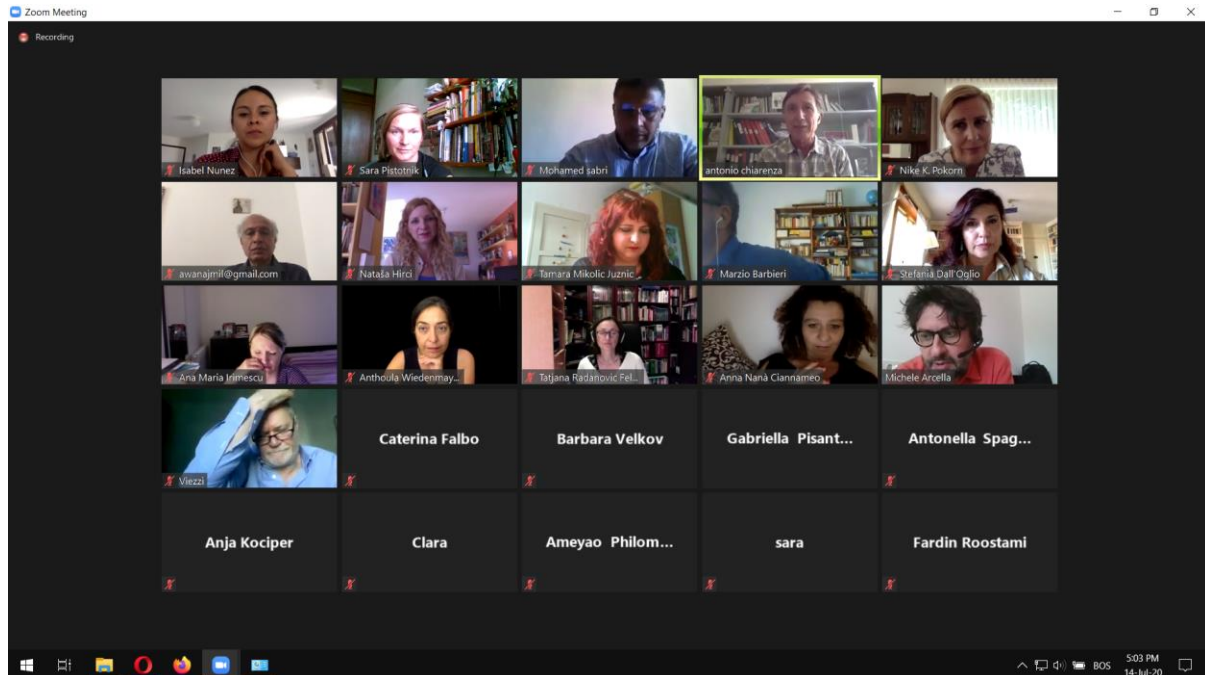


3RD TRAMIG STAKEHOLDER FORUM – REGGIO EMILIA, 14TH JULY 2020



STAKEHOLDER FORUM

The Reggio Emilia stakeholder forum was meant to be held at the Local Health Authority (AUSL RE) at the end of February 2020. Unfortunately, due to the Covid-19 pandemic it was cancelled and rescheduled as an online event few months later on 14th July 2020 between 3 and 5 pm. Nevertheless the Stakeholder forum was attended by more than 30 people including the project partners representatives, volunteer-trainees and invited speakers from local public service organisations and agencies that employ interpreters and intercultural mediators to facilitate communication, understanding and dialogue between care workers and the immigrant foreign population. The aim of the Reggio Emilia stakeholder forum was to share with the representatives of local institutions the objectives and activities of the TRAMIG project, in particular it had a dual objective, on the one hand to promote what the TRAMING project had been able to achieve and on the other to give voice to the stakeholders, who through the story of their experience were able to highlight those aspects of the profession of interpreter and intercultural mediator that they considered fundamental in the context of their activities and services. Five local stakeholders were invited: a representative of the Policy Service for Social Integration, the Fight Against Poverty and the Third Sector of the Emilia-Romagna Region; the person in charge of Social, Educational and Intercultural Services, Municipality of Reggio

Emilia; the head of Intercultural Mediation provision in reception services for refugees and asylum seekers in Reggio Emilia; the UNHCR provider of interpreting and translation services to support the commission for the recognition of international protection in Bologna; and the social cooperative in charge of the intercultural mediation service provision in the Reggio Emilia health care services. Following the introductory remarks by the TRAMIG project coordinator and the local organizer, the five stakeholders gave their presentations addressing interpreting and intercultural mediation from their own perspectives and focusing on needs, challenges and opportunities regarding both professional skills development and effective utilization of interpreters and intercultural mediators employed in public service settings of the Emilia-Romagna region. The presentations were followed by a Q&A session and a productive discussion.

EVALUATION BY STAKEHOLDERS

Four of the five external stakeholders completed the Evaluation Form and expressed their satisfaction with the event. Scores of 4 or 5 were assigned to all items. The answers to the open questions stressed the usefulness of the discussion and welcomed the opportunity to engage in a dialogue with people working in different fields. One of the respondents stated that *'it was very interesting to hear all the stakeholders, and the point of view of other organizations that work in the same field. It was also enriching to listen and answer to the questions of the audience, and having the opportunity to talk and share the work of the intercultural mediation service with all of the participants'*; one stakeholder stressed the need for further discussion on this topic and wished they had more time to do it during the stakeholderforum *'in order to better allow panellists and participants to deep the topics of interest'*; this echoed by another participant who reported that the stakeholder forum met his needs *'despite there was not time enough to discuss with all the participants about possible solutions related to the quality of interpreting/translation services in the asylum procedure'* and suggested that *'It could be very interesting to develop the forum along discussion channels more focused on specific topics'*.

EVALUATION BY THE ORGANIZERS

Although it was impossible to involve all the stakeholders personally, particularly given the necessity to contain the event online within a short timeframe, the local organizers were very satisfied with the result of the Forum, the quality of the presentations, the good level of participation in discussions. The main objective of the Forum was achieved, confirming the importance of establishing effective forms of dialogue and collaboration between the world of research, education and practice. This is particularly necessary if better integration of the interpreter and the intercultural mediator in public services is to be achieved.