings.

3. Online coaching program for participants (September 2015 – November 2015)

To complement the learning, the course also incorporated online coaching aimed at reinforcing what has been taught with some practical application.

Each participant was allocated a learning team and supported by a coach. Coaching was supported through an online platform which included: learning materials, practical case studies, tasks, challenges, reflective blogs, posts, videos and tutorial handbooks.

4. Follow-up Training Course and evaluation meeting in Indonesia (24.11.2015 – 01.12.2015)

This training course was held in Bali, Indonesia and brought together 34 participants and representatives of the partner organizations. The event aimed to evaluate the progress of the project and the participants learning. The course also aims to further develop participants' intercultural competences, by immersing them into Balinese local culture. This included a traditional bathing ceremony taking place during the day of the full moon.

After the training course in Romania, participants were ready to apply the knowledge and skills of intercultural communication they had developed into their place of work. Now this has taken place, participants were able to share how that experience was for them, and how it developed their competencies further.

The project "Does culture matter" was organized mainly in the frame of non-formal education, where the main working method was interactive learning. All lectures and activities are prepared in a way that participants had the opportunity to give their active input, learning through discussions, exploring, case studies and practical experience.

Participants come from both formal and non-formal educational backgrounds, so practical activities were organized with the aim to explore how cultural differences are managed in both a formal and non-formal setting, and what are the successful methods to manage them.

To learn more about the project, please visit www.doesculturematter.org

This evaluation report includes the feedback received from participants after the two training courses, in Romania and in Indonesia and the input from the evaluation meeting of the project partners.

Training course in Romania (05.08.2015 – 12.08.2015)

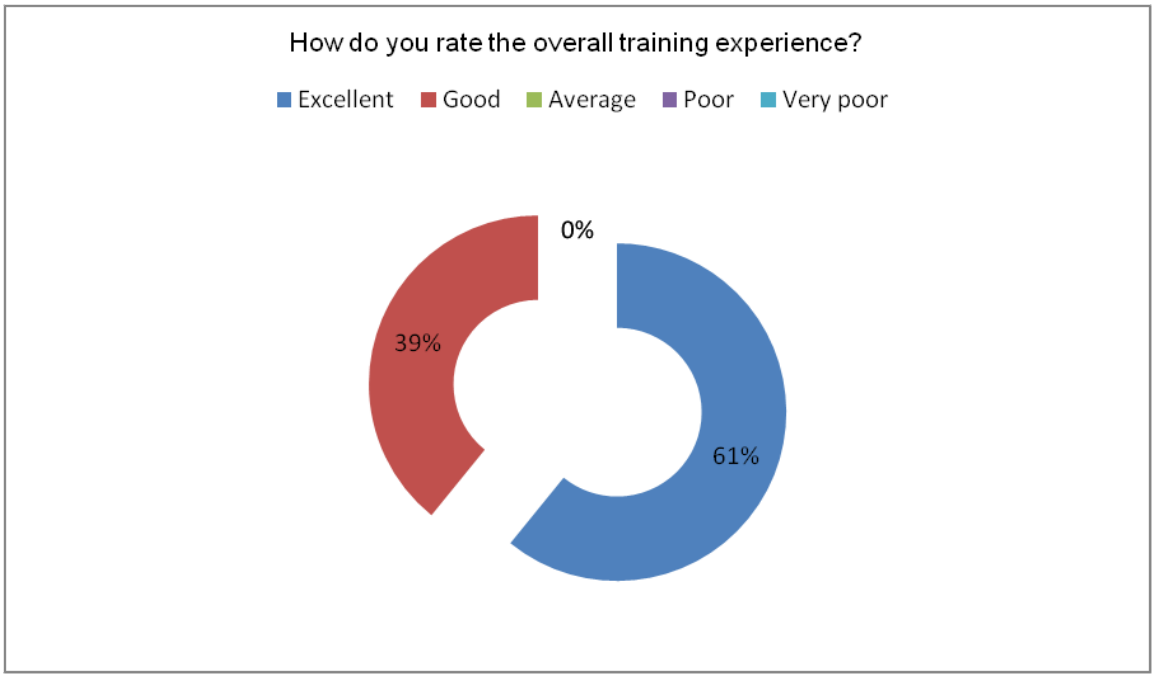
Daily Programme

Time	5/08	6/08	7/08	8/08	9/08	10/08	11/08	12/08
		Basics of Intercultural Communication	Values and Ethic	Intercultural communication skills	Conflict management	Facilitation and processes in intercultural setting	Online coaching programme. Evaluation	
08.00 – 09.00	ARRIVAL	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Break fast
09.00 – 10.30		Getting to know each other better Team building Ice breakers	Values, cultural identity and communication	ICC competence	Conflict management: styles and structure	Facilitation basics. Time management: how time is perceived in different cultures and how to deal with it	Presentation of the online coaching programme structure and time frame	DEPARTURE
10.30 – 11.00		break	break	break	break	break	break	
11.00 – 12.30		Project overview	Practical cases "Values vs Rules" "Stereotypes vs Reality"	ICC competence Self evaluation	Conflict management:"Reality check"	Decision making: "we had some decision making issues tonight ... , but we'll work on it"	My intercultural competence when I'm back to work	
12.30 – 14.30		Lunch	Lunch	Lunch	Lunch	Lunch	Lunch	
14.30 – 16.00		What is Intercultural communication? "Iceberg"	Ethic in intercultural communication The Five "Goldens": Classical approaches to ethics	Immersion to a local culture	Conflict resolution in culturally diverse groups "Degradation or Development"	Practical cases Facilitation reality check	Practical workshop on managing tasks and reflections during the coaching phase	
16.00 – 16.30		break	break		break	break	break	
16.30 – 17.30		Intercultural communication in practice	Practical cases "Is there universal ethic?"		Emotional intelligence	Practical cases Facilitation reality check	Training evaluation	
17.30 – 18.00		Reflection groups	Reflection groups		Reflection groups	Reflection groups		
18.00 – 20.00	Dinner	Dinner	Dinner		Dinner	Dinner	Dinner	

Evaluation Results

Evaluation Summary					
Question	**Strongly Agree**	**Agree**	**Neutral**	**Disagree**	**Strongly Disagree**
1.The training met my expectations	43.47%	56.53%	0%	0%	0%

2.I will be able to apply the intercultural communication skills in practice.	43.47%	52.17%	4.34%	0%	0%
3. The content for each training pillars was relevant to the overall goal of the training programme.	39.13%	60.86%	0%	0%	0%
4. The content was organized and easy to follow.	56.53%	30.43%	13.04%	0%	0%
5. The materials, presentations and activities organized were pertinent and useful.	60.86%	39.14%	0%	0%	0%
6. The trainers are knowledgeable.	95.65%	4.35%	0%	0%	0%
7. The quality of instruction was good.	65.21%	34.79%	0%	0%	0%
8. The trainers met the objectives of the course.	65.21%	34.79%	0%	0%	0%
9. Active participation and interaction were encouraged.	60.86%	21.73%	17.41%	0%	0%
10. Adequate time was provided for questions, reflection and discussion.	30.43%	52.17%	13.04%	4.36%	0%



What have been the most relevant experiences for you during this training course?	Participant from:
For me the most relevant experiences were the sessions on values and ethic and facilitation and processes in intercultural setting. I found this really interesting and I want to improve my skills on these areas.	Kyrgyzstan
This course helped me to understand people from different culture. Intercultural communication has helped me gain a new perspective. I've learned to become completely open minded when meeting new people and going into situations I've never been in before. I honestly don't have the right words to describe how I feel after taking this course and meeting the people that I did. It's something you have to experience for yourself and it's more than well worth it.	Indonesia
Getting new information about new cultures; Meeting with potential business partners for future; Necessary know-how about values and ethics.	Turkey
Conflict management study cases. Movies & example about intercultural situations (the whistling case from Nepal, the green tea case from Japan). Models - Hofstede, power distance - great!	Romania
This is my first experiences, so at first I was scared. But everyone is so	Nepal

nice to me and they helped me to learn so many things. For me, the most relevant experience is the practical way of teaching and how they encouraged me to be active.	
Defining my values. Discussing different issues with cultures that are so different (eg. Himalaya scenario).	Sweden
It is hard to point something out. It is the whole experience that is the deal. But the interaction with the trainers and how they take the time to really guide the participants and engage us directly is perhaps the most important. It builds trust.	Sweden
The most relevant experience was when we were put into a confusing situation and come up with a solution; or finding, through pair work a practical way of making people understand. Those exercises have really helped me a lot.	Nepal
To meet people from different backgrounds. To learn new tools for self-awareness & conflict management.	Turkey
Intercultural competences, making decisions, solving problems, facilitation process. Exploring culture by talking with people , sharing values and feelings, valuable knowledge.	Romania
All the experiences I had during this training course have been relevant to me in all sort of ways, because all the topics we discussed everyday were very important. But among them I feel the most relevant for me, in context of my country is: time management and how time is perceived in different cultures and how to deal with it.	Nepal
Talking directly with people from different cultures and finding out insides from their daily life. The new techniques and info presented during the sessions. Self reflection & personal development.	Romania
This training brought me in a new world of finding out what intercultural means to different people. I think sharing (methods, case studies, scenarios), ways of living, were the keywords for this training. As excellent sessions I would like to mention "Values vs Rules", "Decision making", "Practical cases on facilitation".	Romania
Meeting other participants, exchanging knowledge and experiences. Many practical exercises that I can build on. Seeing how brilliant the trainers are when meeting a group of very varied backgrounds & knowledge levels.	Sweden

Conflict resolution. This is one of subjects I want to study at university. Time management session has also helped me a little to start prioritising what is important and what is not.	Indonesia
I think conflict management lessons and the facilitation problems with the group are the most relevant experiences during the training course.	Nepal
The practical experiences. Applying abstract knowledge in a safe experiential environment. Interactions and discussions with people from all over the world. In particular , the decision-making and conflict management seminars.	Sweden
The tasks where participant can figure it out how to decide as a group/conflict management tasks was really helpful as well.	-
Self development, changes inside myself.	-
Values; ICC competence; Conflict management.	-
Presentations in innovative ways, trainers as active listeners, observations/reflection discussions, materials/short videos.	-
When we got the questions about individual values. It was very emotional moment for me to try to figure out what are my values as an individual. Also when we did this life coaching, when we share our problems and [exchanged] roles as facilitator & observer.	-
The most relevant experience that I had during the training was connected to the fact that there are times when is more relevant to be an active listener than to talk. I usually feel the need to share my opinions, but there were moments in the training course when I realized I had more to gain by listening to the othersôcontributions. Other relevant aspects were the aspects I shared with some participants, 1 or 2 new methods that I can use in my work.	-

Who would you recommend this training to and why?	Participant from:
I'd highly recommend this kind of training for teachers who work in an intercultural field, trainers and facilitators.	Kyrgyzstan
This training course is good for international students, professional language teachers, NGO workers. I believe this course helps them to develop tolerance for behavior patterns that are different from their	Indonesia

own.	
This training can be useful especially for young professional, to integrate them in an intercultural work environment.	Turkey
To people who want to make the first step in learning about intercultural communication.	Romania
I recommend this training course to culturally diverse groups because this training is related to intercultural aspects and it helps culturally diverse groups come to know each other's culture and values.	Nepal
I wish everyone could experience a course like this - a wonderful mix of cultures/ages/professions. I certainly think everyone could benefit from this.	Sweden
Anyone with an open mind.	Sweden
I would recommend this training to culturally diverse group from Nepal and all the countries who participated in this programme. They made our training strong.	Nepal
I would strongly recommend this training to those who work/study/live in a multicultural environment and those who want to improve their intercultural competences.	Turkey
I will share it with my volunteer, colleagues and my community; and in social media as well. Because is the perfect introspection in culture.	Romania
I would like to recommend this training to those people, who are young people, or very active groups in their country, people who can bring revolution/big changes in their country and can set new trends for others and can work in culturally diverse groups with a positive attitude.	Nepal
I would recommend this training to volunteers, teachers who work in an intercultural environment and want to improve their educational competences in intercultural settings.	Romania
Different categories of staff involved in youth education, but considering my position as a teacher, I think this training can be delivered also for those from schools and adult education sector.	Romania
Anyone working in intercultural environments who has the passion and willingness to grow in this field.	Sweden

I would recommend this training to my colleagues because they deal with a lot of students from different background/culture.	Indonesia
Teachers, trainers, leaders, youths, ambassadors - anyone interested in personal development and self discovering.	Sweden
I would recommend it to my colleagues and volunteers who are working in an intercultural setting almost every day and especially to project managers, coordinators that need to deal with groups from different countries and cultures.	-
To people from government who work with people from different ethnic group , leaders of multi-ethnical groups of people who were affected by conflicts.	-
To HR departments, could be the HR managers or training managers.	-
My organization, where I work.	-
Every person in my country.	-
Rather than trainers, what I think maybe for people who work with intercultural customers. Companies can use these methods as well, and, of course, trainers and teachers.	-

What aspects of the training could be improved and how ?	Participant from:
I guess all of our comments from the reflection sessions were taken into account and the agenda became more interesting day by day.	Kyrgyzstan
Maintain good time management. Make it a continuous process. Don't limit your training to people who live in Europe & Asia, try to bring young people from another continent.	Indonesia
Can be implemented more non-formal activities rather than presentations; More practice, less theory; The order of theory and practice sometimes can be changeable.	Turkey
More example; Going deeply to fewer topics - the ones done in day 1, 2, 3	Romania
This training is quite effective to build up the capacity of youth. Please make it harder and decrease rest period. And also go to more practical issues, which help us to understand easily . But I want to rate this training	Nepal

as excellent, overall.	
The sessions worked best with concrete examples + small group discussions. The sessions which had more full group discussions eg emotional intelligence allowed contain voices ho dominate. I would also appreciate references for the theory (eg golden rules....).	Sweden
I wouldn't change anything. Except perhaps some issues with keeping to the time.	Sweden
The decision making example was awesome but I didn't understand whether we made the right decision or not. I hope to know about that. It would have made me more logical and stop me from making wrong decisions which I might end up regretting.	Nepal
No	Turkey
Food. Time managing - Bran situation.	Romania
In my opinion, on Monday, we were showed a video from Nepal and we had to discuss about that and later when discussing our opinions, we were not able to know how the video ended and I personally feel that I did not make the right decision, but later all the participants had the same feelings.	Nepal
More printed materials for the participants; time management	Romania
For those participants which have come from a formal working environment, some theoretical inputs would be helpful; Visual attractive materials and when it is possible dynamic exercises connected with the session topic.	Romania
Distributing space in the group; I don't know how, but I would love to get to hear the thoughts of more silent participants. Maybe asking good english speakers to adapt to a low profile,at times.	Sweden
I think time management could be improved better by giving creative punishment for those who break the rules.	Indonesia
Time management and group work could be improved . For time management rules need to be applied strictly and group work could improve the results.	Nepal
Some of the things we talked about, little changes in our reflection sessions and these were actively implemented during the week.	Sweden

People could be encouraged to participate more actively. But I donâ know, maybe in this group, there was no need for that. Training was pretty good.	-
Some more activities with groups of different people.	-
I can develop my intercultural development skills and I want to promote all aspects of the training and use training tools in my work.	-
Giving definition of each pillar clearly before we start the activities and examples.	-
The time management facilitation for some sessions; the connection of some practical exercises with some theoretical concepts to have a more clear image on the importance of using them in practice.	-
In order to select people for training, some kind of tasks based on materials and case studies could be organized. In this case, participants would value the training more & the quality of participants can be better.	-

To support the long-term development of the project, we would like to collect some testimonies.If possible, we would appreciate you sharing what you feel about this training course.	Participant from:
I think this project is a great international platform to exchange our cultures, experience and make new friends for further international collaboration.	Kyrgyzstan
Listen, Learn and Respect are three words to describe what I've learned. I learned to enjoy listening, I learned a lot from everyone culturally, and I respected everyone for sharing their stories. Regarding intercultural communication, I am more sensitive to other cultures.	Indonesia
This training can be adopted for corporate countries as well. Brilliant idea! Please use this for future purposes, as well.	Turkey
A great team of trainers, very knowledgeable and open, with great energy and desire to help everyone. A wonderful project that offered us the chance to interact with very diverse cultures, which was extraordinary. I feel richer after this experience and very inspired.	Romania
I learnt a lot of things from trainers and participants. They encouraged me to be active and good . It helped to improve my knowledge and skills.	Nepal

It also helped me to understand people who are from different cultural backgrounds. I got innovative ideas and information from everyone.	
This training course has provided a unique and special opportunity to experience and learn about different cultures. I believe that if more people had such training, it would fundamentally change them at a physical and social level.	Sweden
It is too early to say that this training course has changed my life - I just don't know yet - but I hope it has. It has changed me. And I'm the kind of person who doesn't really believe in such things.	Sweden
I feel very good about this training course. It has expanded my knowledge about how to deal with different situations in intercultural settings, whether it is conflict, facilitation, morals, values or the problems that we face in our lives. It has taught us to be more patience and tolerate.	Nepal
The answer to the question of "Does culture matter?" does not matter, what matters is the journey towards finding the answer. And this project is an excellent compass in this journey.	Turkey
I am thankful for sharing valuable information, feelings and friendships. This is the beginning of the journey for me in my professional life.	Romania
First of all I would like to thank our trainer Ms. Andreea Bulai who came to my country and selected us and prepared us successfully by giving us more knowledge and ideas. I am very grateful towards our trainers and a wonderful human beings Mr. Sebastian and Ms. Alena who made our training successful in every way. I feel like I am enlightened and I would love to go back to my country and give my best.	Nepal
This training course helps people to understand better what is around them and it offers them a set of methods that facilitate intercultural communication. On the other hand, they find out more about themselves and they have the chance to talk with people from all around the world. I can't express how much this training course helped me; it showed me that we, the participants, are different, but, in the same time , we can communicate if we respect some guidelines.	Romania
This training encourages intercultural learning in a real intercultural environment and it is the most important proof that in case you want to be intercultural, you just need live in new "cultures shoes".	Romania

"Does culture matter" is a safe place to grow - both on the personal journey of self development, emotional, maturity and for the development of understanding differences.	Sweden
In my opinion, the training is somehow quite short. Maybe in the future, the training could be longer. I also think that some people took a lot of space during the discussion.	Indonesia
I am really happy to be part of this training course. This type of training course helps us to develop our skills and improve our quality.	Nepal
These kind of courses are so dependant on the trainers: how they interact with others; what kind of environment they create; their ability to motivate and challenge. In this course, the trainers did all of the above and more.	Sweden
I felt the professional approach in each step of training conduction. I like the idea itself - the subject of the training who gathered different people. The training couldn't reach this success & positive influence to the participants without the professional background of trainers. One of the best trainings I've ever attended.	-
I feel thankful and lucky that I had opportunity to meet and learn from people with different backgrounds. They are truly inspiring.	-
I think this training was very interesting, useful, important for us. We got a lot of different information.	-
As a whole it was very productive, an effective project that also helped personal development. I am sure all participants learned more about themselves as well.	-
I am really inspired by being here, such simple thing that changed myself and my mind.	-
The structure of the project and the content, I think, it is well designed and can have an impact on the participants. It engaged most of the participants and trainers as well in a process of sharing, communication, self-reflection and self-evaluation. The structure also offered the chance to put into practice the learned aspects.	-

Training course in Indonesia (05.08.2015 – 12.08.2015)

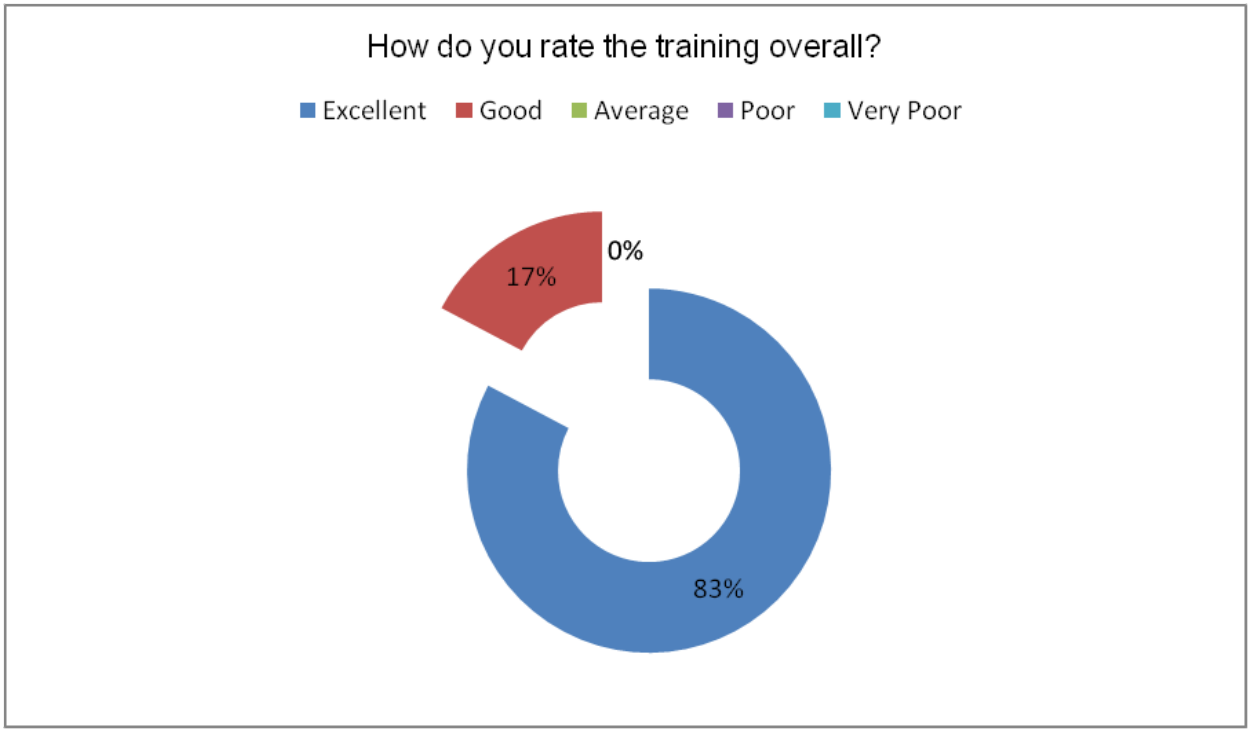
Daily Programme

Time	24/11	25/11	26/11	27/11	28/11	29/11	30/11	01/12
		Welcome to Asia	Culture Immersion	ICC Open Space	Coaching programme evaluation - How did I GROW?	Evaluation of the Project/How can I adapt it in my organisation?	General Project Evaluation	
08.00 – 09.00	ARRIVAL	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast	Break fast
09.00 – 10.30		Welcome to Asia - welcome get together activities	The Day of Immersion to a new Culture	Reflection on the Cultural Immersion ICC Test Handouts Intro to Open Space	Evaluation of own ICC competence "How did I GROW?" (coaching groups)	"Does culture matter?"- the future of the project in different sectors: NGOs, companies, Universities, Public sector	Team Networking - Connecting after the project	DEPARTURE
10.30 – 11.00		break		break	break	break	break	
11.00 – 12.30		Culture Shock Session	Visit a Temple Taking part in "Holly bath ceremony"	City Challenge	How did I GROW - individual reflections	"Does culture matter?"- the future of the project in different sectors	Goal Setting - How could we collaborate in other projects?	
12.30 – 14.30		Lunch at 13.00		Lunch	Lunch	Lunch	Lunch	
14.30 – 16.00		Starts at 15.00 Culture Shock Session	Lunch boxes will be provided to take with to the ceremony place	Open Space	Art Gallery of individual reflections	Exploring the local culture on your own.	Project evaluation YouthPass	
16.00 – 16.30		break		break	break		break	
16.30 – 17.30		Workshop "Making offerings for the traditional Balinese ceremony"	Information about clothing and special requirements to take part in the ceremony are provided in Info Pack	Open Space	Erasmus Programme Presentation (Focus on KA2)		Project evaluation YouthPass	
17.30 – 18.00		Reflection groups	Reflection groups	Reflection groups	Reflection groups			
18.00 – 20.00	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	Dinner	
20.00 – 22.00				International evening (games, dances, activities)	International evening (games, dances, activities)		Farewell party	

Evaluation Summary

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.The training met my expectations.	43.47%	56.53%			
2.I will be able to apply the intercultural communication skills in practice.	43.47%	52.17%	4.36%		
3. The content for the cultural immersion day was relevant to the overall goal of the training programme.	39.13%	60.86%			
4. The sessions for evaluating the online coaching phase were relevant to the overall goal of the	56.53%	30.43%	13.04%		

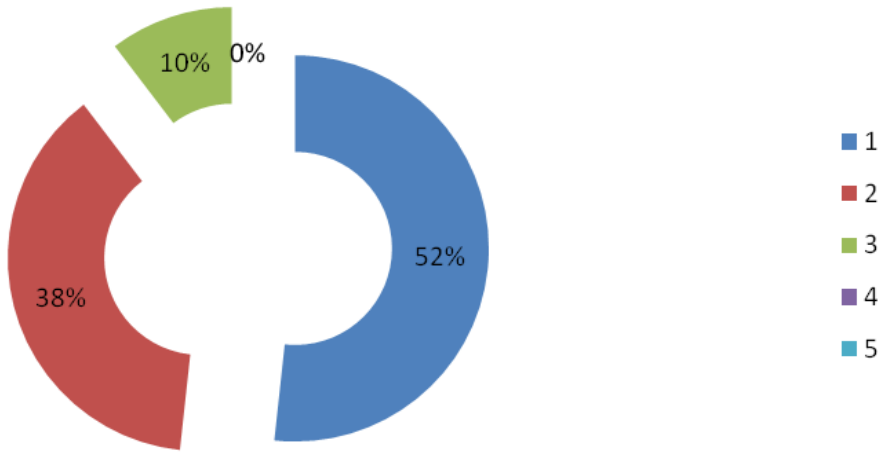
training programme					
5. The materials, presentations and activities organized were pertinent and useful.	60.86%	39.14%			
6. The quality of facilitation was good.	95.65%	4.35%			
7. The training activities were relevant for the objectives of the course.	65.21%	34.79%			
8. Active participation and interaction were encouraged.	60.86%	21.73%	17.41%		
9. Adequate time was provided for questions, reflection and discussion.	30.43%	52.17%	13.04%	4.36%	



What have been the most relevant experiences for you during this training course?	Participant from:
Discussions of values; exchange of experiences/opinions/expectations; discussion of stereotypes; feedback received from blogs.	Sweden
Very hard to pinpoint because, part of the reason, the course was so successful, is because we had the opportunity to experience so many different things and learn in different ways. I take a lot from the trainers and how they act.	Sweden
Cultural shock day and cultural evenings shared more information and knowledge about our differences and similarities.	
It was a great experience. I really learned a lot about how to communicate with people from different cultures. I learned how to listen, express ideas and respect.	Indonesia
Cultural immersion day was very fruitful. Sharing and reflecting on personal experiences made my day.	Turkey
Cultural immersion; learning by doing; GROW model (application); online coaching.	Romania
The holy bath; all the people and the conversations with them during the courses and during free time.	
I think the activities connected with the purpose of cultural immersion: the ceremonies, the discussions with the locals, asking questions, trying to understand the reasoning of different cultural aspects.	Romania
Taking holy bath at the hindu temple and meeting all these people from different cultures, countries and sharing different cultural values.	Nepal
Holy bath at the temple - I think this was the most relevant experience for cultural immersion.	Nepal
I believe that cultural changes enlarge peopleôs perspective of life. I had a chance to meet different cultures and feel empathy in a deep way. It is important to smile like a Balinese!	Turkey
Itôs great that it wasnôt only about knowledge, but about people, feelings, changes inside in order to change our lives and make choices.	Kyrgyzstan
Knowing myself better, knowing my culture better; knowing othersô	

cultures and widening my perspective.	
Cultural immersion into Balinese society; active exchange of cultural strategies.	
To meet people from many cultures and try to understand each other.	
Interactions with other participants and trainers; the coaching; the people; the open and including atmosphere that allowed people to trust and open up.	Sweden
Theory was 30% and practice 70% - interactive method in training.	Kyrgyzstan
Interacting with participants from different countries, learning new cultures, new habits and some theoretical background.	
The whole process of the training course was quite interesting; the way we learned about different people, cultures, places, religion, beliefs, limitations, my values, their values. Knowing myself was the most amazing experience I ever got in my life.	Nepal
The coaching programme.	
The overall course, non-formal learning methods, sharing cultures, coaching.	
The whole online coaching program and the holy bath were the most relevant experiences. Similarly, the mixture of people of different flavours of culture and the bonding I created with them.	Nepal
The cultural immersion - the holy bath; the online coaching; the discussions.	
The exchange of different perspectives and the atmosphere of tolerance and the willingness to understand.	Sweden
The most relevant experience was that I have learned about different cultures and immersed myself in new cultures.	
Immersion and training methods.	
The online coaching.	

Evaluate on a scale from 1 to 5 your involvement in this training course (1 is the highest and 5 is the lowest).



What aspects of the training could be improved and how ?	Participant from:
You all did an excellent job and complemented each other so well! I would perhaps try to have smaller group activities more + whole group activities less, to avoid dominant characters taking over + quieter characters not having a space to talk.	Sweden
Some small things: allowing more/less time here and there, sometimes setting up activities a little more clearly. Perhaps less is more? Dig into some things in more details. At the expense of what, though? Tough!	Sweden
Some sessions were very long and it was somehow difficult to focus.	
Time management.	Indonesia
During the training we had some resistance, different expectations from different people. Personally I would like to see more challenges in order to understand and touch the local culture and all 4 pillars. Even though I donâ like going out in the daytime because of the heat, interacting with local people was very exciting for me.	Turkey
More materials on the platform (online coaching).	Romania

Integration between facilitators can be improved. For some tasks, more detailed descriptions of the model/tool used would increase the quality of the output.	
The time management of the sessions. The sustainability and networking sessions, to be merged and compacted. We had a really full schedule, sometimes we had too little time for presentations or for discussing specific topics.	Romania
Cultural immersion by visiting many heritage and cultural sights.	Nepal
More training materials and more interactive participation will help.	Nepal
As a representative, sometimes I felt lost and tried to ask participants about what they have done during the TC in Romania. Participants answered my questions, but it was not satisfactory for me. There could have been an extra session for representatives for explaining the DCM blog and the workshops done in Romania.	Turkey
Time management in some activities.	Kyrgyzstan
The schedule, the order of the sessions mights be improved. This can be done such as combing the NGOs presentations and the elevator pitch activity.	
Combination of two modules, conflict management and facilitation, and create a new pillar for culture shock; working more on learning by doing; time management.	
Some sessions can be improved by using the example of each countryôs games/activities.	
Time aspects - not due to the trainers, but maybe it could have been more strict.	Sweden
To invite more countries with different backgrounds.	Kyrgyzstan
Time management - be strict with participants about time management.	
From my perspective, I think we needed some more time for the sessions. It was very difficult at times to complete some tasks in 30 seconds or one minute. Also we couldnôt go in depth in some important sessions.	Nepal
I donôt know. Everything was excellent!	

Working in big groups.	
In my opinion, I sometimes felt it was really hard due to lack of time to accomplish tasks. So I think time management should be improved.	Nepal
Maybe more days of cultural immersion, also some exchanges for some weeks in another culture.	
More help to encourage individuals who show behaviours that donôt display intercultural communication competences; distributing equal space/ encouraging some and help others to restrain themselves.	Sweden
Everything was OK, but there was no free space for participants.	
More literature.	

Who would you recommend this training to and why?	Participant from:
I think this would be incredibly valuable to anyone in the university environment! In reality though it would be hard for a lot of departments to justify sending their staff on such a course, unfortunately. (I suspect)	Sweden
Everyone. People with the ability to push their agenda through to people who need help starting their journey.	Sweden
Iôd like to recommend such kind of trainings to social workers also because they work with different groups and some of them are not professional.	
I would recommend this training course to youth workers, leaders, students from different countries and continents, including Africa and America.	Indonesia
The 4 different pillars are quite important for all professionals; especially for people who are working in an intercultural environment.	Turkey
Youth workers involved in international projects/work, teachers, people working in international companies.	Romania
Everyone from different sectors who needs or is interested in being more aware of differences and strengthen communication.	
Project managers, mentors, coaches, actors working with foreign volunteers, due to their involvement in intercultural settings and they	Romania

can become more aware of the way culture influences the working environment.	
I recommend this training to those who want to enlarge their competences in intercultural communication.	Turkey
To my colleagues from my organisation, leaders of NGOs in order to spread peace building programs.	Kyrgyzstan
Everyone!	
Presidents of NGOs involved in youth international projects; training staff working with students from different cultural background.	
Friends and my sister.	
People with an open mind to learn and change.	Sweden
Organisations in affected countries who receive a lot of international staff, but face difficulties.	Kyrgyzstan
To those who work in an intercultural setting. In my case, I would recommend this to my fellow teachers.	
I recommend this training to women, social workers and young people, so that they can make more efforts and get a platform to express themselves.	Nepal
To all people! Itôs a great opportunity for self development.	
I would like to recommend this training to young people, women and entrepreneurs because I think they can also make others benefit from this training.	Nepal
Yes - very professional team of trainers. Great materials, topics, wonderful places.	
Most people who work inter/cross culturally.	Sweden
Those people who are from culturally diverse groups because they can share their cultures to others.	
Students and teachers.	
I would recommend it to my friends and colleagues because itôs very useful to improve their intercultural communication skills.	

To support the long-term development of the project, we would like to collect some testimonies.If possible, we would appreciate you sharing what you feel about this training course.	Participant from:
This course has been a life changing experience for me. Through meeting inspiring people from all over the world and sharing with them on a deeper level. I will look at what I do in a completely new light.	Sweden
This training course was very useful for me, I started to work on my emotions and feelings. Before I didnâ pay attention to that.	
This course helped me to increase my awareness and sensitivity to culturally different models of behaviour.	Indonesia
I really appreciate the effort all participants put during the training.	Turkey
This training course was unique because it had different structure which gave me the opportunity to explore more the concept of intercultural communication. The online coaching was the time when I discovered myself and I put in practice all the methods I learned during the first part in Romania. The last part in Indonesia to taste and discover a new culture, to realise how different we are, but, at the same time, how many things we have in common. I would love to take part in the second edition of this amazing training course.	Romania
I really donâ want to go back, Iâ carry all my inspirations from here back home. I hope Iâ have other opportunities in the future to experience similar feelings.	
An interesting approach to the topic, supported by a practical experience which can offer to participants the chance to evaluate themselves: where they stand, what they want to develop, what specific things are useful and in which what way.	Romania
For my organisation, this training program was the best. My participants got to learn about facilitation, how to manage conflict. It helped people to grow and be confident in their life.	Nepal
This training is really useful for us. íDoes Culture Matter?òProvided us with different knowledge and opportunities in the intercultural communication sector.	Nepal
I think the profile of participants was really important to achieve the goal	Turkey

of the DCM project. And I realised that everyone is willing to learn as much as they can. Thank you for having us in such a comprehensive project.	
I feel very lucky and privileged to have taken part in this training course because this training course helped me to explore myself and others. I wish that the project will somehow continue and keep inspiring and helping to grow people all around the world!	
It was a useful experience and the added value was given by the diversity of participants (professional, personal and cultural diversity).	
This is a great experience that I will remember for my entire life. This opened my mind and knowledge about culture.	
Inspiration, confidence, joy, peace, drive!	Kyrgyzstan
This is an amazing training and has forced me to think out of the box. It has challenged me in a way I had never expected before. All this experience is just priceless.	
It was the first time in my life when I got this kind of huge platform. It was really special to me. I got many kind of experiences about people, cultures, ways of life when Asia and Europe come together. I learned to be more open, the mentors were successful to bring me insight and help develop myself. I got to know about myself during the whole process, which is not an easy thing in human life.	Nepal
It was very helpful, I got new experiences, skills. I opened a new world and discovered myself.	
I personally feel I really benefited from this training because this was the biggest platform in my life where I could come out from my Asian culture and get a chance to visit Europe in the same time. And now I feel so confident and I am even thinking to train young people and women from my country.	Nepal
This course/program helped me to enlarge my perspective about other cultures and communicate better and powerfully with the team. I have had some wonderful experiences that have opened me as a person. I met inspiring people who shared their countries and their stories. I have become a better me!	
This training meets participants where they are and helps them reach	Sweden

new levels of understanding differences and most importantly, helps them to gain new insights about themselvesé	
I would like to say thank you for a wonderful training experience that has taught how to respect other cultures and has taught me how to compromise in order to avoid conflict. It has developed in me the concept we canû define any culture as good or bad, but can be taken as just unique.	
It was great!	
Awesome. I was not sure about myself before I came to the training. Now I can find myself and know about my passions.	
It was one of the greatest decisions I took in my life. At first I hesitated to apply, however I learned a lot, reflected a lot...speechless. Great work.	

Other comments?	Participant from:
Thank you for doing what you do! It is people like you that give me hope for the future!	Sweden
Thank you! It wouldnû have been as rewarding without trainers like you.	Sweden
Thank you for great mentors, Alenka, Sebastian, Andreea.	Indonesia
The logistics part was also successful. Thanks to everyone!	Turkey
Thank you as well!	Romania
Keep it up! Continue these types of projects. It is worth it!	Nepal
We will miss you!	Turkey
Just one comment, you can use more media things. Maybe a film about this cultural journey?	Kyrgyzstan
I am grateful to those who made this wonderful journey fruitful.	
The best training I ever had! Thank you!	Kyrgyzstan
I would love to learn more about other cultures, people, make new friends. I think you guys must continue this journey to train more young people and women in order to let them know themselves and give them	Nepal

direction. Continue with these good ideas more and more!	
Thank you.	
Thank you for all your support!	
Thank you so much to everyone for accepting and welcoming us, Nepali people and respecting our culture in the same time. I feel so fortunate to be here.	Nepal
You were great! Thank you for everything!	
I would love to be able to see that this project continues and I want to recommend colleagues to apply if it does.	Sweden
Thank you for everything.	
Very satisfied!	

Evaluation notes from the meeting of the project partners, held in Bali, Indonesia, in November 2015

Asociatia ADDO (Romania)

Short and medium term outcomes:

This experience increased our capacity to implement cross-sectorial projects and also to cooperate with organisations from Asian countries. We experienced quite a few challenges, that were out of our control, visa issues, natural disaster and it was really good to rely on our partners, which is why I believe this strong partnership we have, is one of the most important results of this project.

Long term outcomes:

We believe this is just the start, because, based on the results of this project, on the changes we saw in participants, we definitely want to continue on this path - develop the training even more and organize it again next year.

Suggestions for improvement:

This project required a lot of human resources, so we need to see in the future how we can make it more efficient, keeping the same level of quality.

Other notes:

Definitely, this is just the beginning.

Yayasan Act Global (Indonesia)

Short and medium term outcomes:

This was a lot different than other projects. It had different phases and coaching and it was good that participants had to do activities in their work. For us, it was really great.

Long term outcomes:

This is a project good to be replicated. And also, the Indonesian participants really enjoyed this intercultural exchange, and now they are getting ideas to do business and other projects in their local communities.

Suggestions for improvement:

It was time challenging, for participants and also for the mentors/trainers.

Other notes:

Isleyen Zihin Egitim Yazilim Bilisim Danismanlik Ithalat Ihrac (Turkey)

Short and medium term outcomes:

What was discussed in the study visit was achieved. Every participant knew why they were here and they were hungry to learn.

Long term outcomes:

Now, it is early to see the long term results, but I knew the goals before and I can see the results now, which is really good.

Suggestions for improvement:-

Other notes:

The profile of the participants was really good.

Goeteborgs Universitet (Sweden)

Short and medium term outcomes:

The participants we sent here got new knowledge and skills. They became more relaxed, competent. They learned to combine joy and they got inspired by new perspectives.

Long term outcomes:

Participants plan to integrate what they've learned in their teaching. They are working on a new course syllabus, this is a process, but it is worth it. Introducing non-formal education will change things in communicating with international students, will change the way of teaching and communication with colleagues.

Suggestions for improvement:

To ask participants to read more about the topic before coming to the training course.

Other notes:

Excellent dynamic of the group, very good selection of the group and very good group cohesion.

"Youth of Osh" Public Association (Kyrgyzstan)

Short and medium term outcomes:

Individual changes at the level of our participants - the coaching was very important and they feel they can change.

Long term outcomes:

We still need time to evaluate and to see the long term outcomes. What is important is that they can apply the skills they got here in their work. This was a good opportunity for networking for future projects and ideas.

Suggestions for improvement: -

Other notes:

The coaching phase was very good, because they didn't forget what they've learned and they applied it, which was really useful.

Volunteer Community Development (Nepal)

Short and medium term outcomes:

Does Culture Matter? is the perfect project for us, because we can implement what we've learned, immediately, in our work with international volunteers.

The people from my team built their personal confidence, they understand things better, they can manage conflicts better. I was amazed to see how Pratikshya has changed, how she developed.

Long term outcomes:

Until now I, as the head of VCD Nepal, was doing everything myself, now, after this project, I can let my team do it. We will rebuild our volunteering activity.

Suggestions for improvement:

Organisations can exchange articles/literature about their culture.

Other notes:-

To read more about the project “Does Culture Matter?”, please visit www.doesculturematter.org.

If you have further questions regarding this report, please contact us:

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