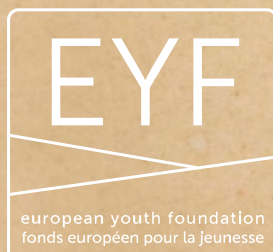


# BEST PRACTICES ROADMAP



COUNCIL OF EUROPE



CONSEIL DE L'EUROPE



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## Introduction

Best practices in organisations are methods or techniques that have been accepted to achieve greater results in youth work.

JECI-MIEC best practices were gathered during the Training Session "Today's Students = Tomorrow's Responsables; Capacity Building for Students NGO's in Europe" that was held in Malta from 5 to 12 September 2021 and was supported by the European Youth Foundation of the Council of Europe.

Student members of Catholic Youth NGO's gathered for a week in Malta and selected best practices based on the content on the pillars of the activity: mental well being, communication, organisation and project planning.

The criteria in order to select best practices were efficiency, ethicality and sustainability.

\*This publication was produced by European Coordination JECI-MIEC with the support of the European Youth Foundation of the Council of Europe. It does not necessarily reflect the official position of the Council of Europe."

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## X 1 Wellbeing: Members and leaders

The existence of a permanent psychologist

### Destigmatisation:

- Training on how to prevent mental health issues

### Burnout Prevention:

- Setting boundaries
- Not taking the fails of other people
- Normalize saying no
- Accepting own mistakes and not picking up the slack all the time
- Prioritize the important tasks
- Good Team work
- Prioritizing tasks
- Don't lose hope, "Sessions/ knowledges adapted to the age of members"

### Mental Health Awareness:

- Raise awareness activities
- Contact with National Psychological Health Service
- Focus on bonding within the board
- Accept a "NO"
- Don't lose hope

### Mental Health (organisational best practices):

- Establish a code of conduct - provide training on mental health awareness (both promotion of one's own personal mental health, and on the identification and assisting of those suffering poor mental health)
- Encode mental health awareness into organisational orientation - ensure confidentiality - ensure/facilitate interpersonal relationship (to ensure formation of casual support networks) - ensure access to psychological support services
- Establish a clear appeal procedure to support those suffering psychological abuse

### Mental Health (Personal Best Practices):

- SLOW method
- take notice of those around you
- actively listen
- General discussion about feeling before/during the meeting
- Being transparent with people to create safe spaces
- Talking about your mood at the beginning



Add more...

What would you add now?

## X 2. Communication

Know my audience, have feedback from target audience

Internal (between movements)

- Keep personal contact with responsible from each national team
- One unified communication structure (Microsoft teams, slack etc)

External (partners, social media...)

- Have a key message (Visual) balanced structure, not so many text, maximum 3 colors, have some visual information, use of different font to capture attention
- Communication (Digital): - moderate use of colour - limit text - apply standard graphic guidelines
- Use of shorter texts (Use of visual communication)

Example: JECIMIEC Instagram campaign on ways to get involved in IYCS/IMCS"





### X 3. Projects and trainings

#### PROJECT WRITING:

- Ask help for fundraising, contact the partners and the funders for advice.

*Example:* EYF is very helpful

*Tips:* follow document and the eligibility criteria, be concise while writing, take ownership of your project co-financing by development projects with other youth organisations at EU level.

*Suggestion:* Apply for activities at the European Youth Centers in Budapest or Strasbourg

#### TRAINING:

- Trainings of how to express mental health issues
- Doing best practices activities more times
- Training for new leaders before they take their position
- Training Session for leaders
- Training session/study session linked to a way to get involved in IYCS/IMCS
- Training members of the movements to learn to look for quality info

#### TIPS FOR ACTIVITIES:

- Make committee groups with the participants
- Establish ground and house rules
- Brainstorming
- Teamwork
- Encourage participants to use sustainable ways of traveling for less than 750km
- Respect the time
- Include buffer time between sessions and meals
- Coffee breaks
- Ensuring that the games or sessions are not discriminative against any gender
- Use of Manuals and Handbooks of the Council of Europe (Manuals and handbooks (coe.int))
- Use of the Online Youth Portfolio of the Council of Europe to assess the competences of the Youth Worker and of the organisation and to plan activities in a "quality assurance framework" (<https://www.coe.int/en/web/youth-portfolio>)



Any other ideas?





## X 4. Organisational

- Collect each movements information to see what is left in each reality, in a scientific and objective way (like a little investigation)
- Membership database management
- Accessible databases for every local/national organisation for a better communication / identification of national key stakeholders
- Review the objectives of the movement periodically to see if they need to change
- Make long term campaigns - revise their content
- Policies and code of conduct: child protection policies, institutional protection concept in every movement
- Have a base material and draw content
- Development of management tools (policy, finances)
- Having a database of materials
- Alternate renew of leaders
- Ask for advice from experienced people and keep in touch with organization ex leaders
- Decentralisation of responsibilities
- Hire a part time employee or professional auditor to manage the administrative/ financial tasks
- Time management
- Make a good transmission of memory between two teams
- Precise budget
- Frequently check of goals, proposals, deadlines

### Methods

- See Judge Act
- SWOT Analysis
- SLOW method mental health
- 4MAT
- Smart objectives
- following the steps: identifying the problem, analyze the needs, objectives of the activities, result an impact, dissemination plan, focus on the impact.

### Tips and tricks

- Eye contact \* Non-distracting movements with hands \* Position: Face to Face, relaxed and natural
- Not to interrupt \* Empathy \* Assertiveness \* Truth, honesty \* Not being invasive while asking \* Speak audible and clear

- Maintaining an open posture \* Avoiding distractions, like looking at your phone
- Being an active listener: Showing that you are paying attention, asking open questions, asking and inquiring the other person for reassurance
- Meaningful interactive games to share and adapt between movements

- Good preparation · Make jokes · Be sensible to atmosphere · Make a summary
- Use body language · How to say it · Involving an audience · Be excited
- Be present · Smile · Make pause · Know where you have a speech
- Be simple · Know your message · Write yourself brief notes · Adapt your speech
- Train as much as you can.

### Appropriate use of digital tools:

Communication (presenting): - have a clear message - clear diction and projection - engage audience - vocal modulation - open body language - don't over rely on visuals - don't rote learn / read speech - don't bore the audience

Communication (in person): - open posture - clear speech - active listening - don't play with your phone (give undivided attention) "jingle" (song after break)

- Ice breakers · Pillow game · Embarrassing games · 2 truths one lie · Quick game
- Check in · Chair in the middle · Food salad · Intercultural dinner · Eye catching
- Looking into eyes · Commission groups

Let's add something more



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