

## 'WORLD CAFE'. Who are the professionals working with migrants?

### Action objective and results

- The discussion tables pursue the objective of carrying out interdisciplinary research and in-depth analysis of the figures useful for the service offered to immigrant people with the aim of guaranteeing a coherent service and improving the support project.
- From the group discussion, the expected result would be to agree if there were any changes to be made with respect to the work, check whether the tools were suitable, evaluate one's expectations and finally coordinate the best working procedure together.
- *A division into general and specific objectives can be used:*
  - comparing ideas
  - check tools used
  - evaluation of personal expectations
  - procedural hypothesis

### Brief description / scope of activity / tools / practices

- The activity consists of meeting at 3 tables of 5 people each and thinking about what skills each professional who works with immigrants should have.  
It can be used to improve the reception process with the tools available. People give their opinions or ideas regarding the tasks of professionals. Participants will take turns sitting at each table so as to allow a rotation and elaboration of each profession. With the exception of one participant who will have to remain at the same table because he will have the task of taking note of what is said at each table to give back to the new participants what has already been said and allow the latter to give their own idea.
- This allows you to analyze the skills of professionals and improve them so you know which direction you are going. The comparison is an excellent practice to bring out the simplest elements that could be hidden.

### Information about the authors

- Alessandra Dal Pozzolo, Studio Progetto Soc. Coop.Soc.

### Resources

- 1 hour, 6 professionals' descriptions, 15/20 participants approx, one big room or separate small rooms to host the tables, chairs and tables, flipcharts, markers. If you wish, it would be nice to add some coffee, tea, refreshments and biscuits or similar.

### Plan and timetable (if applicable)

1. prepare the 3 or 4 tables with 1 flipchart (or white paper tablecloth) and some coloured markers
2. divide participants into 3 or 4 small groups of 4/5 people each
3. choose a Host for each table: a person who will remain at the table when others leave and welcome travellers from other tables for the next round of conversation. He/she will also have the task to briefly share key insights from the prior conversation so others can link and build using ideas from their respective tables.
4. each table will have a discussion topic: in our case, it was 2 professionals working with migrants to be discovered (cultural mediator, reception worker, integration worker, healthcare/sanitary worker, legal operator, language teachers)
5. explain the rules of the World Cafè methodology: you have time (10 minutes for each table/conversation) to be respected; when the time is over you need to change the table; every opinion, idea and contribution is the right one!
6. People start the discussions at each table, writing the hints/keywords in the flipchart/tablecloths. After 10 minutes the facilitator rings a bell and the groups change the table. The round ends when all the groups attended to all the tables.
7. in plenary each host presents what was the discussion about and the results in his/her table
8. the facilitator could add comments and, in our case, give a definition of the professionals working with migrants

### Methodology and references (background)

- World Cafè methodology

### Budget (if applicable)

- Stationary: flipchart or tablecloths, markers (approx. 15 euros)

### Success criteria

- Feedback from participants; evaluation questionnaire at the end of the activity

### Team

- A facilitator and, if possible, the professionals working with migrants who can better explain their tasks and roles:

The cultural mediator is a figure who has excellent linguistic skills and understanding of the person's cultural background and knows the best way to approach them. The role of the cultural mediator is to know how to communicate fluidly through socio-cultural linguistic mediation and to promote the integration and relational processes of the person, bringing together the culture of belonging and that of the host country.

Reception and integration operators have practical, bureaucratic and sometimes psychological support skills to restore the values of autonomy. They have the role of creating opportunities in which the person can access tools to become autonomous and have a practical support role.

The legal operator must have the skills to be able to benefit from the rights linked to the status recognized to the person and capable of supporting immigrant people on a legal level. He/She follows the entire reception process of the immigrant person and being able to give correct indications.

The healthcare worker has therapeutic support skills and is able to observe to detect needs. It would be useful for this figure to have an anthropological background so as to be able to interface with empathy. The treatment of some health situations have a strong cultural component.

Teachers have educational and motivational skills, they must know how to explain and create a serene climate. They have group management skills and know how to be involved.

### Communications and Reporting

- Flipcharts with description of tasks and competencies of the professionals working with migrants

### Attachments

- [https://drive.google.com/drive/folders/1SwlfcBjLx20OtVTPwXJKvgUhouAsTdsj?usp=drive\\_link](https://drive.google.com/drive/folders/1SwlfcBjLx20OtVTPwXJKvgUhouAsTdsj?usp=drive_link)