

European Forum on Integration of Migrants and Refugees

Hamburg 24–25 October 2019

31 Workshops

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2. Partnership Skåne - Health equity & social inclusion; integration of migrants

Katarina Carlzén, Head Coordinator Partnership Skåne; Skåne County Administrative Board, Sweden
Ziad Jomaa, Skåne County Administrative Board Sweden
Annika Annerby Jansson, Region Skåne, Sweden and Conference of Peripheral Maritime Regions (CPMR)
Elisabeth Waagensene, WHO Europe

Workshop leaders

Katarina Carlzén

Theme and content

Addressing issues relating to health and social inclusion is key for a successful integration process. Why is that so and how can this be implemented on a practical level? How can key findings be transferred to other regions?

Enhancing the interaction

Presentations and discussion.

Other information

Partnership Skåne (PS) is a multilevel governance platform, including political level, dealing with integration of migrants on local, regional, and national level. PS is presently coordinating a national capacity development program financed by the ESF and on assignment of the National Ministry of Health and Social Affairs in collaboration with 150 municipalities, five universities, all counties in Sweden and around 50 NGO:s. The work of PS, reaching practically all newly arrived migrants in the region, has been published in the WHO Europe book "Health diplomacy – spotlight on refugees and migration" as case Sweden.

Region Skåne is responsible for health care in Skåne and for the regional development strategy. In addition to the work in PS Region Skåne is also working with projects such as [MatchIT](#) and [Mentoring program for foreign born women](#), utilizing the valuable skills of migrants for sustainable societal growth. The mentorship program has proven to be a well-functioning method for faster and more efficient integration into the labor market.

The partners would like to share tools and methods with neighboring countries for synergy effects in the whole Baltic Sea Region society.

3. Supporting Small and Medium-Sized Enterprises (SME) in recruiting and training of migrants and refugees

Workshop leaders

Susanne Dorn, Arbeitsgemeinschaft selbstständiger Migranten e.V. (ASM), Germany

André Grabinski, Federal Institute for Vocational Education and Training, Germany

Tamim Wafa, Arbeitsgemeinschaft selbstständiger Migranten e.V. (ASM), Germany

Dina de Haas, KAUSA-Servicestelle Region Hannover

Theme and content

The KAUSA training and migration coordination centres aim at the support of (migrant owned) SME as well as young migrants and refugees. Both groups are advised on questions concerning vocational training and education. One of the main goals of the KAUSA centres is to open SME for training of migrants and refugees. The KAUSA centres developed a wide range of methods and tools which will be presented in the workshop.

Enhancing the interaction

In short role play sections, participants will have the possibility to sample the consultancy of SME based on the experience gained by the KAUSA centres.

4. Attracting, integrating and retaining qualified third country nationals in the Baltic Sea region - reflections from a transnational research project

Workshop leaders

Svenja Heinrich, CJD Nord, Hamburg, Germany

Eckart Müller-Bachmann, CJD Nord, Hamburg, Germany

Franziska Pohl, CJD Nord, Hamburg, Germany

Theme and content

The workshop will elaborate on the findings of the AMIF financed project: “Standardised Procedures for Recruiting Promoting and Integrating Qualified Migrants from ThirdCountries in the Baltic Sea Region” (July 2015 to June 2018).

In the course of the project interviews were conducted in Sweden, Denmark, Finland, Poland and Estonia with both qualified third country nationals as well as various stakeholders supporting this target group in their professional and social integration. A particular focus of the project was the assessment of the needs and conditions of wellbeing of qualified third country nationals.

Based on the interview findings counselling tools were developed including a “well-being curve” and a “mood barometer” – allowing for a more comprehensive approach to counseling beyond the targeted categories of employment and academic education. The project also identified good practices of attracting, integrating and retaining international professionals to the Baltic Sea region. Amongst the policy questions arising in this context were:

- What could be the parameters for a “common branding” of the Baltic Sea region to address skills shortage in many countries?
- How could support service provision be improved to address the needs of third country nationals more holistically?
- What can governments and the private sector do to improve their strategies of talent attraction towards a more holistic approach?
- How could retention and a global trend of “brain circulation” be combined?

Enhancing the interaction

After the introduction of the project and findings – including the “voices” of third country nationals in the region – participants are invited to engage into a group discussion to reflect on holistic approaches to integration and retention in the Baltic Sea region. Given the international composition of the conference the workshop will benefit from the input of participants from the above mentioned countries and their dialogue on their respective professionals experiences.

5. Erzählcafé (storytelling café): What do we need for a successful integration

Workshop leaders

Ingrid Breckner, HafenCity University Hamburg, Germany

Hazal Budak, HafenCity University Hamburg, Germany

Umut Ibis, HafenCity University Hamburg, Germany

Frauke Meyer, Universität Hamburg, Germany

Theme and content

During our two empirical studies “Refugee City. Explorations of urban living conditions, place-making and appropriation practices of refugees” (2016-2018) and “Transformations of the Refugee City. Further Explorations of urban living conditions, place-making and appropriation practices of refugees” (2018-2020), we did several interviews with refugees regarding the experiences they’ve made since their arrival in Hamburg.

In the proposed workshop, we would like to give the opportunity to speak for themselves to 3-4 of these experts on their own integration. Their focus will be on integration to housing, labour market, education and health care services. They will tell us about their experiences and their ideas on what is needed to provide concepts of integration that meet the needs of the individual. Therefore, we will use the interactive method “Erzählcafé” (“storytelling café”). That method provides the possibility to tell one’s own experiences and points of view.

Enhancing the interaction

We will use the “Erzählcafé” (“storytelling café”) as an interactive method. Participants will discuss the refugee’s narratives, statements and experiences on integration topics with the support of the workshop leaders as moderators. The workshop leaders will also use their own research experience and the results from the two projects to enhance the discussion.

6. Diversity management at working place

Workshop leader

Sari Kanervo, Turku City, Coordinator of Migrant Affairs, Finland

Theme and content

Advantages and challenges of multiculturalism at working palce and how to cope with it.

Enhancing the interaction

With playful method - and short introduction of theme and glossary

7. Hamburg as a safe haven- Roundabout Routes to Vocational Integration for Asylum Seekers and Refugees

Workshop leaders

Maren Gag, passage gGmbH, Germany

Franziska Gottschalk, basis & woge e.V., Germany

Susanne Feess, ausblick hamburg, Germany

Theme and content

Asylum seekers and refugees without a secure right of stay are not included in all publicly funded programs for vocational educational and language training. Due to these disadvantages the implementation of an innovative network approach launched by diverse actors of civil society and also “strategic partners” from public authorities, chambers and companies since 2002 had been generated major impulses for practice and policy in Hamburg.

In the workshop will be presented and discussed: quality characteristics of network approach and good practice models, including training support through sustainable concepts (mentoring) and practice for the participation of refugees with disabilities.

Enhancing the interaction

Presentation of network activities via information wall (practice of 9 subprojects) and very short inputs by 3 presenters, dialogue by an interactive Q&A session.

8. GoodVET: Indicators of Good VET practice for refugees

Workshop leaders

Junmin Li, University of Cologne, Lehrstuhl f. Wipäd, Germany

Katrin Posch, University of Cologne, Germany

Theme and content

This workshop is divided into two stages. At the first stage the derived quality indicators for the integration of refugees through vocational education and training from the Erasmus+ Project GoodVET will be presented. At the second part, participants will be enhanced to exchange their practical experiences in the collaboration with refugees and share their knowledge.

Enhancing the interaction

Discussions, Think-Pair-Share, digital tools e.g. mentimeter

9. “Landgewinn” - social and political empowerment of migrants in rural areas

Workshop leaders

Niklas Muhlack, AWO Landesverband Schleswig-Holstein e.V., Project Coordinator, Germany

Theme and content

By briefly introducing the pilot project "Landgewinn" of the Arbeiterwohlfahrt Schleswig Holstein, the workshop will discuss challenges, potential approaches, and possibilities for social integration of migrants and refugees in rural areas.

Enhancing the interaction

Following a brief presentation of the project, the participants will discuss in two groups (World Café) the challenges, potential approaches, and possibilities for social integration of migrants and refugees in rural areas.

10. Fast Tracks Through Education and Into the Working Life

Workshop leaders

Matti Mäkelä, City of Turku Education Division, Head of the Project Management Office, Finland

Theme and content

The workshop's idea is to share the best practices in shortening the route through education and into the working life for newly arrived immigrants and refugees. Moreover, the workshop collects the challenges and possible solutions for the future.

Enhancing the interaction

The whole idea of the workshop is to share, learn and create together.

11. MICADO - Migrant Integration Cockpits and Dashboards

Workshop leaders

Prof. Jörg Rainer Noennig, CityScienceLab, HafenCity University, Germany

Marie Malchow, CityScienceLab, HafenCity University, Germany

Benedikt Seitzer, CityScienceLab, HafenCity University, Germany

Theme and content

During the workshop, we will introduce the EU Horizon2020 research project "MICADO" and give room to discuss its goals, approach and importance.

Today, migration is part of the urban reality and confronts cities and municipalities with the challenge of organising the arrival process in a way that highlights and supports the positive effects of migration. By using new technologies of data analysis and data integration on the one hand and easily accessible audiovisual interfaces on the other, MICADO will provide a technical solution to make arrival and participation processes more efficient. These systems should facilitate communication with and between local authorities and facilitate access to relevant information.

The user-oriented data services, which integrate both local and regional as well as national migration-related information, focus on the four areas of work, education, housing and health and the three target groups of migrants, local authorities and initiatives in the field of migration. The services will be developed and tested in co-creative processes in cooperation with the target groups.

Enhancing the interaction

There will be a Q&A after the presentation of the project.

12. Actions to get immigrants faster to the labour market – Principal points of view

Workshop leaders

Kalle Ojanen, City of Turku, Vocational Institute, Head of the Unit, Health care & social services education, Finland

Anne Laine, Sataedu, Principal, Kokemäki, Finland

Theme and content

Running a school in vocational institute is not just counting on projects. Ageing in society needs big amounts of immigrants to certain professions. If not any actions taken before 2030 the situation is completely slipping through our fingers. Certain actions can be supported by projects but the big picture needs much care-taking as a whole. The labour-market has started to complain that there is not enough skillful labour-force coming to free vacancies. Immigrants are not properly seen as a solution. How can vocational institutes help them? How to create good strategies to answer needs in society on next 10-years perspective? Do we have similar ideas or needs without looking at which country we are talking about? What can we do together with common needs and win-win situations?

Enhancing the interaction

The Finnish examples are under the scope and thoughts how to develop them further will be awakened. Hoping to get attending principals together. Several internet-based interactive methods are used during the workshop. Discussion how to shorten the time spent in VET on European level.

13. Road map for integration of victims of human trafficking among migrants in Finland, Germany and Sweden

Workshop leaders

Vineta Polatside, Concil of the Baltic Sea States (CBSS), Head of the Task Force against Trafficking in Human beings unit, Stockholm, Sweden

Endrit Mujaj, CBSS, Adviser, Sweden

Farah Abdi, Somali refugee, blogger, human rights activist and author, Berlin, Germany

Ninna Mörner, Editor Baltic Worlds Södertörn University, Independent expert on trafficking in human beings, Sweden

Theme and content

The phenomenon of human trafficking in connection with immigration to destination countries remain largely understudied. Existing integration measures in main countries of destination, like in Germany, Sweden and Finland, have been scaled up since the inflow of asylum seekers in 2015 and 2016.

However, most of these initiatives target migrants in general and are not specifically designed for exploited migrants and victims of human trafficking who due to their vulnerabilities and experienced trauma need special approaches, longer term and more flexible integration pathways.

Protection of trafficked persons is one of the main pillars of anti-trafficking work. Long-term protection and empowerment measures, without any doubt are crucial for successful integration into society alongside prevention of revictimization. However, there has been little attention paid to the long-term prospects of trafficked persons who stay in their destination country. Trafficked persons face life after exploitation and trafficking by and large on their own.

The workshop will focus on long-term protection initiatives beyond the provision of an official status for victims of human trafficking and into integration measures, especially concerning social and labour inclusion. Early labour market entry is a key determinant of long-term outcomes.

Integration measures of trafficked persons will be presented and examples of existing good practices and main challenges in protection and integration measures for trafficked persons at the local level will be mapped out.

Enhancing the interaction

The workshop will be organized in an interactive manner, involving the audience and taking them on this road of integration through the experiences of Ms Farah Abdi.

Farah Abdi is Somali refugee, blogger, human rights activist and author of a book "Never arrive". She is also the recipient of the International Bremen Peace Award and the Queen of England award for young leaders. Farah will tell about her journey, not only physical but also mental and emotional, dreams and aspirations and challenges migrants face in search of the better future. Participants will be asked to "cross" checkpoints and overcome challenges on a way to the desired state: the person is an active member of the society – economically, politically and socially empowered.

14. Integration of newly arrived women – exchanging methods

Annika Rosbring, City of Stockholm, Project Manager, Sweden

Julia Melzer, Senatsverwaltung für Integration, Arbeit und Soziales, Berlin, Germany

Monira Kerler, MetropolisNet EEIG, Berlin, Germany

Workshop leaders

Annika Rosbring and Julia Melzer

Theme and content

As part of the European Fast Track Action Boost-project, Stockholm and Berlin exchange methods focusing on integration of newly arrived women. The methods include language training for professionals, collaboration with employers and out reach work.

The workshop will focus on the possibilities to learn from each other, ways of sharing methods - and ideas to integrate newly arrived women. We see that even though European countries are different - we share common challenges!

Enhancing the interaction

In order to create interaction, we would like to discuss with participants:

- Major challenges regarding newly arrived women
- Ideas to share best practices
- Examples of successful exchange and interaction between cities

15. Service Co-Creation and Empowerment - Making it happen!

Workshop leaders

Doris Scheer, Diakonisches Werk Schleswig-Holstein/SEMPRE Accelerators, Project Manager, Rendsburg, Germany

Anette Nielsen, University College South Denmark, Assistant Professor, Esbjerg, Denmark

Hartwig Wagemester, Academy of Economics, Kiel, Germany

Theme and content

SEMPRE Accelerators for Service Co-Creation is an Interreg extension project. Its work approach is based on empowerment and strongly advocates user-involvement. SEMPRE Accelerators focusses on eight micro-projects (initiated in the SEMPRE project, www.sempre-project.eu) and their transition to social start-ups. In order to support the SEMPRE micro-projects on their journey, the project partners have tested a number of participatory support tools. A small choice of tools will be presented in the workshop and experienced by the workshop participants. Two SEMPRE Accelerator project partners work together with migrants and refugees in micro-projects and want to share their insights with the Forum and the workshop participants in particular.

Enhancing the interaction

After a short project introduction, the participants are invited to cooperate in a world café format on key questions (prepared by the workshop organising team) in relation to opportunities and obstacles of co-creation processes in micro-projects which are owned by migrants and / or refugees (practices examples from the SEMPRE project). The world café results can be shared with a wider audience.

16. Sfx - how to capture the skills and competences brought by new immigrants!

Workshop leaders

Katarina Stiessel Fonseca, Sfx in Stockholm Region, Coordinator, Sweden

Sam Yildirim, County Administrative Board of Stockholm, Development Manager, Sweden

Theme and content

Sfx is a regional cooperation between 26 Stockholm municipalities, the County administrative Board of Stockholm and Stockholm County Association of Local Authorities. It started as a project for academic medical professions in the year 2001 and it now has 10 implemented programs in both academic and vocational fields, please see www.sfx.se.

Sfx combines intense Swedish language training (using national curriculum) with courses, fieldwork, special lectures etc to offer new immigrants an effective way to be able to work in the profession they have been previously trained for. It is just as much a tool for the recipient society (region etc.) to be able to make use of, employ and benefit from the competences and professional experiences new immigrants bring.

We would like to share the concept of Sfx, and our experiences of it, in dialogue with the workshop participants as an Interactive Q&A session.

Enhancing the interaction

Interaction and dialogue with participants and their questions and reflections will be a key component. Most likely the participants will have questions continually, and if not, we will have questions for them. Response to participants spontaneous questions will be given priority.

Other information

Sfx is Swedish for Professionals, Intense Swedish classes combined with courses etc to enable individuals new in Sweden to resume their career in their new country. It is also an instrument for the recipient society to assess and illuminate the competences that newcomers bring.

17. Training entrepreneurial competencies

Workshop leaders

Hanna Tarvainen, The Federation of Finnish Enterprises, Service Manager, Turku, Finland

Stu Riikonen, Humak University of Applied Sciences, Senior Lecturer, Turku, Finland

Jenny Honka, Humak University of Applied Sciences, Project Manager, Turku, Finland

Theme and content

Within our current project TEMPO we meet immigrants with different status and backgrounds, and help them to create their paths to become an entrepreneur or an employee. Their competences and background knowledge how to start a business in Finland vary a lot. The main focus in our actions is to encourage immigrants to recognize their competences, to help them to understand the facts of making business in Finland and supporting them to formulate their business ideas into concrete calculations and business plans. The aim is to create service models which acknowledge the different needs of settling immigrants to support entrepreneurship and employment. In our workshop we will present best practices tested in our project by using interactive methods and get feedback for future development.

Enhancing the interaction

We want to encourage discussion between participants based on their experiences in good and in bad. The aim is also to create new ideas by using interactive methods.

18. FutureMakers - A three way path to integration

Workshop leaders

Karel Van Bouchaute, Thomas More University College, Lector, Geel, Belgium
Ann Engelen, Stebo vzw, Staff member, Limburg, Belgium

Theme and content

FutureMaker is a collection of three strenghts-based methods to promote the integration of vulnerable people into the labour market.

FutureM@ker is an e-tool to supports coachees in the search for inner strength as building blocks for the personal future.

FutureMates is a playful group process focussed on discovering personal energy boosters to design the future.

FutureFactory encourages members of an organisation to develop new insights and initiatives with regard to the diversity and inclusiveness of their own organisation. It is an appreciative inquiry into 'the power of being different and equal'. All methods use insights from the field of Positive Psychology and Appreciative Inquiry.

Enhancing the interaction

We will briefly tell the story of FutureMaker. We will form small groups and encourage participants to try out some of the tools. We collect feedback and feedforward for future possibilities. .

19. Firefighters: role models promoting social inclusion

Workshop leaders

Kim Lintrup, Frederiksborg Fire & Rescue Service, Executive Director, Denmark

Theme and content

Firefighters are ranked as one of the most trustworthy professions across all global regions. Therefore, firefighters have the potential to do something more for their communities than firefighting. Being aware of this, some firefighters have already used, with very successful results, their trustworthy position to promote fire safety among the most vulnerable groups. As an example you can watch "The story of Zouhair".

This proves that something is changing in the Fire and Rescue Services. Firefighters are becoming aware of their potential to do something more for their communities than firefighting. However, a lot more can be done if firefighters can access high quality training on how to use their position as role models to promote fire safety among the most vulnerable groups.

In this context, we have developed the first online platform (www.firefightersplus.eu) for firefighters on how to use their position as role models to promote fire safety among the most vulnerable groups including the following sections:

Get inspired with videos of the actions to promote fire safety among the most vulnerable groups carried out during the project by firefighters from several EU countries.

Online Training on how firefighters can make the most of their position as Role Models to promote fire safety among the most vulnerable groups.

Tools to plan, implement, evaluate and disseminate the results of actions to promote fire safety among the most vulnerable groups.

Enhancing the interaction

By presentation and a short film.

20. Skills assessment in gastronomy and hotel business for refugees

Workshop leaders

Susanne Winterberg, Grone-Bildungszentrum für Qualifizierung und Integration, Manager of the department für Refugees and Migrants, Hamburg, Germany

Jan Harzmann, Grone-Bildungszentrum für Qualifizierung und Integration, Head of department Fortbildung – Integration – Sprache, Hamburg, Germany

Theme and content

You will gain insights in the concept and implementation of our project "Skills assessment in gastronomy and hotel business" which helps refugees with professional experience or at least great interest in this industry to demonstrate their skills and talents in kitchen work, service and housekeeping. Together we will learn how this project empowers them in order to enter the labour market and to support Integration.

Enhancing the interaction

After showing a video and some photographs of our project's participants we will discuss the supposed challenges for refugees to find good jobs in the gastronomy and hotel business in small groups. We will take into account the different countries of origin of the workshop's participants and asking for the conditions of success and for the experiences in other cities or countries with this kind of practical assessment. We will also discuss the meaning of practical work in order to motivate and appreciate the efforts of the refugees in the process of integration.

21. Support and individual assistance to foster occupational careers of refugees aged 18–25

Gerrit Karpowski, AQtivus, Hamburg, Germany

Renata O’Connell, AQtivus, Deputy Managing Director, Hamburg, Germany

Ros Cassidy, AQtivus, Hamburg, Germany

Workshop leaders

Gerrit Karpowski

Ros Cassidy

Theme and content

Based on a prototypical client and a common counselling concern, which is related to occupational career, we are aiming to give workshop participants an insight into our project’s supporting activities for refugees aged 18–25.

The workshop aims at providing participants with basic knowledge about contents of a typical support process. Its further goal is to activate collaboration of workshop participants, thus enabling to find multinational solutions to an occupational concern.

Enhancing the interaction

We will be using an interactive Q&A session to develop an understanding of issues that refugees face after flight out of their home country. Further, a group method will be used to discuss the variety of possible solutions to the counselling concern.

22. Digital services for newcomers

Workshop leaders

Leena Graeger, Behörde für Arbeit, Soziales, Familie und Integration, Hamburg, Germany

Maïke Westphal, Bezirksamt Hamburg-Mitte, Hamburg, Germany

Theme and content

Residence permit, job search, childcare and insurance: a relocation process can be overwhelming. Regulations and the jungle of authorities and different agencies is already exhausting for everyone, but especially difficult if you are not fluent in the language, you lack your normal network of family and friends and you have to do basically everything at the same time.

With the help of the Hamburg Welcome Center and the Hamburg Welcome Portal we facilitate the arrival process. We give an overview of the first steps that are necessary (such as visa regulation, entry and residence regulations and how to obtain them) as well important information on the aspect of living and working in Hamburg and how to speed up the integration process. The Portal is bilingual (German and English).

Enhancing the interaction

The Welcome Portal was developed to make arriving and settling in in Hamburg easier. What is the approach in other cities to facilitate the relocation as well as the integration process? What are your experiences? Is a website still up to date? Are there other ICT solutions better equipped to provide help while relocating? We welcome best practices and ideas for the future.

We welcome a discussion among the participants of the workshop and are interested in hearing about different approaches and experiences in other cities.

23. New Entrepreneurs: Supporting and Integrating Migrants as Business Founders and Successors in SMEs

Workshop leaders

Mira Alexander, Hanse-Parlament e.V., Project Manager, Hamburg, Germany

Theme and content

The workshop is based on the project "New Entrepreneurs" in which refugees and migrants in Austria, Italy and Hungary are supported in their journey of starting or taking over a business. After an initial competence assessment and motivation & creativity workshop, the participants receive intensive one-on-one coaching and take part in an entrepreneurship training to be prepared to start an entrepreneurial activity. Within the overall theme of labor market integration, the main focus of this workshop is on the topics of competence assessment as well as the sensible use of human resources made available through migration to tackle the ever-growing shortage of skilled workers and business successors.

Enhancing the interaction

The workshop will be structured as a "future workshop" with three phases. After a brief initial presentation of the topic and project, each participant is invited to express what bothers him/her the most within the given topic, i.e. labor market integration of refugees (Phase 1: Critique/Complaint Phase). During the next phase (Phantasy/Utopia), the participants develop ideas completely free from reality - the aim is to formulate visions and not solutions to problems. In the last phase (Realisation or Practice Phase), visions are linked with complaints and reality; hence a conversion of the desirable visions to practical solutions takes place. To wrap up, the results are summarized: what do we have, what do we want and how can we approach change.

24. Possibilities for consultation and support for migrant workers. Labour-market integration and legal problems at the workplace

Workshop leaders

Rüdiger Winter, Arbeit und Leben Hamburg e.V., Head of department, Hamburg, Germany
Fanny Jouvenelle, Arbeit und Leben Hamburg e.V., Project Manager, Hamburg, Germany

Theme and content

Arbeit und Leben provides several services for migrant workers to promote mobility and integration into labour market (career planning, internships) and gives support in case of legal problems with employers (exploitation, unfair working conditions).

Enhancing the interaction

PPT-Presentations, questions and answers, discussion.

25. Measuring non formal competences: practical assessment as successful tool of labour market integration of refugees

Workshop leaders

Dr. Friederike Föcking, Behörde für Arbeit, Soziales, Familie und Integration, Referentin im Referat Arbeitsmarktintegration von Geflüchteten und Zuwanderern, Hamburg, Germany

Monique Kutz, Behörde für Arbeit, Soziales, Familie und Integration, Hamburg, Germany

Theme and content

In Hamburg, the city, the labour administration and guilds have jointly developed the process “Hin zum Handwerk” (“Your way to craftsmanship”): After four weeks competence assessment in various professional fields the participants gain first qualification in a special trade (20 weeks) to enhance their chances to find a job or start vocational training.

For four years now, the City of Hamburg, the Hamburg Employment Agency and Jobcenter team.arbeit.hamburg have been working together with specialised independent organisations, chambers of commerce and business associations to quickly place refugees in work or training. The positive experiences from this cross-organisational approach are now to be extended to other target groups. In the workshop we want to present this model and discuss the challenges and opportunities associated with it.

Enhancing the interaction

We want to present the instrument (15 minutes max.). Afterwards we invite the participants to describe similar examples or problems with measuring non-formal competences, depending on their experience. Finally, we want to discuss the transformation potential of these examples.

26. Going into craftwork - Competence development and vocational orientation for refugees in craftwork

Workshop leader

Bera Bischoff, WHDI-Bildungs-GmbH, Project Manager, Hamburg, Germany

Theme and content

How to become a professional specialist in craftwork companies?

The project of 6 craftwork guilds was developed to bring refugees without formal qualification in professional life.

First part: refugees show their professional knowledge in assessment centers in 6 different professional training centers and come into contact with German craftwork professions.

Second part: Vocational orientation takes motivated refugees with sufficient scholar knowledge to prepare them for vocational training and work in companies or short professional trainings.

Enhancing the interaction

After a short introduction of the project we encourage to discuss how to surpass the difficulties for refugees and companies on their successful way of integration by bringing your own examples.

27. Innovative and needs based information tools for migrants' access to services

Workshop leaders

Ali Rıza Beşkat, Directorate General of Migration Management (Ministry of Interior), Migration Expert, Ankara, Turkey

Burak Yaşar, Directorate General of Migration Management (Ministry of Interior), Migration Expert, Ankara, Turkey

Theme and content

In Turkey, the Law on Foreigners and International Protection (LFIP) gave the responsibility to Directorate General of Migration Management (DGMM) to regulate the harmonisation (integration and social cohesion) activities and also created a single department named the Harmonisation and Communication Department to support harmonisation policy processes and activities.

In line with their mandate, DGMM has coordinated a policy work on harmonisation since 2016 and Turkey's Strategy Document and National Action Plan on Harmonisation was adopted in February 2018 at Migration Policy Board Meeting and entered into force in November 2018. The Document has been prepared through numerous consultations with state institutions at central and local level, CSOs and migrants as well as through support of research and thematic activities. The Document includes 6 chapters on welcoming, orientation and information; education, health; labour market; social services and aid as well as social participation and cohesion. It is foreseen to be implemented during 2018-23 and gives task to each line Ministries, municipalities, CSOs and international organizations.

At the scope of information chapter of Harmonization Strategy Document and National Action Plan DGMM has created innovative information tools as user-friendly information web site (where foreigners and host community could find informations about living, culture, access to services, education system etc.), mobile application (which serves in 6 different languages) and call center (serves in 6 different languages, 7/24) and migration information centres.

We will present preparation process of National Action Plan and coordinating mechanism of all institutions and chapters of National Action Plan. After that, we will focus on innovative information tools and the importance of centralised information network.

Enhancing the interaction

We will pose questions (not only classical way but also innovative ways such as mentimeter) that will be discussed and addressed on spot and also take the questions of participants.

We would like to project mobile application and web site onto screen and discuss them.

Other information

Directorate General of Migration Management (DGMM) is a state institution that has the mandate to regulate all matters regarding migration and refugees in Turkey. Its mandate includes a range of services from the registration of refugees to integration activities. DGMM collaborates with international organizations such as UN agencies and GIZ.

28. Pathway into working life for newly arrived in Hamburg:

Part I – AvM-Dual

Workshop leaders

Birte Blunck, Hamburg Institute for Vocational Education and Training, Hamburg, Germany

Birgit Kruse, Hamburg Institute for Vocational Education and Training, Referatsleitung

Übergangsmanagement und berufliche Qualifizierung, Hamburg, Germany

Maïke Puls, Hamburg Institute for Vocational Education and Training, Head of department, Hamburg, Germany

Two students

Theme and content

Since February 2016 AvM-Dual is the regular dual pre-training preparatory course for newly arrived young people between the ages of 16 and 18 in Hamburg. AvM-Dual is organized by the Hamburg school authority and takes two years. It is realized in cooperation with training providers and companies from Hamburg. The students study three days at the school and work two days in a company. Mentors accompany the students in the company and reflect their work experience in the vocational school. The students benefit from integrated language support in the company. German language instruction in the vocational school supplements the language learning. The individualized teaching consists of professional and cross-occupational subjects and language support. Teaching is based on the individual learning processes and needs of the young people. Learning groups consist of a maximum of 15 young people. The newly arrived acquire cultural competencies, learn the German language and develop a realistic professional perspective.

The workshop will introduce the pre-training preparatory course AvM-Dual and the first results of integration of students finishing AvM-Dual into the labour market.

Enhancing the interaction

While presenting the pre-training preparatory course the students will answer questions and talk about their first-hand experiences.

29. Pathway to working for newly arrived in Hamburg

Part 2: Language support in VET

Ursula Baxmann, Landesinstitut für Lehrerbildung und Schulentwicklung, Coordinator Language Education in Vocational Education, Hamburg; Dagmar Semrau, BS 13 - Vocational School in Hamburg

Workshop leaders

Ursula Baxmann and Dagmar Semrau

Theme and content

Some apprentices at our vocational schools are migrants or refugees with a language level in German less than B1/A2 of the CEFR, which is too less to complete a vocational training successfully. In Hamburg we offer special trainings at the vocational schools to support these students in improving their technical language so that they can complete their final examination successfully and work and learn together in the classroom.

Enhancing the interaction

Enhancing the interaction

After introducing the concept in Hamburg's vocational training the workshop shows some examples of good practice at vocational schools in Hamburg which are brought up to be discussed.

30. Fostering inter-cultural competence and diversity within the public sector: a key to more inclusive economies and societies

Workshop leaders

Sonja Basjmeleh, IQ Netzwerk, Referentin für Zuwanderung und Interkulturelle Öffnung, Hamburg, Germany

Beate Spyrou, IQ Netzwerk, Referatsleiterin

Theme and content

The continuing rise of international migratory movements is making immigration countries around the world increasingly diverse in their societal, cultural, religious and linguistic fabric. Achieving real inclusion in the face of these trends will constitute a central task in decades to come. Equal access to public services is essential to full participation in employment and society. But guaranteeing this equality of access and support can be daunting, particularly where the public sector is confronted with a vast array of profiles and needs stemming from a multiplicity of cultural, biographical, and professional backgrounds. Thus, to prevent discrimination and secure high-quality services for all, the promotion of diversity and intercultural skills within the public sector is both urgent and indispensable. Given the importance of work for societal inclusion, public employment services (PES) deserve special attention.

In Germany, the Network IQ supports PES in dealing with an increasingly heterogeneous client base, both at the structural level (anchoring diversity competence in the administration's identity) and at the micro-level (intercultural trainings, tools for barrier-free communication). This workshop will present and discuss concrete formats, tools and materials that are implemented and further developed in Hamburg and Germany. With the view on the innovative success factor "from practice for practice" the tools represent the result of a process, in which every-day-challenges of PES employees were considered precisely, by including these employees in finding solutions that are pragmatic and easy to use on the one hand. On the other hand, these tools show a target group oriented approach that provides motivation for the PES employees as they are actively involved.

More than 100.000 copies are disseminated in Germany.

31. A new school in a new country: How to support newly arrived immigrant students

Workshop leaders

Hannah van Riel, Ministry of School and Vocational Education, Project coordinator, Hamburg, Germany
Marcus Cramer, Schulmentoren, Hamburg, Germany

Theme and content

We will discuss ways of supporting newly arrived immigrant students who face the challenge of getting used to a new school in a new country. First, we will ask ourselves what is it that those students need when they arrive at their new school. Following, there will be a short presentation on how newly arrived immigrant students are integrated in schools in Hamburg and we will talk about "Schulmentoren." The project Schulmentoren offers trainings, workshops and online modules for future mentors in schools: parents, students aged 8 to 18 and other volunteers. Within Schulmentoren students are being trained to mentor their peers such as newly arrived students. We will then discuss other existing support systems and we will develop new ways of supporting those students.

Enhancing the interaction

The participants will be asked to share and discuss their experience and knowledge and to create new ideas. We will work both in teams and as a whole group.

32. Biographies & Integration: the making of a colorful society

Workshop leader

Claudia Peters, bunt.punkt, Germany

Theme and content

The approach of bunt.punkt method focuses on the benefits of the integration process and its impact on society as a whole. I compile individual biographies of people with an immigrant background and use the interviews to portray complex lifestories und focus on a certain issues like work, education. At the macro level social functions become comprehensible and at the micro level, the personal advancement is mapped. Social conditions and socio-political correlations are pictured. A short analysis can structure the results. The documentation provides opportunity for reflection and conclusions for new approaches or the adaption of strategies. At the same time narrative interviews let individuals become visible and these original voices contribute to opening up society.

Enhancing the interaction

Following a brief presentation of the method three questions on the perception, effects and expectations regarding biographies will be discussed in a World Café format.