

Local seminar, Reggio Emilia 18 October 2019

WORKSHOP 2 "Developing teaching and learning methods"

The local seminar was based on the training that was held in Oslo on 2-3 July 2019, and it was carried out at the AUSL-IRCCS of Reggio Emilia on 18 October 2019.

The seminar was attended by 24 intercultural mediators employed by the Synergasia Social Cooperative, a body that since 2015 has been providing linguistic and cultural mediation services to the health and social-health services of the AUSL RE after winning a tender. The contact person and coordinator of the linguistic and cultural mediation service of Synergasia, Clara Vassallo also attended the seminar.

The working and teaching group consisted of Antonio Chiarenza and Anna Ciannameo (AUSL Reggio Emilia), Mohamed Sabri and Philomina Ameyao Serebour, volunteer participants in the Oslo workshop and intercultural mediators at the aforementioned cooperative.

During the local seminar a summary of the contents discussed during Workshop 2 in Oslo was presented, alternating them with moments of interactive discussion with the aim of promoting a collective reflection on the contents in light of the peculiarities of the local context of Reggio Emilia and, specifically, of the services of care.

The 4-hour seminar was divided into 4 parts:

INTRODUCTION: Develop teaching and learning methods

After an initial opening of the works, the TRAMIG project (objectives, activities, expected results, etc.) was presented and the rationale for workshop 2 was described

PART 1: Training and professionalization of the interpreter in the public sector: the Norwegian model. The process of professionalisation of the interpreter in the public sector has been described. After the presentation of the slides provided by the Oslo team, the class was subdivided into 4 small groups for a reflective extermination starting from the questions:

- What are the challenges for professional recognition in your workplace?
- How to strengthen the identity and professional recognition in your workplace?

The groups worked for about 20 minutes and then each returned the highlights of the plenary discussion.

PART 2: The course of study for the interpreter in the public sector of the University of Oslo (MET)

The contents presented in Oslo ("The study course for the interpreter in the public sector of the University of Oslo") were shared.

After the presentation, the class was divided into 4 small groups for a reflective exercise on the work of the intercultural mediator starting from the questions:

- What are the necessary knowledge in your work?
- What are the technical skills needed in your work?
- What are the distinctive skills to carry out your work?

The groups worked for about 20 minutes and then each returned the highlights of the plenary discussion.

PART 3: Role Play as a learning path. The contents presented in Oslo ("Role play as a path to learning" /) were shared. Subsequently a classroom exercise was carried out: a role play starting from the simulation of a situation taken from real life (hospital neurology ward - patient, doctor, intercultural mediator, social worker). The project team had previously prepared the script and the related role cards. After the implementation of the exercise, a discussion of about 20 minutes followed in which some the main points of the role play methodology were summarized as a learning and teaching tool and the steps to be followed for its construction, management, evaluation.

PART4: "The social and cultural context of the work of interpreter. Knowledge of the host society in newly arrived migrants: the Norwegian model "

The contents presented in Oslo "Teaching Norwegian social studies to newly arrived migrants" were shared. It was then presented "The social and cultural context of the work of interpreter. Knowledge of the host society among newly arrived migrants: the Norwegian model ». Subsequently a classroom discussion was held on the types of courses offered in Italy, on their usefulness and on what could be the possible role of the mediator and the trainer of intercultural mediators in this situation.